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Handout for initial orientation

Englisch

Mental health

After traumatic experiences such as war or flight, after periods of great stress or isolation, but also due to genetic or hormonal factors, people can become mentally or emotionally ill. Sleeping disorders, rapid startling, anxiety, being overwhelmed, anger, dejection or avoiding contact with other people are symptoms that can also occur with a considerable time delay.

The access to professional support and help depends on whether a person has health insurance. For patients with a health card, a general practitioner or family doctor can provide a referral to a specialist. **Psychiatrists** can prescribe medication and recommend therapy. **Psychologists** or **psychotherapists** provide support through counselling sessions and therapies. Contacts can be found in the **Magdeburg Health Guide (Gesundheitswegweiser)**. It is often necessary to plan for a longer waiting period until an appointment can be made. For therapy, it is important that good communication is possible.

Asylum seekers or people with a temporary residence permit (Duldung) who are supervised by the Social Welfare and Housing Office (Sozial- und Wohnungsamt) need a **treatment certificate** from there in order to be able to go to a specialist doctor. The treatment certificate is issued when a **doctor's report** commissioned by the Social Welfare and Housing Office confirms the necessity of the treatment. The applicant should submit any existing examination results or medical statements to support this procedure. Once the treatment certificate has been issued, the person concerned is responsible for finding a doctor him/herself, but is usually assisted by social workers.

The **Psychosocial Centre for Migrants in Saxony-Anhalt (Psychosoziales Zentrum für Migrantinnen und Migranten in Sachsen-Anhalt)** offers therapies where interpreters can translate. In addition, it offers social counselling and provides help with mental illness: PSZ Magdeburg | Agnetenstr. 14 | 39106 Magdeburg | telephone 0391 79293380 | kontakt@psz-sachsen-anhalt.de

In **emergencies**, the **helpline "Telefonseelsorge"** (German language) can be called free of charge day and night: **0800 111 0 111**. For other languages, there is the **Muslim helpline** with the number **030 4435 09 821** (Turkish, Arabic and Urdu), the **"Doweria" helpline** with the number **030 4403 08 454** (Russian) or the **helpline "SeeleFon"** with the number **0228 7100 2425** (Arabic, English, French | Monday to Wednesday). All phones allow people with problems and worries to confide in someone. They get support in finding solutions and help. The telephone calls are anonymous and confidential.

People suffering from mental illness can also meet in a **support group**. Here it is possible to talk and share experiences with other people who are also ill. However, it is not a therapy and not suitable for emergencies. **Contact and advice centre for support groups KOBES** | Breiter Weg 251 | 39104 Magdeburg | telephone 0391 40224184 | kontakt-kobes@caritas-rvmd.de

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Besides further handouts the Migrationswegweiser Magdeburg offers information on various information, consultation and assistance services.

www.willkommen-in-magdeburg.de



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SACHSEN-ANHALT

