Germany offers a well developed health care system to provide necessary help for sick or injured people. In non-perilous situations resident doctors take care of first aid treatment. You can find general practitioners (‘Allgemeinmediziner’) all over the city, mostly referred to as ‘Hausarzt’. If specialist treatment is necessary a referral note (‘Überweisungsschein’) is issued. Information about where to find doctors, their opening hours and which languages are spoken can be found online www.arztsuche.kvsda.de/arztsuche

To receive treatment free of charge a Gesundheitskarte (health card) or Behandlungsschein (treatment voucher) is required. The electronic health card is issued by the health insurance, providing all necessary personal data to receive necessary medical treatment. A treatment voucher is issued by the Sozialamt (city’s department for social security - Wilhelm-Höpfner-Ring 4, 39116 Magdeburg) or the ZASt (central reception centre) and allows treatment in case of acute sickness or a condition of pain. There is also an entitlement for necessary preventive medical check-ups and recommended vaccinations. Pregnant women with treatment voucher are entitled to the same treatment as pregnant women with health card (all check-ups, delivery, midwife support, etc.)

In case of sickness during evening hours or at the weekend or in case that no doctor’s office is open, the Medico-Soziales Zentrum (Leipziger Straße 16-17, 39112 Magdeburg, telephone 0391 6279600) provides medical assistance (Monday, Tuesday and Thursday 6-11 pm, Wednesday and Friday 2-11 pm, Saturday, Sunday and on holidays 7 am – 11 pm). If a visit to the Medico-Soziales Zentrum isn’t possible, the medical on-call service can be reached during these hours via 116 or 117 (no prefix).

In case of life-threatening emergencies such as heart attack, stroke, breathing arrest/apnoea, intense bleeding, in case of an accident or severe injury the emergency medical service has to be contacted (112, no prefix).

Treatment in hospitals is usually only conducted after official hospitalisation through a resident doctor or the emergency medical service.

Dental treatments are conducted in a dentist’s surgery. A referral note is not necessary, but an appointment should be made. In case of emergency outside the dentist’s consultation hours the stand-by duty can be contacted via 0391 6625029. Contact details of dentists can be found online here www.zaek-sa.de/patienten/zahnarztsuche.htm

Prescripted and free medicine is available in pharmacies. Pharmacies can be found online here www.ak-sa.de/apotheckenbetrieb/apothekenliste. Opening hours of pharmacies at night and during the weekend can be found on placards at the pharmacies or online www.ak-sa.de/notdienst

The psycho-social centre for migrants (Psychosoziales Zentrum für Migrant*innen) provides psychological counselling, therapy, psycho-social groups as well as social counselling service (Liebknechtstraße 55, 39108 Magdeburg, telephone 0391 63109807, telephone registration Tuesday 10 am – 12 pm).

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

www.willkommen-in-magdeburg.de