



Health information for people applying for asylum English language

Health information for the county of Cloppenburg

For people applying for asylum

1. Benefits in case of illness, pregnancy and birth

The Asylum Seekers' Benefits Act (Asylbewerberleistungsgesetz) provides for the following limited health benefits for you as an asylum seeker or your child/children for the first 18 months:

- Treatment for acute illness and pain, as well as the necessary medicines and dressing materials.
- Care during pregnancy and birth.
- Necessary preventive expenses, such as vaccinations, especially also for children.
- Other necessary benefits for recovery, improvement or alleviation of illnesses or the consequences of illnesses, insofar as they are indispensable for safeguarding health.
- Dental prostheses are only provided if they cannot be postponed for medical reasons in individual cases.
- The assumption of costs for dentures, remedies, orthopaedic and other support aids requires the prior consent of the social welfare office.

If there is any uncertainty, the Social Welfare Office can arrange for a medical examination by a public health officer.

2. Health insurance certificate / co-payment

For treatment by a family doctor or paediatrician, you need a health insurance certificate. This will be issued by the social welfare office of your city/community.

For a visit to a specialist doctor, you will receive a referral from your family doctor.

Please clarify the visit to a specialist with the Social Welfare Office in advance.

The same applies to hospital admissions, unless it is an emergency, or appointments with a dentist.

As long as you receive a health insurance certificate from the Social Welfare Office for medical treatment, you are exempt from all co-payments.

3. Doctor's visit

Please see a family doctor as soon as possible after your arrival in the district of Cloppenburg. He/she should carry out a general health check and complete your vaccination status.

It is advisable to have a regular family doctor. This is usually a general practitioner or, for children, a paediatrician. The family doctor makes the first diagnosis. He/she knows your medical history and can refer you to a specialist if necessary.

As a patient, you are free to choose your doctor. However, it is not possible to change doctors within a quarter to a person from the same specialist group.

For children up to the age of 6, the medical check-ups must also be carried out. This is also possible with your family doctor or paediatrician. If there is any indication of an infectious disease, your family doctor will take the necessary steps.

If travel costs are incurred, please clarify these in advance with the Social Welfare Office. Travel costs will only be covered in exceptional medical cases. Unfavourable transport conditions do not justify the assumption of travel costs.

4. Living in a shared accommodation

If you live in shared accommodation, you must present a medical certificate stating that you or your children do not have infectious pulmonary tuberculosis.

5. Attendance of a kindergarten or school

Please ensure that you are able to present a medical certificate confirming that your child has been vaccinated when registering at the kindergarten or school. Billing takes place on a health insurance certificate.

6. Medical on-call service

Outside surgery opening hours (e.g. evenings, nights, weekends or public holidays) you can reach a doctor on call by calling 116 117. The doctors' surgeries on call are located in the hospitals in Friesoythe and Cloppenburg.

7. Emergency call / ambulance

In case of accidents or life-threatening conditions, call the emergency number 112. The following information is important:

- Where is the scene of the accident? (exact address or description of the place)
- What has happened?
- How many injured/sick people are there?
- How are they?

Please do not hang up the phone immediately! Wait for further enquiries!

The emergency number 110 connects you with the police, who can also notify the emergency services. You do not need a dialling code for the numbers 112 and 110 and can use them even in the event of a power cut.

Please note: Emergency call and ambulance only in case of emergency!

8. Medical and nursing care for young children

If you have any questions about the care of young children, please contact the public health department. A paediatric nurse will advise you (telephone: Gesundheitsamt Cloppenburg, telephone number 04471/15-286) or, if necessary, visit you in your home.

Important!

If you do not speak German, please bring an interpreter with you!
The doctors can only help you if they understand you.