

**YOUR HELPLINE! NATIONWIDE.****YOUR CALL TO THE MEDICAL ON-CALL SERVICE: WHAT TO DO**

You have health problems outside of the surgery's opening hours, and for medical reasons the treatment cannot be postponed until the next (working) day? Then dial 116117, the nationwide telephone number for the medical on-call service of the Associations of Statutory Health Insurance Physicians. By using this cost-free number you will be connected directly with a coordination center, an emergency service practice or a doctor located close to you.



Please remember: For treatment within the medical on-call service you also need your insurance card.

**IN ORDER FOR YOU TO RECEIVE HELP QUICKLY,  
PLEASE HAVE THE FOLLOWING INFORMATION READY:**

- *Forename and surname*
- *Street and house number (if appropriate front/rear building, floor)*
- *Post code*
- *City/town*
- *Telephone number (for return calls)*
- *Who has symptoms?*
- *What sort of symptoms?*
- *How old is the patient?*
- *Is the patient allergic to certain medication/materials?*
- *Does the patient have a pacemaker?*
- *Can anyone accompany the patient to the surgery?*

**YOU WILL FIND MORE INFORMATION AT:**

[www.116117info.de](http://www.116117info.de)

**WHO TO CALL WHEN****116117 – MEDICAL ON-CALL SERVICE:**

Medical on-call service: if the symptoms are not life-threatening, for example high fever, severe abdominal pains or vomiting. You consult the medical emergency service if you have health problems at night or at the weekend, for which you would normally go to a doctor's surgery, but the treatment cannot wait until the next (working) day.

**112 – EMERGENCY RESCUE SERVICE:**

Emergency rescue service: if the symptoms are life-threatening, for example loss of consciousness, acute bleeding, severe cardiac symptoms, severe disturbances of the respiratory system, complications in pregnancy or poisoning. The emergency rescue service operates around the clock for medical emergencies and reaches patients within minutes.