

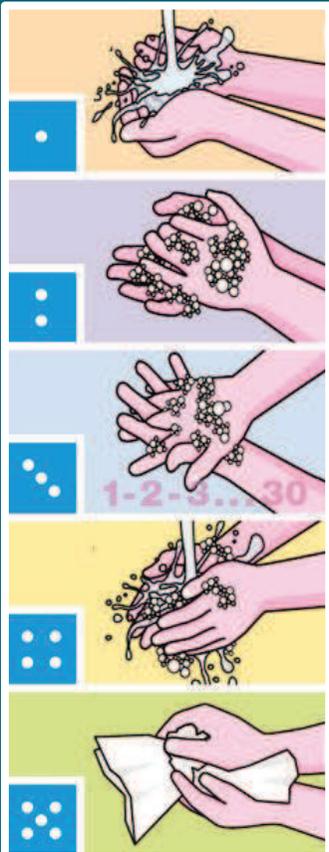
How to be correct in...

**Washing hands**

- Before preparing meals
- Before having meals
- When they are dirty
- After using the toilet
- After contact to animals
- After coughing or sneezing in your hand
- After blowing your nose
- After contact to waste

**Coughing and sneezing**

- Cough or sneeze in your crook of your arm or in a paper tissue instead in your hand
- Keep distance to other people
- Do not leave used paper tissues lying around or collect them
- Remove used paper tissues
- Wash your hands often



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Responsible for this flyer:  
City of Oberhausen, Health Office

State May 2016

Important contacts

City of Oberhausen

Health Office (Bereich Gesundheitswesen)  
Tannenbergr. 11-13, 46045 Oberhausen  
Service Tel. **0208 825-2570/-2428**  
bereich.gesundheitswesen@oberhausen.de

**Emergency clinic in hospital (Evangelisches Krankenhaus)**



Mo, Tu, Th 18:00-22:00  
We, Fr 13:00-22:00  
Sa, Su, public holidays 09:00-22:00

Virchowstr. 20, 46047 Oberhausen, **Tel. 0208 881 39 510**

**Emergency clinic in hospital for children (Evangelisches Krankenhaus)**



Mo, Tu, Th 19:00-22:00  
We, Fr 15:00-22:00  
Sa, Su, public holidays 09:30-22:00

Virchowstr. 20 (Haus F), 46047 Oberhausen, **Tel. 0208 881 1308**



**Emergency telephone for poisoning**  
**Tel. 0228 19 240** (24-hour service)



**Dental emergency service**  
Kassenzahnärztliche Vereinigung Nordrhein  
**Tel. 01805 986700 (Chargeable!)**

**Call for a doctor in NRW (medical emergency service)**



Mo, Tu, Th 18:00-08:00 of the following day  
We, Fr 13:00-08:00 of the following day  
Sa, Su, public holidays 08:00-08:00 of the following day

**Important information:** No. 116 117 is **not** an emergency call!

In life-threatening situations, call **112!**

**Tel. 116 117**



**Fire department/Emergency service/Ambulance**  
**Tel. 112**



**Police**  
**Tel. 110**



Marktstraße 165 , 46045 Oberhausen, **Tel. 0208 80 65 18**  
info@aidshilfe-oberhausen.de



**Pharmacy emergency service**  
www.apothekennotdienst-nrw.de



**Aid for drug users**  
Dorstener Straße 52, 46145 Oberhausen  
**Tel. 0208 667313**  
drogenberatung@oberhausen.de

# Health Guide

for asylum seekers  
in Oberhausen



# Health Guide for asylum seekers in Oberhausen

## The German health system

The medical health system in Germany is based on a medical insurance. As you, as an asylum seeker, have no medical insurance for the first time, your health care is financed by the Social Services Office (“Sozialamt”). The amount of care is regulated by law. If you have any questions do not hesitate to contact the Social Services Department or the Health Office (“Gesundheitsamt”). You are allowed to consult a doctor or a dentist if you sicken acutely, have pains or be pregnant.

### Contents of the medical health care:

- Medical examination and treatment of a doctor
- Medical examination and treatment of a dentist
- Vaccinations
- Preventive medical examination

All examination/health documents, such as your medical record, vaccination card or your expectant mother's record of prenatal and natal care, have to keep safely. These documents are very important for further consultations.

## The electronic health care card (“Gesundheitskarte”)

The electronic health care card allows you to consult a doctor or a dentist directly.



This health care card is a very important document. Please keep it safely.

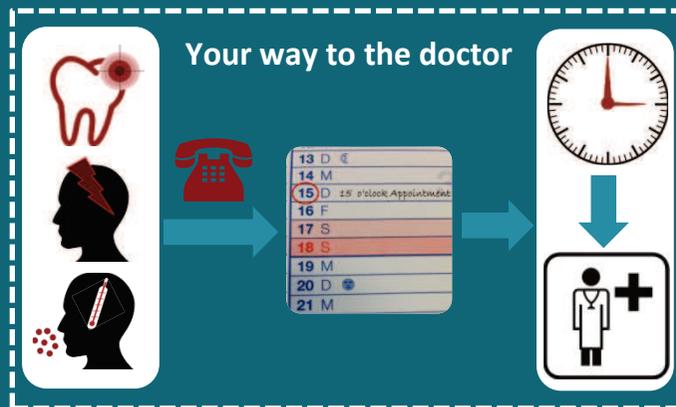
## Consultation of a doctor

Usually, doctors work in individual practices or group practices with several colleagues. These doctors are called as „niedergelassene Ärztinnen and Ärzte”. They are allowed to issue prescriptions for drugs, transfer you to another doctor with a further specification or admit you to hospital. Doctors have to keep medical confidentiality. They are not allowed to circulate medical information. However, specific infectious diseases, such as Tuberculosis, have to report to the Health Office to avoid a further spreading.

You can find a list with all doctors working in Oberhausen in the „Gesundheitspartner-Verzeichnis der Stadt Oberhausen” and also online via:

[www.gelbeseiten.de/aerzte/oberhausen](http://www.gelbeseiten.de/aerzte/oberhausen)

On this website you can also see maps and directions to the practices.



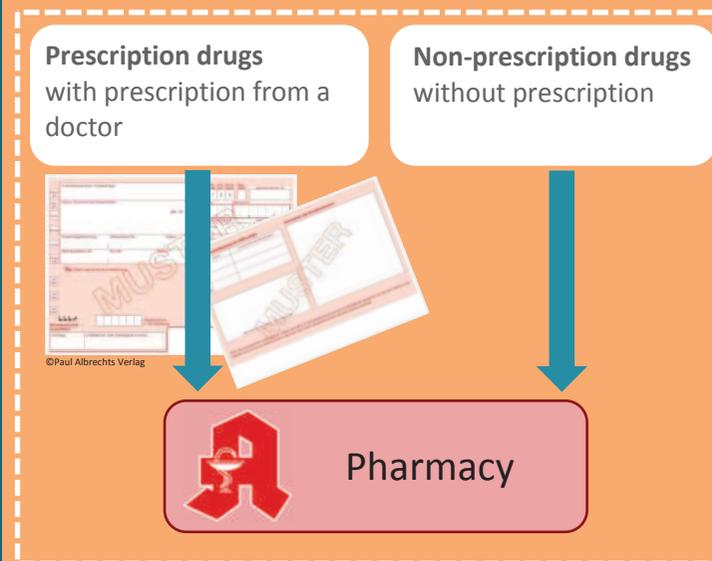
If you would like to consult a doctor, you have to do some things in advance:

1. Contact the doctor before your visit. The best way to do this is to give her or him a phone call and arrange an appointment for your visit.
2. Please arrive on schedule! Without an appointment you have to wait very long or will get no possibility to see the doctor.

## Receive drugs in a pharmacy

In Germany there are two types of drugs: prescription drugs and non-prescription drugs. For a prescription drug you will need a prescription from a doctor. With this prescription you can go to a pharmacy where you will get your medicine from a pharmacist. The costs will be paid by the responsible public agency. Non-prescription drugs you will receive in a pharmacy as well. For these drugs no prescription is necessary and you have to pay it by your own.

There is at least one emergency pharmacy close-by that is opened for 24 hours.



1. In the package of every drug you will find a package insert with important information about the medicine. Furthermore, the pharmacist will inform you about the dosage of the drug.
2. Please take care if you have any allergies or disease. Please inform your pharmacist or doctor about this.
3. If you could not understand a detail, please do not hesitate to ask!