

Information on Medical Services for Migrants

Are you new in Germany and now living in Münster? This brochure contains information and tips from the Public Health Department (*Gesundheitsamt*) to help you stay healthy and get medical treatment in Germany. This brochure is available in the following languages: Arabic, English, Kurdish and Persian (Farsi).

Going to a doctor

If you feel sick and want see a doctor, you should go to a GP (general medical practice) or family doctor. You can also see a doctor for general internal medicine. In German, these doctors' practices are called: *Hausarztpraxis*, *Praxis für Allgemeinmedizin* or *Praxis für allgemeine Innere Medizin*. In Germany, hospitals are usually only for medical emergencies. If you feel sick, you should go to a doctor's practice. You can choose which doctor you want to go to. Remember to take your electronic health insurance card or your health insurance voucher with you, when you go to the doctor.

If you need specialist medical treatment, your doctor will tell you to see a medical specialist (*Facharzt*) – this is called a “referral” (*Überweisung*).

For non-emergency medical treatment, you will need either:

- a health insurance voucher from the Social Services Office (*Sozialamt*), or
- **an electronic health insurance card from the „Techniker“ Health Insurance Fund (TK) - *Gesundheitskarte von der Techniker Krankenkasse (TK)***, or health insurance cover from your country of origin (EU)
- if necessary, an interpreter or translator.

The Health Insurance Card (*Gesundheitskarte*)

All refugees eligible for the Asylum Seekers Benefits Act are now given an electronic health insurance card by the “Techniker” Health Insurance Fund (TK). This card is valid for the first 15 months of your stay in Germany.

After their first 15 months in Germany, asylum seekers can join a “statutory health insurance fund”. This health insurance fund will then issue a new health insurance card. A health insurance card is only valid for one person – the person whose name is on the card. When you go to the doctor, give the health insurance card to the staff in the doctor's practice and they will charge the treatment costs directly to the health insurance fund. The Social Services Office then pays the health insurance fund, thereby paying for your medical treatment.

Making a doctor's appointment

A doctor's practice has fixed opening hours, when patients can see the doctor. It is a good idea to make an appointment to see the doctor. You do not need to make an appointment, but you will spend less time waiting if you make an appointment. Remember to cancel your appointment if you cannot go to see the doctor!

Please note:

Sometimes the Social Services Office will pay for a taxi to the doctor's practice. However, the Social Services Office will only pay for a taxi if the doctor has written down that you need a taxi.

At the doctor's practice

To give you good medical treatment, your doctor needs information about:

- your medical history
- any medication you take
- your current illness and symptoms

You should take your health insurance card when you go to the doctor. Also, you should take any medical documents you have (e.g. vaccination card, the medical data sheet from your first health evaluation made by a social worker in the refugee shelter, any medical reports you have).

If you don't speak German very well, you should take someone along who can serve as your interpreter. This could be a neighbour, a family member or a friend who speaks German. Only in exceptional cases will the Social Services Office pay for a professional interpreter and only if it is approved beforehand by the Social Services Office.

If your doctor suggests any follow-up appointments, please go to these appointments to get the medical treatment you need to improve your health.

Please note:

To ensure that you have a copy of important documents with you at all times, you may want to photograph them using your smartphone!

After your visit to the doctor

Your doctor may have given you

- a prescription for medication or other medical products
- a document for admission to a hospital

Prescriptions

If you need medication, your doctor will give you a pink-coloured prescription with the medication listed on it. Using this prescription, you can go to a pharmacy (*Apotheke*) and collect your medication. In general, during the first 15 months of your stay, you will not need to pay any money for these medications. After the first 15 months, you will generally need to pay between 5 and 10 € for each medication. However, you can apply for an exemption, so that you won't need to pay. For example, children and asylum seekers may not need to pay for medication. Contact your health insurance fund and you may be given a document exempting you from payment for medication (*Befreiungsausweis*). You should show this document to your doctor and the pharmacist.

In the evenings, at night and on weekends, only some pharmacies are open. This is called the emergency pharmacy service (*Apotheken-Notdienst*). To see which pharmacies are open, see: <http://www.akwl.de/notdienstkalender.php>

Your doctor may also give you a prescription for other medical products (*Heil- und Hilfsmittel*). These include things like physiotherapy, speech therapy, glasses, walking frames. You may need to pay a small amount of money for these medical products. If you receive benefits from the Social Services Office, the Social Services Office must approve the prescription before you can get the medical product.

Please note:

A prescription is only valid for the person whose name the doctor has written on the prescription.

- **It is important to take medication as your doctor has prescribed, e.g. the dose and how long you should take it. Even if you feel better, you should continue taking the**

medication as prescribed. If you stop taking the medication too soon, your illness may become worse again.

- **Medication for adults is not the same as medication for children. It is not safe to give children medication for adults.**
- **Store medication safely, so that children cannot take the medication accidentally.**

Going to hospital

If you have health insurance from the Social Services Office (*Sozialamt*) and your doctor has given you a document for admission to hospital, you should take this document to the Social Services Office or to the “Techniker” Health Insurance Fund. Hospital treatment must be approved, before you can go to the hospital.

However, in emergencies you can go directly to the hospital. Emergencies include giving birth to a baby or if you need an operation immediately.

Getting Help in Emergencies

In the evening, at night and on weekends, doctors' practices are closed.

For illnesses that are not life-threatening, you can call a telephone hotline to find out which doctors' practices are open in the evening, at night or on the weekend. You can call this hotline if your illness needs immediate treatment and you can't wait until normal doctors' opening hours. The telephone number of the doctor emergency service (*ärztlicher Notdienst*) is:

Phone number: 116 117

You will be told which doctors are providing emergency service treatment. If your German language skills are not good enough to make a phone call, ask someone to help you.

If you have a serious accident or a life-threatening emergency e.g. heart attack or stroke, you should call an emergency services ambulance:

Phone number: 112

or go to a **hospital** immediately.

The emergency services (*Rettungsdienst*) can come and help you very quickly with an ambulance (*Krankenwagen*).

If you need help in a **psychological emergency or crisis on the weekend**, you can call the **crisis hotline** (*Krisennotdienst*).

Phone number: 02 51/41 82 41 or **02 51/9 15 55-0** (Friday 8 pm until Monday 8 am)

Mental health and psychological treatment

For serious psychological or mental health issues, you can get advice and support at the following service centres:

Sozialpsychiatrischer Dienst im Gesundheitsamt

Stühmerweg 8, 2. Etage
48147 Münster
Telefon 02 51/4 92-53 60

Refugio Münster – Psychosoziale Flüchtlingshilfe

Hafenstr. 3-5
48153 Münster

Telefon: 02 51/1 44 86-31
www.refugio-muenster.de

info@refugio-muenster.de

Telephone consultation hours:

Monday, Tuesday, Thursday, Friday 9 am – 10 am
Wednesday 1:30 pm – 2:30 pm

General opening hours – no appointment is necessary:

On the first Thursday of every month from 2:30 pm until 4:30 pm

Before and after the birth of a child

<http://www.schwanger-und-viele-fragen.de/> Informations in 14 languages.

If you are pregnant, you can get free medical examinations by a gynaecologist (*Frauenarzt*) or a midwife (*Hebamme*). You can use this free check-up service from the beginning of your pregnancy.

After the baby's birth, you can get support for you and your baby from a midwife (*Hebamme*). If your baby needs medical treatment, you can go to a paediatrician (*Kinderarzt*).

You can find a midwife (*Hebamme*) using this website:

<http://www.hebammennetzwerk-muensterland.de/de/Hebammensuche>

“**Breastfeeding recommendations for pregnant women**” and “**Breastfeeding recommendations for new mothers**” in seven languages (Arabic, English, German, French, Italian, Russian and Turkish) at http://www.bfr.bund.de/de/nationale_stillkommission-2404.html

Pregnancy advisory centres (Schwangerschaftsberatungsstellen)

Münster's pregnancy advisory and abortion counselling centres (*Schwangerschafts- und Schwangerschaftskonfliktberatungsstellen*) offer advice and support to pregnant women, to men, to parents and to couples before, during and after pregnancy, until your child reaches the age of 3. Advice is free and can be provided anonymously if required.

Advice is offered in areas including:

- all pregnancy, birth and parenting-related issues
- abortion counselling
- sex education, contraception and family planning
- assistance for pregnant women on regulations relating to 'confidential births'
- information on legal and social issues
- assistance in applying for financial aid

Beratungs- und Bildungszentrum der Diakonie Münster

Hörsterplatz 2b, 48147 Münster

Telephone: 02 51/49 01 50

Beratungs-und-Bildungszentrum@diakonie-muenster.de

Donum vitae Münster e.V.

Scharnhorststr. 66, 48151 Münster

Telephone: 02 51/1 44 88 18

beratung@donum-vitae-muenster.de

pro familia - Beratungsstelle Münster

Deutsche Gesellschaft für Familienplanung und Sexualberatung NRW

Ludgeriplatz 12, 48151 Münster
Telephone: 02 51/4 58 58
muenster@profamilia.de

Sozialdienst katholischer Frauen e.V.

Wolbecker Str. 16 a, 48155 Münster
Telephone: 02 51/1 33 22 30

Pregnancy Advisory Centre

Schwangerschafts(konflikt)beratungsstelle der Stadt Münster

Amt für Kinder, Jugendliche und Familien
Hafenstr. 30, 48153 Münster
Telephone: 02 51/492-56 81/-56 85/-56 86
schwangerschaftsberatung@stadt-muenster.de

Protecting the health of your child

To make sure that children grow up healthy, they should be examined by a doctor regularly – even if they are not ill. Such medical examinations and vaccinations for children are free of charge. There are several examinations on offer for the baby's first year of life – these are called U1 - U5. After the first year, your child can be examined yearly when they have their birthday (examinations U6 - U9). These medical examinations continue until the child reaches school age, and check if the child's bones, muscles, organs and abilities are developing normally. To prevent certain illnesses, children can also receive free vaccinations (*Impfung*). *All vaccinations will be written down on a vaccination card. You should take this card to all of your child's doctor's appointments.*

For more information, ask your paediatrician; he or she will be pleased to give you advice about check-ups and vaccinations for children.

Sometimes parents worry whether their child is developing normally. For example, a child may not begin speaking, or may not speak enough. A child may move its body differently to other children the same age. A child may have difficulty listening or may be restless. A child may not play much or may not react to people talking to it or smiling at it. A child may have difficulty keeping up with the learning pace at kindergarten or school.

If you have any questions about such issues, the staff of the Health Department's Early Childhood Advisory Centre (*Beratungsstelle Frühe Hilfen*) can help you:

Beratungsstelle Frühe Hilfen

Stolbergstr. 2a
48147 Münster
Telefon 02 51/4 92-54 44
FrueheHilfen@stadt-muenster.de

Further information with regard to health problems:

Looking for doctors on the Internet

On the website of the "Kassenärztliche Vereinigung" (Panel Doctors' Association), there is a facility for searching for a suitable doctor's surgery. You can carry out a search based on special fields, specialized services, contact options, and provision for disabled people, or even based on the language that can be spoken in the surgery.

<http://www.kvwl.de/earzt/>

Comprehensive guide to health services in 14 languages

On the Internet, there is a comprehensive guide to health services in 14 languages: Albanian, Arabic, German, English, Farsi, French, Greek, Italian, Kurdish (Kurmanji), Polish,

Russian, Serbo-Croatian, Spanish, Turkish. You can find it on the following website:

<http://www.bkk-bv-gesundheit.de/bkk-promig/44.0.html>

Citizens of the European Union possibly enjoy health insurance via their home countries. This has to be checked in every individual case.

You can find information this in the brochure:

“Schutzlos oder gleichgestellt? Der Zugang zum Gesundheitssystem für Unionsbürger und ihre Familienangehörigen” (access to the health service for EU citizens and their dependants).

http://www.ggua.de/fileadmin/downloads/tabellen_und_uebersichten/broschuere_A4_gesundheit-unionsbuenger_web-1.pdf

You may also find the free ‘Ankommen’ app, produced by the Federal Office for Migration and Refugees, helpful. The app supports five different languages and is available from your app store. For more information visit: <https://www.ankommenapp.de/>

Translators/ Interpreters

In Münster you can find a number of professional translating and interpreting services.

In addition, some migrant support organisations also offer to accompany migrants to their doctor’s appointments and on visits to government offices. They also offer advice on cultural, social and religious matters.

You can find a list of migrant support organisations on the website of the City of Münster’s Coordinating Office for Migrants and Intercultural Affairs (*Koordinierungsstelle für Migration und Interkulturelle Angelegenheiten der Stadt Münster*)

Contact person: Ms. Ximena Meza Correa-Flock, Telephone: 02 51/4 92-70 58
meza-correa-flock@stadt-muenster.de

See also:

<http://www.stadt-muenster.de/zuwanderung/startseite.html>

You can also get support from the **Integration Council of the City of Münster** (*Integrationsrat der Stadt Münster*):

Office of the Integration Council

Büro des Integrationsrates

Stadthaus 2, Erdgeschoss

Ludgeriplatz 4-6

48143 Münster

Contact Person:

Rita Malaschinsky

Telefon 02 51/4 92-60 72

E-Mail: malaschinsky@stadt-muenster.de

Opening hours:

Tuesday 9 am – 1 pm

Wednesday 1 pm – 4:30 pm

Thursday 1 pm – 6 pm

Friday 9 am – 1 pm

General opening hours of the Chairperson – no appointment necessary:

Mondays at 7 pm or appointments can be made by phone: 0176/251 91 257

There are a range of apps available to help with minor medical translation problems, e.g. the AOK HealthNavigator, which can be downloaded from your app store. For more information visit: <https://nordost.aok.de/inhalt/aok-healthnavigator/>

Other offers of assistance to refugees:

Gemeinnützige Gesellschaft zur Unterstützung Asylsuchender e.V. (GGUA / non-profit association for the support of asylum seekers)

Hafenstr. 3-5, 48153 Münster

Phone 02 51/14 48 6-0

info@ggua.de

Caritasverband für die Stadt Münster e.V. in the young people's training centre (JAZ)

Provision of advice to refugees

Kinderhauser Straße 112, 48147 Münster

Phone 02 51/6 09-44 25

bloh@jaz-muenster.de

Migrant Advisory Services

All migrant advisory services offer general opening hours, where you don't need an appointment. You can find these opening hours on the websites of each advisory service.

Arbeiterwohlfahrt (AWO) www.awo-msl-re.de

Sozialpädagogisches Zentrum

Trauttmansdorffstr. 73, 48153 Münster

Telefon 01 76/19 00 33 65

c.chaves-adriano@awo-msl-re.de

Caritasverband für die Stadt Münster e.V. www.caritas-ms.de

Beratungsstelle Gievenbeck

Migrationsberatung und Integrationshilfen

Heinrich-Ebel-Str. 41, 48161 Münster

Telefon 02 51/87 10 40

Beratungsstelle Kinderhaus

Migrationsberatung für erwachsene Zuwanderer (MBE)

Idenbrockplatz 8, 48159 Münster

Telefon 02 51/26 33 50

Beratungsstelle Mitte

Integrationsagentur

Josefstraße 2, 48151 Münster

Telefon 02 51/53 00 94 30

migrationsdienst@caritas-ms.de

Deutsches Rotes Kreuz, Kreisverband Münster e.V., www.drk-muenster.de

Coerde, Hamannplatz 38, 48157 Münster

Telefon 02 51/16 20 07 8

Diakonie Münster www.diakonie-muenster.de

Jugendmigrationsdienst von 12 – 27 Jahren und

Migrationsberatung für erwachsene Zuwanderer (MBE)

Beratungs- und Bildungszentrum

Hörsterplatz 2 b, 48147 Münster

Telefon 02 51/49 01 5-0

jugendmigrationsdienst@diakonie-muenster.de

migrationsdienst@diakonie-muenster.de

Außenstelle Kinderhaus,
Schmüllingstr. 4, 48159 Münster
Telefon 01577/3 88 43 75

Family doctors' surgeries with particular language skills:

As proficiency in English, French, and Spanish is very widespread among family doctors in Münster, an explicit list of these was dispensed with here.

The following information has been taken from the website of the Kassenärztliche Vereinigung Westfalen-Lippe (Westphalia-Lippe Panel Doctors' Association)
<http://www.kvwl.de/earzt/>.

When making an appointment, please indicate which language is required. This enables us to ensure the availability of the person who speaks the required language.

Albanian (and Croatian)

Dr. Christian Berg
Auf dem Dorn 21, 48161 Münster
Telefon 0 25 34/4 98

Arabic

Dr. Christian Berg
Auf dem Dorn 21, 48161 Münster
Telefon 0 25 34/4 98

Dr. med. Chawki Soueilleh
Friedrich-Ebert-Str. 134, 48153 Münster
Phone 02 51/77 53 32

Dr. med. Carsten Schriek and Mr Bassam Willenborg
Raesfeldstraße 15, 48149 Münster
Phone 02 51/27 20 21

Polish

Ms Malgorzata Kozaczek
Bogenstr. 3, 48143 Münster
Phone 02 51/9 87 33 70

Portuguese

Mr Stefan Blüggel
Theodor-Storm-Str. 2, 48165 Münster
Phone 0 25 01/26 26 26

Mr Domingos Schrader
Münsterstr. 9, 48167 Münster
Phone 0 25 06/12 64

Dr. med. Hans Georg Voss, Dr. med. Johannes Fühner,
Dr. med. Michael Spital, Ms Julia Hegge
Pommernstr. 4, 48167 Münster
Phone 02 51/6 11 41

Romanian

Dr. med. (SU) Arkadij Levertov
Bahnhofstr. 8-10, 48143 Münster
Phone 02 51/9 82 9998

Russian

Dr. (Rus) Irina Hamm
Berliner Platz 24, 48143 Münster
Phone 02 51 162 59 41

Dr. med. Winfried Keuthage, Dr. med. Ingrid Rein, Dr. med. Kathrin Frese
MedicalCenter am Clemenshospital
Düesbergweg 128, 48153 Münster
Phone 02 51 777 58 88

Ms Malgorzata Kozaczek
Bogenstr. 3, 48143 Münster
Phone 02 51 987 33 70

Dr. med. (SU) Arkadij Levertov
Bahnhofstr. 8-10, 48143 Münster
Phone 02 51 982 99 98

Ms Larisa Reich
Sprickmannplatz 2, 48159 Münster
Phone 02 51 21 21 20

Ms Galina Reitenbach
Annenstraße 6, 48153 Münster
Phone 02 51 77 61 30

Turkish and Kurdish

Dr. Christian Berg (Kurdish)
Auf dem Dorn 21, 48161 Münster
Telefon 0 25 34/4 98

Dr. med. Fikri Dalmis and Dr. med. Axel Stöckmann
Nordstr. 22, 48149 Münster
Phone 02 51 93 25 49 70

Doctors' surgeries specializing in paediatrics and adolescent medicine, with special language skills

The following information has been taken from the website of the Kassenärztliche
Vereinigung Westfalen-Lippe (Westphalia-Lippe Panel Doctors' Association)
<http://www.kvwl.de/earzt/>.

People with adequate proficiency in English ought to be available in all doctors' surgeries.

French

Dr. med. Rudolf Ernst and Ms Gabriele Adolf-Lücke
Westfalenstraße 132, 48165 Münster
Phone 0 25 01 30 88

Priv. Doz. Dr. med. Josef Gehrmann
Piusallee 18, 48147 Münster
Phone 02 51 144 96 60

Ms Magdalena Loseck-Hehmann
Dieckmannstr. 118, 48161 Münster
Phone 02 51 871 48 77

Ms Karin Paschke
Kiesekampweg 4, 48157 Münster
Phone 02 51 24 68 91

Dr. med. Markus Stange and Dr. med. Martin Stegat
Am Berler Kamp 5, 48167 Münster
Phone 0 25 06 72 37

Dr. Juliane Woltermann, Dr. Karl Holtmannspötter, Dr. Gaby Rabe-Hömann
Alte Reitbahn 17, 48153 Münster
Phone 02 51 78 84 12

Dr. med. Ralph Ziegler, Dr. med. Anne Schulze Everding and Ms Bettina Greulich, Dr. med.
Katrín Bente
Mondstr. 148, 48155 Münster
Phone 02 51 3 10 61

Greek

Priv. Doz. Dr. med. Josef Gehrmann
Piusallee 18, 48147 Münster
Phone 02 51 144 96 60

Dr. Juliane Woltermann, Dr. Karl Holtmannspötter, Dr. Gaby Rabe-Hömann
Alte Reitbahn 17, 48153 Münster
Phone 02 51 78 84 12

Polish

Dr. med. Karl-Heinz Brune and Dr. med. Stefan Strauch
Idenbrockplatz 22, 48159 Münster
Phone 02 51 21 10 09

Portuguese

Dr. Juliane Woltermann, Dr. Karl Holtmannspötter, Dr. Gaby Rabe-Hömann
Alte Reitbahn 17, 48153 Münster
Phone 02 51 78 84 12

Russian

Dr. med. Katrin Abshagen
Albersloher Weg 437, 48167 Münster
Phone 02 51 620 30 40

Dental practices

Arabic

Dr. Jensen und Dr. Kanaan
Nevinghoff 14, 48147 Münster
Telefon 02 51/28 12 03

We would be pleased to receive any comments about necessary amendments or additions to this information leaflet.

Publication details:

Stadt Münster (Municipality of Münster)
Amt für Gesundheit, Veterinär- und Lebensmittelangelegenheiten (health dept., office for
veterinary and food matters)
Brigitte Kempe
Stühmerweg 8, 48147 Münster
Phone 02 51/492-53 06 or -53 01
Email: kempeb@stadt-muenster.de
www.stadt-muenster.de/gesundheit
December 2014, revised in december 2016