

## Doctors and Healthcare

### Procedure in case of illness

If you are not seriously ill, it is advisable to first see your general practitioner who then refers you to a specialist, if necessary.

Always make an appointment, since waiting periods can be quite long otherwise. Of course, in case of emergency or accident you can always see your general practitioner on the same day without an appointment. Just call to announce your arrival and state the urgency of your matter.

Always take your health insurance card with you. Even if you just see the doctor for a preventive check-up, the doctor's assistants might need your card.

Here you can find information on the Electronic Health Card, provided by the Federal Ministry of Health: <https://www.bundesgesundheitsministerium.de/english-version/topics/health-guide-for-asylum-seekers/general-information-about-the-health-system.html#c4107>

### What to do when you are sick at night, during weekends or public holidays

In case of a serious emergency, call an ambulance.

### Emergency telephone numbers in Germany

- **Ambulance: 112**

You can dial this number without any dialling code – even without any credit on your mobile phone or when you do not know the PIN-number of a mobile phone.

- **Police: 110**

In case you just need to see a doctor during the **weekend** to get advice and a prescription, you may call the emergency services (“Ärztlicher Notdienst” or “Ärztlicher Bereitschaftsdienst”). They will tell you which general practitioner is on duty that day.

**Phone number: 116 117**

The same applies for pharmacies. If you urgently need medication outside business hours, you can call the **pharmacy emergency hotline** ("Apotheken-Notdienst") to find out which pharmacy is open all night and can give or deliver you the required medication.

**Phone number: 0800 / 228 228 0**

You may also use the search engine at

<http://www.aponet.de/service/notdienstapotheke-finden/suchergebnis/08.10.2014/97070/-/20.html>

Furthermore, you may contact the medical surgery ("ärztliche Bereitschaftspraxis") in the old city centre ("Altstadt"). They offer **longer opening hours** that complement the treatment times of general practitioners. There you can see general practitioners as well as specialists:

**Phone number: 0931 – 32 28 33**

**Address and opening hours ("ärztliche Bereitschaftspraxis"):**

Domerschulstr. 1

97070 Würzburg

**Wednesday and Friday: 2pm – 9pm**

**Saturday, Sunday, and public holidays: 8am – 9pm**

Better call them in advance to ask for the best time for your appointment!

<https://www.bpx-wuerzburg.de/>

**Important numbers in case of emergency:**

- Emergency number to call the fire- and rescue service  
(Notruf Feuerwehr und Rettungsdienst)

**112**

- Police  
(Polizei)

**110**

- Ambulance service (no emergency!)  
(Krankentransport, nicht für Notfälle)  
**19 222**
- Medical emergency service (in case you do not need to go to hospital)  
(ärztlicher Bereitschaftsdienst)  
**116 117**

For a list of all general practitioners and specialists in Würzburg with addresses and phone numbers, please consult:

<http://www.chirurgie-portal.de/arztsuche/aerzteverzeichnis-aerzte--wuerzburg.html>

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To find general practitioners and specialists with foreign language skills you can consult the online search engine provided by the Bavarian Association of Statutory Health Insurance Physicians ("Kassenärztliche Vereinigung Bayern"): <https://www.kbv.de/html/arztsuche.php>.

With this search engine you can identify doctors in Bavaria according to different criteria:

- Specialization
- Further training
- Opening hours on specific days
- Language skills (register of all languages to select from)

**Disclaimer:**

The information provided reflects the surgery's own statements. We can neither assume liability for the veracity of the results nor for the medical competence of the doctors listed.

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