

You have to say  
who is sick,  
what happened,  
where the sick person is.

Some examples of when to call the ambulance:

You fall down the stairs and break a leg.

You suddenly experience a strong pain in your chest, maybe you have trouble breathing and you feel nauseous.

You can hardly breathe.

Someone becomes unconscious.

You suddenly experience issues with speaking or moving one of your arms or legs.

Please consider that an ambulance should only be called in case of emergency. Abuse of the emergency hotline can be punished!

**Emergency Hotline 112 Please save this number in your mobile phone!**

### **Weekend**

If you suffer from coughing, sneezing, diarrhea, a skin disease, back pain etc. during the weekend or at night (till 10 pm) you can go to Paracelsus Hospital in Marl. In case this is not possible, you can ask for a home visit by calling 116117. Please consider that at your house doctors might have less equipment and thus fewer possibilities to examine you.

For emergency treatment you need to hand in your insurance pass issued by the Social Assistance Office afterwards.

### **General Practitioners/Pediatricians**

Many illnesses and small injuries can be treated by general practitioners or pediatricians. Simple examinations such as physical checkups, blood tests, urine tests, ultra sound examinations, ultrasonic testing, electrocardiograms ... can be conducted. Simple bandages, infusions and injections can be provided by a general practitioner/pediatrician. If a general practitioner or pediatrician cannot help you, he or she will consider with you, which specialist you can consult. To visit this specialist - called Facharzt - you will receive a **referral form** which you need to take to the Social Assistance Office to receive a second insurance pass (same location and procedure: Dr.-Conrads-Straße 1, Room 116, Monday to Friday, between 11 and 12 am).

If a doctor recommends you to use medication, you will receive a prescription. With this form you can go to a pharmacy to exchange it for the actual medicine. Simple pain medication such as Aspirin and Paracetamol have to be paid by the patient. Sometimes the prescription of medical aids and appliances such as wheelchairs or canes is necessary. If you need any of these medical supplies, this has to be approved by the Social Assistance Office in advance. Similarly, special courses and therapies such as physiotherapy or medical massages need to be approved beforehand.

In addition to treating illnesses, general practitioners and pediatricians are also in charge of preventive medical check-ups and vaccinations. Please ask your general practitioner about the recommended vaccinations!