

## First Aid



- ▼ **Accident, Fire, Robbery: Emergency Numbers in Germany**
- ▼ **Medical Assistance - Day and Night**

### **Accident, Fire, Robbery: Emergency Numbers in Germany**

Emergency numbers in Germany are:

- 110 (police) and
- 112 (fire and medical emergency)

Both numbers are toll-free and can be dialed from any landline or mobile phone as well as from public telephones all over the country.

Additionally, the German poison information center in Berlin can be reached at 030 - 19240.

Just like in any other country, you will be asked to provide as much information as you can about the situation when calling these numbers, so please keep the following questions in mind and remain on the line to provide any additional information the emergency operators may need.

- Who (which and how many people) are injured?
- What happened and how?
- When did the event take place?
- Where did it happen?
- How can emergency personnel reach you (phone number)?

In addition, you may dial 116 116 toll free to immediately block stolen credit cards or other means of electronic payment, PIN-codes for online banking, mobile phones etc. Many, but not all banks, credit card and mobile phone companies already participate in the 116 116 system, but more and more are joining it. Up-to-date information (in German only) is available from Sperr e.V..

## Medical Assistance - Day and Night

Germany possesses one of the world's leading healthcare systems. A dense network of more than 400,000 medical doctors, 80,000 dentists and around 21,000 pharmacies is available to you during your stay in Germany. Thus, medical service is usually within easy reach:

- Besides medical emergency care, on-call service ensures that **doctors** are also available on the weekend, public holidays or weekday nights for less critical cases (fever, sinus infection, etc.). A list of the search engines and stand by services of the relevant state level institutions is available on the webpage of the German Medical Association (BAEK).
- Likewise, **pharmacies** that usually follow regular opening hours, also have a system of rotating on-call service. The web portal of the German pharmacists' associations "aponet.de" offers an online tool to search for pharmacies in your neighborhood.
- The German Initiative proDent e.V. provides a similar service for finding **dentists** after hours on its online portal "prodente.de".

All you need to know to use these tools, which are currently available in German only, is the postal code (PLZ) of your current location. Another way to find doctors and pharmacies close to you is to utilize search engines of the local yellow pages or phonebook and, of course, their printed versions. Many local newspapers also print this information regularly as a public service to their readers.

The German National Association of Statutory Health Insurance Physicians (KBV) provides a free hotline for finding local on-call doctors. The hotline's number is 116 117 and can be dialed from both mobile and landline phones. Further details on medical services in Germany are available for download.

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