



How to ...

**deal with the
health system
in Brandenburg
State**

Welcome to the state of Brandenburg!

The *How to...* is intended to help you quickly find your way in the healthcare system in the state of Brandenburg if you or your family dependants require medical assistance.

This *How to ...* can give you answers:









- relating to the legal provisions surrounding medical care according to your residence status;
- where and how you can receive medical attention and who to contact in case of an emergency;
- what services the healthcare system can offer, and who can utilise them;
- where you can obtain further information.

The [“Health for All” guide](#) ↗ provides you with an overview of how the healthcare system in Germany works (in 14 languages).





How is the *How to ...* structured?

So that you can quickly find the relevant information, use the pictograms for the topics and target groups as an easy-to-use guide.

Topics:

 Legal provisions	 Corona
 Medical care in a doctor's surgery and at the hospital	 Preventative healthcare
 Dental care	 Medications and other therapeutic products
 Vaccinations	 Emergency care

For each topic section, you will find information for the target groups:

 for all members of your family	 for women
 for children	 for the pregnant



You will find Internet addresses and phone numbers at the end of each topic section. This allows you to look up points of contact and find out where to get further information on the same topic.

In this *How to ...*, key terms are highlighted in red (for example, [vaccinations ↗](#)). Clicking on these will take you directly to more information on the topic.

External links for webpages are highlighted in blue. Open the respective page by clicking on the link.

The *How to ...* is available in Arabic, English, Farsi, German, Russian, Tigrinya and Ukrainian.

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Legal provisions



What does the law say regarding healthcare of refugees in Germany?

All refugees in Germany and in the state of Brandenburg have a legal right to medical care. Their residence status and/or the relevant [legal provisions](#) ↗ determine which healthcare services they may receive and by whom. The following information is divided into sections by residence status, each containing information about the applicable laws, the relevant healthcare coverage provider, the scope of cover, any [co-payments](#) ↗ you may have to contribute, health insurance, and [translation services provided by interpreters](#) ↗.

Residence status:

- **Asylum seekers**
- **i.e. those in the asylum procedure in accordance with § 1 German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]**
- **persons with a temporary suspension of deportation pursuant to § 60a German Residence Law [Aufenthaltsgesetz AufenthG]**
- **and vulnerable persons as per § 24(1) German Residence Law.**

Legal provisions ↗:

German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG] (§ 4 and 6 AsylbLG)

Healthcare coverage provider:

Social services

Scope of services:

You will receive all the health services necessary for treatment of acute diseases and pain conditions, including dental treatments. Care involving tooth replacement treatments will only be allowed in individual cases. In addition to the medical treatment costs, you will also be reimbursed for medication and dressing materials. You will also receive any medically necessary [preventative care](#) ↗. Furthermore, pursuant to § 6(2) AsylbLG medical and any other services are to be provided for particularly vulnerable persons. This means: “[...] persons who have a residence permit in accordance with § 24(1) German Residence Law and who have special requirements, such as in cases of unaccompanied minors or persons subjected to torture, rape or other serious forms of psychological, physical or sexual violence.”

Co-payments ↗:

No

Health insurance:

To receive medical care, you will need proof of insurance in the form of the electronic health card, or a treatment certificate if the electronic health card has not been introduced in your district/municipality. With the electronic health card, you can seek medical attention at a [doctor's surgery](#) ↗ directly. Treatment certificates are issued by the relevant social welfare office. Once you have the certificate, you can visit a doctor's surgery.

Translation services ↗:

The cost of translation services by interpreters are covered by the social welfare office if you request this service before visiting the doctor.

Residence status:

- **Asylum seekers**
- **i.e. those in the asylum procedure in accordance with § 1 German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]**
- **persons with a temporary suspension of deportation pursuant to § 60a German Residence Law [Aufenthaltsgesetz; AufenthG]**
- **and vulnerable persons as per § 24(1) German Residence Law**

after 18 months residency in Germany

Legal provisions ↗: German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]; German Social Code [Sozialgesetzbuch; SGB] XII

Healthcare coverage provider: Social services

Scope of services: After residing in Germany for more than 18 months, you are entitled to healthcare provision under analogous conditions to citizens as set out in the German Social Code [SGB] V. This means patients have access to the full scope of services under statutory health insurance.

Co-payments ↗: Yes

Health insurance: You can choose your health insurance provider freely and receive a (new) electronic health card.

Translation services ↗: The cost of translation services by interpreters may be covered by the social welfare office if you request this service before visiting the doctor. This will be approved depending on each individual case.

Residence status:

- **Persons entitled to asylum according to German Basic Law [Grundgesetz]**
- **Refugees as recognised under the Geneva Convention**
- **Beneficiaries of subsidiary protection**

Legal provisions ↗: German Social Code (SGB II and SGB XII)

Healthcare coverage provider: Social welfare office or job centre

Scope of services: You will receive the full range of services as under statutory health insurance.

Co-payments ↗: Yes

Health insurance: You can choose your health insurance provider freely and receive a (new) electronic health card.

Translation services ↗:

The cost may be covered by the social welfare office or job centre if you request this service before visiting the doctor. This will be approved depending on each individual case.

Residence status:

Unaccompanied minor refugees (up to 18 years)

Legal provisions ↗:

Social Code (SGB VIII) § 40

Healthcare coverage provider:

Youth welfare office

Scope of services:

You have access to the full range of services as under statutory health insurance, where appropriate in consultation with your legal representation (guardianship).

Co-payments ↗:

No

Health insurance:

You will receive an electronic health card. You can apply for the electronic health card with help from your legal representation (guardianship).

Translation services ↗:

The youth welfare office will cover all costs for interpretation services if medical care cannot otherwise be ensured.

Residence status:

Residence permit for the purpose of the subsequent immigration of spouses or registered life partners, parents and minor, unmarried children

Legal provisions ↗:

Sections 27 to 36a of the German Residence Act (Aufenthaltsgesetz – AufenthG)

Healthcare coverage provider:

Statutory health insurance

Scope of services:

You receive all benefits of statutory health insurance.

Co-payments ↗:

Yes

Health insurance:

You join the statutory health insurance of your family member as part of the family insurance. This is usually only possible after arrival and registration with the residents' registration office. In the case of the subsequent immigration of family members to join a gainfully employed foreign national, the statutory health insurance only applies from the beginning of the employment relationship.

Translation services ↗:

The costs may be assumed by the social welfare office if you request these services prior to visiting a medical practice. This is approved depending on the individual case.

Residence status:**Residence for the purpose of training****Legal provisions** ↗:

Sections 16 to 17 AufenthG

Healthcare coverage provider:

Statutory health insurance

Scope of services:

You receive all benefits of statutory health insurance.

Co-payments: ↗:

Yes

Health insurance:

You are obliged to become a member of a statutory health insurance scheme. You can freely choose the health insurer and receive an electronic health insurance card.

In the case of a training relationship, the statutory health insurance applies only upon residency in Germany and the beginning of the training programme. If arrival occurs prior to this date, private health insurance should be concluded for the period up until the training programme begins and it is possible join the statutory health insurance.

Translation services ↗:

The costs may be assumed by the social welfare office or job centre if you request these services prior to visiting a medical practice. This is approved depending on the individual case.

Residence status:**Studies****Legal provisions** ↗:

Section 16b AufenthG, German Insurance Contract Act (Versicherungsvertragsgesetz – VVG)

Healthcare coverage provider:

Statutory health insurance

Scope of services:

If you are insured by a statutory health insurer, you will receive the full scope of benefits of statutory health insurance under the German Social Code, Volume V (Sozialgesetzbuch, SGB V). If you are insured by a private health insurer, you will receive at least a cost reimbursement for outpatient and inpatient treatment, although you may be required to pay up to 5,000 euros a year yourself depending on the insurance conditions.

Co-payments: ↗:

Yes

Health insurance:

You are obliged to become a member of a health insurance scheme. You can freely choose the health insurer and receive an electronic health insurance card.

As a rule, you must be insured by a statutory health insurer by the age of 30. In exceptional cases, you can request an exemption from the statutory health insurance if you prove that you have private health insurance.

However, many private insurance schemes only cover health risks insufficiently and it is difficult to switch to the statutory health insurance at a later time.

If you come to Germany for studies after your 30th birthday, you can voluntarily join the statutory health insurance scheme. However, you will no longer receive the discounted student tariff for the statutory health insurance. Alternatively, you may join a private health insurance scheme.

The costs may be assumed by the social welfare office or job centre if you request these services prior to visiting a medical practice. This is approved depending on the individual case.

Translation services ↗:

Residence status:

Employment for skilled workers with vocational training or academic education

Legal provisions ↗:

Sections 18 to 21, Section 9c AufenthG; work as a skilled worker with a recognised vocational qualification (Section 18a or 18b AufenthG)

Healthcare coverage provider:

Statutory health insurance, in exceptional cases private health insurance

Scope of services:

If you are insured by a statutory health insurer, you will receive the full scope of benefits of the statutory health insurance under SGB V. If you are insured by a private health insurance, you will receive at least a cost reimbursement for outpatient and inpatient treatment, although you may be required to pay up to 5,000 euros a year yourself depending on the insurance conditions.

Co-payments ↗:

Yes

Health insurance:

You are obliged to become a member of a health insurance scheme. You can freely choose the health insurer and receive an electronic health insurance card. As a rule, you should be a member of the statutory health insurance scheme; a private health insurance scheme is only advisable in exceptional cases.

Translation services ↗:

The costs may be assumed by the social welfare office or job centre if you request these services prior to visiting a medical practice. This is approved depending on the individual case.



Find more detailed information at:

[Guide to the German Asylum Seekers Act](#) ↗
(in German only)

[German Social Code \[SGB\] I to XII and other laws relating to Labour and Employment Law](#) ↗
(in German only)

[Residency law](#) ↗
(in German only)

[Insurance contract law](#) ↗
(in German only)

[] German Asylum Seekers Act § 4 and 6 [AsylbLG]

German Asylum Seekers Act § 4 Services in the Event of Sickness, Maternity and Childbirth

- (1) All medical and dental treatments necessary for the treatment of acute illness and pain shall be guaranteed, including provision of medical and dental treatment, any medical products (medications) and dressing materials, and any other services necessary for recovery, to alleviation symptoms of disease or the sequela of disease. For prevention and early detection of diseases, vaccinations and any medically indicated preventative medical examinations shall be provided in accordance with § 47 and 52(1)(1) Book XII of the German Social Code [SGB]. Treatments involving tooth replacement shall only be carried out in individual cases where treatment cannot be delayed for medical reasons.
- (2) Medical and nursing care, midwife services, medication, dressing and other therapeutic products must be guaranteed in cases of both expecting and post-partum women. [...]

German Asylum Seekers Act § 6 Other Services

- (1) Other services may be granted on a case-by-case basis, in particular in cases where this is essential to ensuring livelihood or health, where it is requested to cover specific needs of children, or where it is required for the fulfilment of a legal-administrative cooperation obligation. The services shall be provided as benefits in kind; under special circumstances, a monetary payment will be paid.
- (2) Persons who have a residence permit in accordance with § 24(1) German Residence Law and who have special requirements, such as in cases of unaccompanied minors or persons subjected to torture, rape or other serious forms of psychological, physical or sexual violence, shall be provided with all necessary medical care or other assistance.

[] Co-payments for medical services

- **Do you have recognised refugee status and receive services from the Job Centre (ALG II) or**
- **have you been in Germany for more than 18 months and receive benefits in accordance with § 2 German Asylum Seekers Act?**

In both cases, you may need to pay a contribution (co-pay) for medical services. No co-payments will be required for children or young persons until they turn 18 years of age. These persons shall only be required to cover travel costs.

There are yearly annual limits on co-payment amounts. A maximum of 2 % of the gross annual income must be paid as contributions to living costs. In the case of severe chronic diseases, a maximum of 1 % shall apply. To determine annual gross income, all income from all persons living in the household will be totalled.

You can be exempted from co-payments for medical services, by way of application, if:

- 2 % of gross annual income is paid directly to a statutory health insurance fund;
- 1 % of gross annual income is paid directly to a statutory health insurance fund in cases of chronic diseases;
- Contributions collected over the course of the year exceed this payment limit.

In all three cases, you should contact your statutory health insurance body directly to apply for exemption from further contribution payments.

Co-payment amounts:

- Medication and dressing material: 10% of costs, minimum 5 euros and maximum 10 euros, but no more than the actual cost.
- In-patient hospital treatment: 10 euros per day, for a maximum of 28 days per year.
- Treatment material: 10% of cost per application, plus 10 euros per prescription.
- Assistive equipment: 10% of costs, minimum 5 euros and maximum 10 euros, but no more than the actual cost.
- Travel expenses (If these are incurred due to compelling medical reasons and were prescribed by a doctor): 10% of costs, minimum 5 euros and maximum 10 euros per trip, but no more than the actual cost.

[] Translation services from interpreters, linguistic and cultural mediation

During visits to the doctor and to the hospital, mutual understanding and speaking the same language is of utmost importance. Misunderstandings can have serious consequences for diagnosis and treatment. During [psychotherapy treatment ↗](#), this is a requirement to ensure all parties can work together. If you do not yet speak or understand the German language well, contact the social welfare office or one of the addresses below before your visit to the doctor. Checks will then be carried out into who is to cover the costs in your case for language (interpreting) and cultural-mediation services. The competent [staff working in migration social work ↗](#) from the districts, the [health authorities ↗](#) or employees in the living accommodation, will be happy to assist you further.

In order to ensure good medical care, relatives or children should not be used as interpreters.



Addresses for translation services (services provided by interpreters)

[Gemeindedolmetschdienst Brandenburg ↗](#)

(in German only)

Telephone: 0331 9676 257

Email: [vermittlungszentrale@isa-brb.de ↗](mailto:vermittlungszentrale@isa-brb.de)

Contact hours: Monday to Thursday 9 am to 4 pm;
Friday 9 am to 2 pm

[Gemeindedolmetschdienst Berlin ↗](#)

(in German only)

Telephone: 030 44 31 90 90 90.

Email: [anfrage@gdd-berlin.de ↗](mailto:anfrage@gdd-berlin.de)

Contact hours: Monday to Thursday, 9 am to 12 pm and
1 pm to 3 pm; Friday, 9 am to 12 pm

Medical care in a doctor's surgery and at the hospital



Medical care for all physical and mental diseases is mainly provided in out-patient [surgeries](#) and [psychotherapy](#) clinics. If an in-patient admission for treatment in a hospital is required from a medical point of view, you will receive a prescription for hospital treatment. In medical [emergencies](#), admission is carried out by the emergency services (emergency doctor).

In cases of mental/psychological distress

Psychological stress and illnesses may be caused by experiences during flight to a new country and due to war, but also due to challenges on arrival to the new country. Discuss these with your doctor; employees of counselling centres and other specialist services (for example, [migration social workers ↗](#)) can offer you a safe space for these conversations. Free advice on mental health problems and possible help on offer can also be obtained from your competent [health authority ↗](#) (socio-psychiatric service) in your local district or city. The socio-psychiatric service helps all people with mental illnesses as well as their relatives. Moreover, you can visit the [psycho-social centre for refugees in Brandenburg ↗](#) at the locations in Fürstenwalde or Berlin. All employees are bound by professional secrecy.

If you have been the victim of violence

Violence impacts on both physical and mental well-being. Violence can also occur within a marriage or partnership, and take many different forms. These may include humiliation, insults, threats, beatings, or even sexual assault and rape. If you have been a victim of violence, or would like to help someone you know, contact this [Helpline ↗](#), a counselling centre, or the police.

Care at the doctor's surgery



The first point of contact is the [GP practice ↗](#). These are surgeries specialised in general medicine and/or internal medicine. If you require any further treatment by other specialists or [psychotherapeutic treatment ↗](#), your GP will refer you (letter of referral). If you are in need of medical assistance outside of the opening hours of your GP surgery, you can call the medical [on-call service ↗](#). If needed, someone will visit you to provide further assistance. You can also visit an [on-call practice ↗](#) within their opening hours.



The **medical on-call service (telephone 116 117)** always helps when these three conditions are met:

- The symptoms occur at a time when the doctor's office is closed, for example, at the weekend or on a public holiday.
- These must be complaints that patients would normally consult with a doctor in a practice.
- In addition, treatment for medical reasons cannot wait until the next day.

Only in life-threatening cases, please call the emergency services under the emergency number 112.



Treatment of children and young people up to the age of 18 is provided in [medical practices](#) ↗ of paediatric and youth medicine, or in general medicine practices. Outside the opening hours, please contact the [paediatric on-call service](#) ↗. If you have any concerns for the mental health of your child and require any help, then please discuss this during doctor's consultations.



The first point of contact for issues relating to women's health and pregnancy are [gynaecology practices](#) ↗. A doctor can help answer any questions you may have about gynaecological disorders, relating to preventing pregnancy (contraception), and will perform [preventative-care examinations](#) ↗ during pregnancy.



During pregnancy, you can also draw on support by a midwife from the gynaecological practice. In this case, you should contact the [midwife service](#) ↗ by the third month of pregnancy. If you have further questions about pregnancy, you can contact a [pregnancy counselling centre](#) ↗.



Doctor's surgery

[Find a medical practice online](#) ↗ (in German only)

On-call medical emergency service (for adults)

By calling **116 117**, you will reach the relevant medical emergency services for your area (free of charge, in German only)

www.116117.de ↗

In Brandenburg, the following office hours apply for the medical emergency service:

Monday, Tuesday and Thursday: 7 pm to 7 am

Wednesday and Friday: 1 pm to 7 am

Weekend: Saturday 7 am to Monday 7 am

Holidays: from 7 am to 7 am

[Find on-call practices in Brandenburg online](#) ↗

(in German only)

Paediatric on-call practices

By calling **01805 5 82 22 32 95**, you can contact the relevant paediatric on-call practice in your area.

(14 cents/minute from a German landline; a maximum of 42 cents/minute from mobiles; in German only)

On-call practice (for children)

Carl-Thiem-Klinikum · Thiemstraße 111

KV RegioMed Bereitschaftspraxis am Carl-Thiem-Klinikum

[KV RegioMed On-Call Practice at the Carl-Thiem Hospital]

Haus 3 Rettungsstelle [Building 3, Rescue Centre]

(via Leipziger Straße)

03048 Cottbus

Telephone: 0355 465822

[Find psychotherapy practices online in your area](#) ↗

(in German only)

[Psychotherapy for refugees in the state of Brandenburg](#) ↗

(English, French, German, Spanish, Russian, Serbo-Croatian, all other languages with qualified language mediation)



Find midwife and maternity services online

[Hebammen Brandenburg e.V.](#) ↗ [Midwives Brandenburg Society]

Online search for midwives, obstetricians, obstetrics clinics and birthing centres (in German only)

Information sheet on midwives for expectant and young mothers
([German](#)) ↗, ([Ukrainian](#)) ↗

[Midwives in Brandenburg as contact partners for displaced women from Ukraine](#) ↗ (in German only)

[Financial assistance from the Mother and Child Federal Foundation for expectant mothers](#) ↗ (in 21 languages)



Consultations

by the Public Health Service (PHS)
[Öffentlicher Gesundheitsdienst; ÖGD]

The PHS is located at the health office of each district or city (if not associated with any district). It offers a variety of consulting and assistance services, and provides free and anonymous support for any issues relating to mental and physical health, mental and physical disabilities, chronic diseases and infectious diseases (such as HIV and AIDS). All contact persons are bound by professional secrecy.

[Addresses of the health offices](#) ↗
(in German only)

[Independent Patient Counseling Germany \(UPD\)](#) ↗

The UPD supports you to find your way around the German healthcare system and to know and enforce your rights as a patient. It is accessible to all people in Germany - regardless of whether they have health insurance or not.

Advice centers (German, Russian and Turkish) only by appointment on 0800 011 77 25:

On-site advice centers – Potsdam, Berlin;

Telephone consultation hours:

- Arabic (Tel.: 0800 332 212 25, contact hours: Tuesday 11 am to 1 pm, Thursday 5 pm to 6 pm)
- German (Tel: 0800 011 77 22, contact hours: Monday to Friday 8 am to 6 pm)
- Russian (tel: 0800 011 77 24, contact hours: Monday to Friday 8 am to 6 pm)
- Turkish (Tel: 0800 011 77 23, contact hours: Monday to Friday 8 am to 6 pm)

Advice also online, in the [AppStore](#) and [Google Play](#), post and fax

[Information on various pathologies and health topics](#)

(Arabic, English, French, German, Russian, Spanish, Turkish)

Mental health

[Podcast on mental health from Brandenburg](#) (in Arabic, Armenian, English, Farsi, German, Polish, Somali, Tigrinya)

Online and telephone counselling - Help Phone

(non-medical assistance)

- [Berliner Krisendienst](#) [Berlin Emergency Service] (also for Brandenburg) Tel.: 030 390 63 10 (24h) (in 10 languages)
- [Psychosocial online advice](#) (in 16 languages)
- [Mental health hotline](#) tel.: 0800 11 0 111 or 0800 111 0 222 (free of charge, in German only)

[Online counselling](#)

KrisenKompass app in the [AppStore](#) and [Google Play](#)

- [Muslim mental health hotline](#) tel: 030 443 509 821 (in German and in Turkish on Tuesdays; by agreement at any time in Arabic, English, French, German, Moroccan, Turkish, Spanish and Urdu)
- [Russian mental health hotline](#) tel.: 030 440 308 454 (in German and Russian)
[Advice chat](#) (Tuesday and Thursday from 8 pm to 10 pm)
- [Youth emergency contact](#) – online advice for children and youths
Free. Confidential. 24/7. No taboos. (in 7 languages)



- [Nummer gegen Kummer](#) ↗ [Worry hotline]
(an option for children and young patients)
Tel.: 116 111 (Monday to Saturday, 2 pm to 8 pm)
[Online advice](#) ↗
(free of charge, only in German)
- [Nummer gegen Kummer, parents' hotline](#) ↗
Tel.: 0800 111 0 550
(Monday to Friday, 9 am to 5 pm, Tuesday and Thursday to 7 pm)
(free of charge, in German only)
- [Gewalt gegen Frauen \[Violence against women\] hotline](#) ↗
Tel.: 08000 116 016 (free of charge, in six languages)
[Instant chat](#) ↗ (in German only)
[Online advice](#) ↗ (in German only)
[Email advice](#) ↗ (in German only)

Counselling centre and specialist services

[Migration social work office: social security office in towns \(if not associated with any district\) and districts of the state of Brandenburg](#) ↗
(in German only)

Psychosocial counselling for those who have sought asylum, in your native language and with cultural sensitivity:

- [Psychosocial advice for migrants](#) ↗
(Video advice in Arabic, Armenian, Dari, English, Farsi, German, Russian, Pashto, Somali, Tigrinya)
- www.inter-homines.org/kontakt.html ↗
(in Arabic, German, Persian, Russian, (Somalian))
- www.bbzberlin.de/kontakt.html ↗
(in German, Farsi, French, Russian, Serbocroat, as well as interpreters for many other languages)



Information on mental health

Online services from the Federal Health Ministry

[Information on mental health/counselling](#) ↗

(in seven languages)

Online services (free of charge), which provide information that can support you in overcoming both the mental and physical consequences of being a refugee

www.refugeeum.eu ↗

(in seven languages)

www.almhar.org ↗

(English, Arabic, Farsi)

Self-help for stress and depression

[Step-by-Step](#) ↗ (in Arabic, English)

[Information on child \(paediatric\) health](#) ↗

Service offered by the Federal Centre for Health Education (BZgA)

(in German only)

[Online short movies for parents how they can strengthen their child's mental health](#) ↗

(Arabic, German, English, French, Russian, Turkish)

Gewalt gegen Frauen [Violence against women]

[Federal Association for Women's Counselling Centres and On-Call Services: Frauen gegen Gewalt e.V.](#) ↗

(Arabic, English, German, Turkish)

[] Doctor's surgery

What can I expect when I go to see the doctor at a GP surgery?

If you suddenly feel unwell or are experiencing pain, you should go to a GP surgery during the opening hours. In Germany, you are free to choose your doctor. You can locate a GP surgery near you, e.g. [online](#) ↗. Arrange for an appointment by telephone prior to your visit. If you cannot make your appointment or wish to cancel it, please contact the surgery by telephone. You can always make a new appointment.

All doctors are bound by professional secrecy. This means that they are not permitted to discuss your illness or treatment with anyone else: not even family members or public offices (this is allowed only with your express permission).



You can find information about what to expect during a visit to the doctor at:

www.drk-gesundheitsfilme.de ↗ (in six languages)

Please bring the following documents with you when you go for your appointment with the doctor (if available):

- [] Electronic health card or treatment certificate
- [] Vaccination history (vaccination card)
- [] Medication plans/medications
- [] [Examination logbook](#) ↗ (for children)
- [] Medical reports/findings, X-ray imaging
- [] Referral letters (in the case of specialist practices)
- [] Maternity logbook [Mutterpass] (in cases of pregnancy)



[] Pregnancy counselling centres



Pregnancy counselling centres provide support to all women, free of charge, by answering questions surrounding pregnancy and birth. Providing information and advice to pregnant women and their relatives/significant others covers health, psychological, social and economic aspects of pregnancy and birth, as well as the provision of social benefits and help in the event of any problems arising in any of these areas. The objective is to provide advice during this important phase in life and to support you in making any difficult decisions (for example, whether to continue with or consider terminating an unwanted pregnancy). All advice can be provided anonymously on request.



Find a maternity advice centre online

- [Service portal of the regional government, list of all counselling centres in the Brandenburg region ↗](#) (in German only)
- [Information from the Federal Centre for Health Education \(BZgA\) on the topic of family planning ↗](#) (in German only)
- [“Pregnant? And you don’t want anyone to know?” ↗](#)
[Online advice service ↗](#)
Tel.: 0800 40 40 020 (free of charge, available 24h)
(in German only)

Medical care in a doctor's surgery and at the hospital



If treatment at the hospital is necessary, you will be given a referral letter by your doctor. [Emergencies ↗](#) are an exception to this. You will be given information on the next steps to follow at the [GP's surgery ↗](#) and in the hospital. [Co-payment ↗](#) (patient contributions) for in-patient treatment comes to 10 euros per day, for a maximum of 28 days per calendar year. Children under the age of 18 are exempt from payment. Hospital in-patient admissions to give birth are also exempt. In the event of a planned hospital admission, you should bring all important medical [documents ↗](#) with you, such as your medication plan or X-ray imaging results.



If your child must be treated at a hospital and is not over the age of eight, one of the parents is allowed to stay with the child at all times.



The birth of your child will usually take place in a hospital. The birth can also take place in a birthing centre or at home. Talk to your midwife or gynaecologist about what you have in mind for your birth ahead of time. If you would like to give birth at the hospital, you should register with the hospital a few weeks prior to your due date. You are free to choose any hospital, and can visit the hospital beforehand if you like. Hospitals and midwives can offer birth-preparation courses.



[Information about your child's hospital admission ↗](#)

[] Hospital documents and paperwork

Documents and paperwork you should bring with you to the hospital

- [] ID card or passport
- [] Electronic health card
- [] Name, address and telephone number of your GP
- [] Hospital referral from your treatment doctor
(in cases of planned in-patient admissions)
- [] Any paperwork relating to previous treatment
(for example, X-ray imaging or laboratory/bloods findings)
- [] If necessary, documents to show [exemption from co-payments](#) ↗
from your health insurance body
- [] Where appropriate, document to show cost coverage
by the social welfare office
- [] Name and telephone number of family member/
significant other to be notified
- [] List of medications that you are currently taking,
with dosage information
- [] Vaccination history (vaccination card)

You can find a checklist for your stay at the hospital and further information at: www.weisse-liste.de/de/krankenhaus/checkliste/ ↗
(in German only)

Dental care



In cases of acute dental pain or discomfort in the mouth and jaw area, please contact a [dental practice](#) ↗. Outside of opening hours, please contact the [dental on-call service](#) ↗.



Dental care



Check-ups are offered to adults on a once-yearly basis free of charge. Within the first 18 months of your arrival to Germany, treatments involving tooth replacement are only provided in exceptional cases (for example, following an accident). Ask your dentist or doctor about what kind of services will be covered by your healthcare coverage provider depending on your [residence status](#) ↗. After 18 months of residence, you will be guaranteed the full range of services as under statutory health insurance. For tooth-replacement treatment, “fixed subsidies” are paid by the health insurance bodies: i.e. fixed amounts depending on the medical findings. The subsidy amount corresponds to about 50% of the cost of a standard treatment: i.e. the most simple and “functional” solution. Patients who regularly attend their [check-up appointments](#) ↗ and keep their treatment logbooks up-to-date will have an increased fixed subsidy amount: Where this is filled out completely for a period of 5 years, the increase is by 20%; for 10 years, it increases by 30%.



In addition to providing treatment, dental practices also offer free [dental check-ups](#) ↗ for children every six months. The dentist will visit child day-care facilities and schools at least once per year in order to check over the dental and oral hygiene of all children ([group-based dental preventative measures](#)) ↗. If the dentist picks up on any issues, parents will receive a notification that a visit to the doctor is recommended for their child.



[Find a dental practice online](#) ↗
(in German only)

[Find a dental on-call service online](#) ↗
(in German only)

[Information about group preventative measures for children in day nurseries and schools. Group preventative measures in the state of Brandenburg](#) ↗
(in German only)



Vaccinations



Vaccinations help you to protect yourself, your child, family and other people from infectious diseases. You can get vaccinated free of charge at all family doctors' practices if they are recommended by the [Standing Committee on Vaccination \(STIKO\)](#) ↗ for Germany.



Vaccinations



Many vaccinations are already administered during childhood or youth. But certain vaccinations are also recommended for adults. Moreover, a number of vaccinations require boosters in the course of life. Additional vaccinations may be recommended for certain age or risk groups.

[] Vaccinations for children and youths



The Standing Committee on Vaccination (STIKO) recommends certain [vaccinations for children and youths ↗](#). The costs of the vaccinations are assumed by the health insurance provider. Many of these vaccinations are offered as part of [early screening check-ups for children and youths ↗](#). The vaccination against measles is mandatory for all children from the age of one in order for them to be able to attend child-care, nursery or school. Children need to get some vaccinations multiple times to ensure comprehensive protection. The vaccinations and boosters are administered at intervals of several weeks or years. Ask your paediatrician or [family doctor ↗](#) for more information.



Multilingual information

[Information on protective vaccinations and the vaccination calendar for all recommended vaccinations ↗](#)
(available in 21 languages)

[Guide on protective vaccinations ↗](#) (in 16 languages)

[Key medical terms on the topic of vaccinations ↗](#) (in 15 languages)



[] Corona vaccinations



You can protect yourself from severe symptoms and others from infection by getting the corona vaccination. You can receive the vaccination free of charge at various vaccination centres. In Germany, there are three different types of vaccines you can choose from: mRNA vaccines, vector vaccines and protein-based vaccines. You are considered fully vaccinated once you have been vaccinated twice.

After a number of months, you will need a booster vaccination as the protection provided by the vaccination declines over time. People aged 18 years and above can receive a booster vaccination three months after their last corona vaccination or three months after recovery from a coronavirus infection.

If you have been vaccinated against the coronavirus with the Russian vaccine "Sputnik" or the Chinese vaccines "Sinovac" or "Sinopharm", you are not considered vaccinated in the EU. These vaccines are not approved in the EU. If you want to be considered vaccinated against the coronavirus in Germany, you will need to get vaccinated again with one of the vaccines improved here.

[Resources and media on corona vaccinations ↗](#) (in 16 languages)

[Vaccination campaign #weexplainforeveryone ↗](#) (in 16 languages)

[Information sheet on Covid-19 vaccination with mRNA vaccines ↗](#)
(in 25 languages)

[Information sheet on Covid-19 vaccination with vector vaccines ↗](#)
(in 25 languages)

[Information sheet on Covid-19 vaccination with protein-based vaccines ↗](#)
(in 25 languages)





Corona vaccinations for children

The Standing Committee on Vaccination (STIKO) recommends the corona vaccination and booster no earlier than three months after the last corona vaccination for all children and youths aged between 12 and 17 as well as for children with pre-existing conditions aged between 5 and 11.

[Information on corona vaccinations for children and youths ↗](#)

(Arabic, English, French, German, Russian, Turkish, Ukrainian)

[Decision guidance for parents: Corona vaccinations for children and youths ↗](#)

(German, Ukrainian)

[Information sheet: Corona vaccinations for 5- to 11-year-olds ↗](#)

(in 6 languages)

[Information sheet: Corona vaccinations for 12- to 17-year-olds ↗](#)

(in 6 languages)



Corona vaccination services

[Vaccination centres and mobile vaccination services ↗](#)

(in German only)

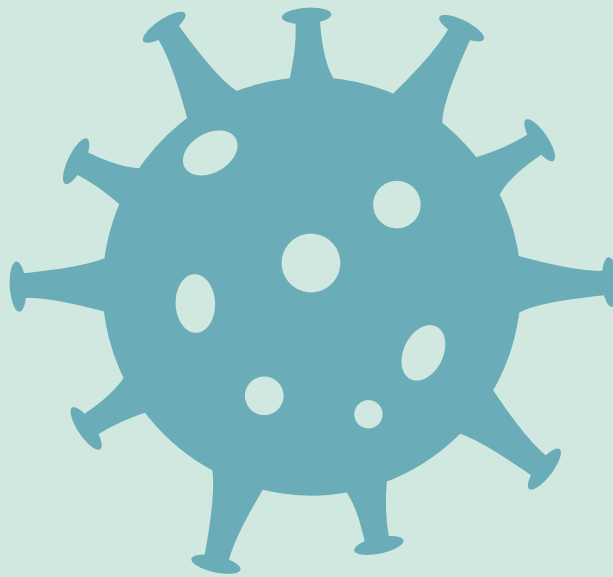
[Practices that offer corona vaccinations ↗](#) (in German only)

[Practices for children and youths that offer corona vaccinations ↗](#)

(in German only)



Corona



You can prevent an infection with the coronavirus by getting [vaccinated ↗](#) at your [family doctor's ↗](#) practice, certain [pharmacies ↗](#) and other [vaccination centres ↗](#) and by following the [five corona rules ↗](#).

If you have symptoms, please call your family doctor's practice first. If you don't have a family doctor, you can phone the medical on-call service ([ärztlicher Bereitschaftsdienst ↗](#)) free of charge on 116117. The doctor or the health department will then decide whether you need to take a PCR test.

If you don't have any symptoms, you can also take a [corona test ↗](#) at your [family doctor's practice ↗](#), a [pharmacy ↗](#) or at other [test centres ↗](#) at any time or perform one yourself.

Have you been infected with the coronavirus? In this chapter, you will also find out [what you need to do in this case ↗](#).

In the event that inpatient treatment at hospital is medically necessary, you will receive an order for hospital treatment from your family doctor's practice.



[] Corona vaccination

Read all the information about the [corona vaccination](#) ↗ here.

[] Five corona rules

1. Practise **social distancing**

Keep a distance of at least 1.5 metres from other people – for example, when shopping or at work.

2. Observe good [hygiene](#) ↗

Follow the hygiene rules for coughing and sneezing safely and for thorough handwashing.

3. Wear a **mask**

Wear a face mask in indoor places if you can't keep a distance of at least 1.5 metres from other people. The [corona regulations in Brandenburg](#) ↗ include provisions on when and where you are required to wear a mask in Brandenburg.

4. Regularly **ventilate**

In closed indoor spaces, ventilate at regular intervals for a few minutes.

5. Use the corona warning **app**

Download the app on your smartphone to track whenever you have had contact with people who have been infected with the coronavirus and to save your digital record of vaccination or recovery.

The corona warning app can be downloaded from the [AppStore](#) ↗ or [Google Play](#) ↗.



[] Corona test

There are different ways you can get tested for a coronavirus infection:

PCR test: The PCR test is the most reliable method for determining infection. You receive the test result within a few hours or days.

- If you have a positive result from a citizen test or self-test, you can request a free PCR test at your family doctor's practice.
- If you have symptoms, please call your family doctor's practice first. If you don't have a family doctor's practice, you can phone the medical on-call service free of charge on 116117. The doctor or the health department will then decide whether you need to take a PCR test.

Citizen test: You can get tested for a coronavirus infection with a PoC antigen test/rapid test at a [citizen test centre](#) ↗ free of charge. You receive the result within 15 minutes, although it is less reliable than a PCR test.

Self-test: You can buy an antigen self-test kit from a pharmacy or drug store and perform the test yourself. You receive the result within 15 minutes, although it is less reliable than a PCR or citizen test.

[] You have been tested positive for corona. What now?

In the case of a self-test: Have you tested yourself using a self-test and received a positive result? Call your family doctor's practice and ask for a PCR test there. This test will confirm whether or not you are infected.

In the case of a citizen test: If you have received a positive result at a citizen test centre, you will be informed of the next steps directly on site. Many test centres can take a sample for a PCR test straight away. Please go home directly and self-quarantine.



The health department will contact you and discuss everything with you. This can sometimes take a while. In the meantime, follow the applicable [quarantine regulations](#) ↗.

In the case of a PCR test: If you received a positive result from a PCR test, you have confirmation that you are infected with the coronavirus. You are then required to self-quarantine. If the test is negative, you are not infected and can end your quarantine. Quarantine: As soon as you suspect that you have been infected with the coronavirus, you should self-quarantine – e.g. if you have a positive result from a rapid test or citizen test. Stay home and follow the [five corona rules](#) ↗. Many health departments in the state of Brandenburg specify when and how long you need to self-quarantine in the [quarantine regulations](#) ↗.

[What to do in the event of suspected infection with the coronavirus SARS-CoV-2?](#) ↗ (in German only)



Corona help in the state of Brandenburg

[Corona citizen test centres in the state of Brandenburg](#) ↗
(in German only)

[Quarantine, isolation and contract tracing in the state of Brandenburg](#) ↗ (English, German, Polish)

[Current corona rules and information for the state of Brandenburg](#) ↗ (English, German, Polish)

[Podcast with Covid-19 information from Brandenburg](#) ↗
(Arabic, Armenian, English, Farsi, German, Polish, Somali, Tigrinya)





Information on the coronavirus

[Integration Commissioner of the Federal Government ↗](#)
(in 23 languages)

[Together against corona ↗](#) (Arabic, English, German, Russian, Spanish, Turkish and downloads in other languages)

[Practical information and notices on the coronavirus ↗](#)
(in 33 languages)

[Preventing infections: The 10 most important hygiene tips ↗](#)
(in 13 languages)

[Covid-19 toolbox – information resources for refugees and asylum seekers ↗](#) (Arabic, English, French, German, Russian, Spanish)

Stop corona – awareness campaign in [Arabic ↗](#) and [Turkish ↗](#)

Resources on corona in [Ukrainian ↗](#)

[YouTube videos on current corona topics ↗](#) (in 19 languages)

[Information from the Federal Centre for Health Information ↗](#)
(in German only)



Preventative healthcare



Prevention/early detection



Within the first 18 months of your residency in Germany, you and your family have the right to any medically necessary check-ups:

- Routine and booster vaccinations (vaccination card)
- Cancer screening tests
- Health check-up examinations from age 35

Following 18 months of residency, all [screening and early-detection examinations](#) ↗ are provided by the statutory health insurance companies free of charge. Find out more at your [GP's surgery](#) ↗ or from your health insurance company.



From birth to school age, children are provided with regular [screening exams](#) ↗ (named "U-tests" in Germany) and youth screening tests (called "J-tests"). These studies are free of charge and voluntary. In Brandenburg, each family will receive an invitation to the next U-test by post.

All test results are recorded in a yellow examination logbook.

All parents will receive one of these after the birth of her child.

Each child also gets a vaccination card, where all the [vaccinations](#) ↗ that the child has already received are recorded.



Women over the age of 20 years are offered a yearly cervical cancer screening examination. Mammography screening (for breast cancer) is offered every two years for women over the age of 50 years up to and including the age of 70.



During pregnancy, check-up examinations are carried out regularly. Make use of consultation appointments at the [gynaecological practice](#) ↗ or with your [midwife](#) ↗ for these. The exams are free of charge and available to all women regardless of [residence status](#) ↗. The results will be entered into a maternity logbook (Mutterpass). Bring the maternity logbook to all future examinations.



[More information about screening in adults ↗](#)
(German, English)

[Information about early-detection screening in children and adolescents ↗](#) (in German only)

[Information on Preventative Medicine \(Screening\) from the Federal Office for Migration and Refugees ↗](#)
(Available in 11 languages)

Medications and other therapeutic products



You can obtain medicines from a pharmacy. There are some [medicines and other medical products ↗](#) (prescription drugs) that you can obtain only if you hand in a medical prescription in the pharmacy. You will receive a medical prescription from your doctor during your consultation. For some medicines, you will need to pay a small contribution ([co-payment ↗](#)) or request a payment exemption document from your healthcare coverage provider (social welfare or health insurance).

There are also medications that you can buy without a prescription, for example, medicines for colds or mild pain (non-prescription drugs). The cost of these drugs is not covered by the health insurance companies or other healthcare coverage providers. If you urgently need any medication outside of opening hours, please contact the [pharmacy on-call service ↗](#).

Medications and other therapeutic products



The treating doctor or healthcare professional determines which medicines and other therapeutic products are necessary for your treatment. You will receive a prescription which you can then hand in at the pharmacy. You can obtain non-prescription drugs at the pharmacy without a prescription, but you will not be reimbursed for these costs (for example, cold remedies). Medical aids, such as glasses, are not covered by the health insurance bodies.



Contraceptives, such as the pill or the coil, are considered prescription drugs: your doctor can provide you with a prescription for these. Go in for a consultation with your doctor before using these. The statutory health insurance bodies currently provide coverage for the costs of the pill for patients up to and including 19 years of age. From age 20, patients will have to pay for the contraceptive pill themselves.



Children up to the age of 12 are exempt from payment of prescription drugs. Depending on [residence status ↗](#), costs for non-prescription cold remedies are covered by the health insurance bodies or the social welfare office for children up to the age of 12.



[Information on pharmacies, prescriptions and medicines ↗](#)
(in 12 languages)

Find pharmacies online

[Pharmacies in the state of Brandenburg ↗](#) (in German only)
"Apotheke vor Ort" app in the [AppStore ↗](#) and [Google Play ↗](#)
(in German only)

Find a pharmacy online

If you need any medication urgently outside of the opening hours of the pharmacy, you can search for an [on-call \(emergency\) pharmacy ↗](#)

You can also find the nearest emergency pharmacy by mobile telephone. To do so, enter the city or post code (PLZ):

- by calling 22833 from any mobile nationwide without area code (69 cents/minute)
- by texting "apo" to 22833 from any mobile (69 cents/SMS)
- by calling 0800 0022833 from the German landline network (free of charge)
- via [mobile Internet ↗](#)

Emergency care



Out patient medical care, including out patient emergency care is generally provided at the [GP surgery ↗](#); outside of office hours, it is provided by the medical emergency services (116 117). In patient emergency care of life-threatening diseases is provided at the hospital (A&E).



Emergency numbers

As a general rule, the police emergency number should only be used in situations where there is danger to yourself or others. If there is a situation involving a medical risk, the right number to call is the emergency number: **112**.

All emergency numbers are available 24 hours a day, free of charge, from any telephone.

Fire and rescue service: 112 (in German and English)

Serious accidents, heart pain (heart attack) and collapse, shortness of breath, loss of consciousness, paralysis, stroke, poisoning and burns, acute pain

Police: 110 (in German and English)

Non-medical emergencies, crimes, traffic accidents

Please provide responses to the following questions when on the phone:

- Where are you located? (City, street, house number)
- What happened? (For example, accident, loss of consciousness)
- How many people are affected?
- Which injuries or illnesses do the affected persons have?

Wait for any further questions in response, and stay where you are until the ambulance arrives.

Try to keep calm. If necessary, provide first aid in order to protect the person from further danger.

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14467 Potsdam
kgc-brandenburg@gesundheitbb.de
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Editorial

Stefan Pospiech (responsible according to the Press Law),
Ute Sadowski, Project Management for the Koordinierungsstelle
Gesundheitliche Chancengleichheit

Layout Concept

David Benski, www.davidbenski.com

Compiling and layout

Diana Fischer, mail@dianafischer-design.de

Background motifs and icons

Background graphics: Diana Fischer, mail@dianafischer-design.de
Icons: David Benski, www.davidbenski.com

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