

Medical guide and doctor's list

In the following document, you can find information on how to “use” the medical system in Germany and a non-comprehensive list of doctors in Flensburg.

Medical guide

Step 1: Check your health insurance

There are different types of health insurance in Germany and depending on which type you have, you have access to different health services and privileges. The private insurance for DAAD scholarship holders differs from the public and private health insurances self-financing students have. Emergency visits, when you are sick or have had an accident, are covered by all types of insurances. However, especially in the areas of dental care, mental health and physiotherapy, the covered services vary a lot.

So make sure to check what your health insurance includes and what it does not.

Step 2: Choose your doctor

Usually, when having a health problem, the first place to turn to in Germany is your general practitioner (“Hausarzt”). You can go there with any issue: an acute illness, longer-lasting unwellness or even mental health problems. They will give you the first treatment/advice and refer you to a specialist, if necessary. The “Hausarzt” is also responsible for vaccinations and general health check-ups.

You can also go to a specialist directly, if you have been having an issue for a longer time. Be aware that a lot of specialists have long waiting times for an appointment (sometimes even longer than 6 months)!

You can find doctors of different specialities on the list below or search for the speciality you need on Google Maps, which will show you all doctor's offices for this speciality in Flensburg.

It is important to have your own general practitioner/family doctor for the entire time of your stay in Flensburg, in case something happens and you need some support. When trying to book an appointment, many doctors will tell you that they are not taking new patients. In this case, please make sure to inform them that you just arrived in Flensburg and that you don't have any other family doctor in Germany. This information might be helpful in getting you a first appointment.

Step 3: Make an appointment

Most doctor's practices require booking an appointment before going to the practice to avoid long waiting times for patients. Nowadays a lot of practices have online booking options, if you don't feel comfortable calling a practice. You can usually also write an e-mail. Just check on the website of your chosen doctor which options are available.

Many practices also offer open consultation hours for urgent issues. This means that during this time you can come without an appointment. These hours are often very popular, so make sure to arrive as early as possible. For example, if the open consultation hours start at 8 am, many people will already go there at 7:30 am or even earlier to make sure that they get a slot. Normally, only a certain number of patients gets accepted during the open consultation hours. So, if you arrive too late, they might

just send you away. Check on the website of your doctor, if they have open consultation hours and what their policy is.

Step 4: Prepare your documents

Prepare all of the documents you need for your doctor appointment and bring them printed out. This applies especially to your insurance documents. If you have a public insurance, you get an insurance card (little plastic card, similar size as a bank card), which you always need to bring to doctor appointments. The private insurance by DAAD does not have an insurance card, so you need to bring your printed insurance documents (digital documents are usually not accepted!). With other private insurances, this might vary, but unless you got an insurance card, you also need to bring your printed insurance documents.

If you have a previous existing health condition or a chronic disease, it is recommended to bring your previous/current treatment plan, so that your new doctor can take this into account when treating you here. Especially, if you need specific medication, you should bring a detailed prescription for that, because the treatment might be different in Germany.

Step 5: The appointment

Be on time for your appointment, preferably 5-10 minutes early. Practices run on a tight schedule so if you come late, you will either have to wait longer or can't be treated on that day anymore at all. If it is your first appointment with a new doctor, they will usually ask you to fill out a form before seeing the doctor, which also takes some time.

The usual procedure is that there is a reception desk at which you need to register with your insurance documents. Then you will either be asked to wait in the waiting room until the doctor or their assistant gets you or you will be sent into a treatment room. Sometimes they will ask you to give some urine or draw some blood first. In the treatment room the doctor will talk to you and if necessary examine you. It varies a lot on how much time a doctor takes for you, so explain your issue precisely from the beginning. At the end the doctor will explain your treatment plan e.g. if you will get medication, physiotherapy or a referral to a specialist. If they prescribe you further treatment, you will get a printed prescription, which you usually need to collect at the reception desk. Sometimes the doctor also tells you to make a new appointment after a certain amount of time, which you can also make at the reception desk.

Step 6: Further treatment

When you have a public insurance, the printed prescriptions have different colours, which have different meanings. The most common is light red/pink and means that a medication will be covered by your health insurance and you only need to pay a small amount yourself (usually 5€). You need to get this medication at a pharmacy within a month (otherwise the health insurance might not pay it anymore). If a prescription is printed on green paper, you need to pay the prescribed product yourself. In this case the doctor only recommends you this product. You can buy these products also only at a pharmacy. A very rare colour is yellow, which is for medication regulated by the narcotics law.

If you have a private insurance, the colour of your prescription does not matter. You will usually have to pay it yourself and hand in the receipt to your health insurance, which will reimburse you afterwards.

If you get a prescription for physiotherapy or a referral to a specialist, you should get an appointment as soon as possible. Especially prescriptions for physiotherapy are only valid for a certain time. You

16.06.2022

can ask the assistants at your doctor's office for recommendations, because they usually know, which physiotherapists/specialists are good and where you can get an appointment quite fast.

Medical emergencies

When you experience a medical emergency, which cannot wait until your doctor's practice is open again, you can either go to:

- the emergency doctor service at Diako Hospital (Knuthstraße 1)
Monday, Tuesday, Thursday: 19:00 - 22:30 o'clock
Wednesday and Friday: 15:00 - 22:30 o'clock
Saturday, Sunday and bank holidays: 09:00 - 22:30 Uhr
- the emergency room at Diako Hospital (Knuthstraße 1): always open.

If you "just" feel sick, try to go to the emergency doctor service first. The emergency rooms have too many patients, which are not that urgent and take up the space and resources needed for the real emergencies. If you experience very serious troubles like breathing or heart problems or have a severe accident, you should go to the emergency room.

If you need to call an ambulance use the emergency number 112. This number is valid everywhere in Europe. Stay calm and state your name, your location and the reason why you are calling the ambulance. Don't hang up immediately, but give the operator time to ask questions. They will confirm when you can hang up.

Other things to keep in mind

- It is not common to go to the hospital in Germany without consulting a doctor outside of the hospital first. The doctor's office will refer you to the hospital if necessary. The exception, of course, is during medical emergencies like explained above.
- Germany is quite strict with the control of medication. This is why you can only buy medication at pharmacies. Even if the medication is prescription-free like e.g. headache pills, you cannot buy it at drugstores or supermarkets. Antibiotics always require a prescription, as do higher dosed painkillers.
- Unfortunately, the procedure to get a psychotherapist is complicated and often takes long waiting periods. So, if you have mental health problems that cannot wait, you can turn to the psychological consultant from the Studentenwerk. You can find more information about this and about other short-term help options here:
<https://www.studentenwerk.sh/de/beratung/beratungsangebote/psychologische-beratung/index.html#2686> Your social tutors also have a list with options, where you can get psychological help. Please don't hesitate to contact them!
- In case you don't succeed in getting an appointment, would like a social tutor to join you at a doctor's meeting or have any other questions or doubts, please feel free to ask your social tutors for assistance! We are more than happy to help you!



Doctor's/Practice name	Address	Contact information	Website	Additional Information
General Practitioner				
Dr. med. Heike Lukowsky (female) Dr. med. Joachim Rümmelein (male)	Friesische Straße 3 24937 Flensburg	0461-22419 info@ruemmelein-lukowsky.de	https://www.ruemmelein-lukowsky.de/home	Online booking possible after first visit.
Dr. Frank-Eberhard Aust (male) Dr. med. Wolfram Gitter (male)	Südermarkt 9 24937 Flensburg	0461-4066	https://www.flensburg-arzt.de/home.html	Online booking possible. Open consultation times.
Dr. Christine Stegmann (female) Carolin Langhanke (female)	Apenrader Straße 10 24939 Flensburg	0461-4041		
Dr. med Astrid Horn (female) Hannes Graf (male)	Moltkestraße 20 24937 Flensburg	0461 – 17908	https://www.hausaerzte-moltkestrasse.de/	
ENT physician				
HNO im Citti Park (3 male doctors, 1 female)	Langberger Weg 4 24941 Flensburg (located in Citti-Park)	0461 – 807 908 0 info@hno-cittipark.de	https://www.hno-cittipark.de/	Online booking possible. Open consultation times.
HNO im Europahaus (3 male doctors, 2 female)	Rathausstr. 1-3, 24937 Flensburg	0461 – 24210 info@hno-europahaus.de	https://hno-europahaus.de	Online booking possible Open consulting times.
Dermatologist				
Dr. med Jutta Berger-Roscher (female)	Große Straße 36 24937 Flensburg	0461-27373	https://www.hautarzt-berger-roscher.de/	No appointment necessary.

Dr. med Katharina Tönnsen (female) Dr. med Kathrin Schröder (female)	Angelburger Straße 8, 24937 Flensburg	0461 – 41091	http://www.derma-flensburg.de/Praxis/mobile/	
Gynecologist				
Abts+ Partner (11 doctors, mostly female)	Bahnhofstr. 23c 24937 Flensburg	0461-505060 info@abts-partner.de	https://www.abts-partner.de/praxis-standorte/frauenaerzte-molledam-flensburg	
Ute König (female) Dr. med. Merle Fabricius (female) Annette Hebbel (female)	Friesische Straße 3 24937 Flensburg	0461-23959 Or 0461-25468 Contact form on website	https://www.frauenaerztinnenrotestrasse.de/	
Dr. Keren M. Stopka (female) Tugçe Temel (female)	Südermarkt 1/1a 3. Floor 24937 Flensburg	0461-18282880 stopka@frauenarzt-flensburg.info	https://frauenarzt-flensburg.info/	Also speak Danish, Hebrew and Turkish.
Dentist				
Christian Carstensen (male) Ibrahim Abbas (male)	Holm 74 24937 Flensburg	0461-25844 kontakt@loewen-zahn.com	https://www.loewen-zahn.com/	
Jens Leichsenring (male)	Friesische Straße 84 24937 Flensburg	0461 53549 praxis@zahnarzt-flensburg.com	https://zahnarzt-flensburg.info/	
Orthopedist				
Dr. med. Julius Schulz-Leupelt (male) Raphael Bruhn (male)	Langenberger Weg 4 24941 Flensburg (located in Citti-Park)	0461 23617 info@schulz-leupelt.de	https://www.schulz-leupelt.de/home.html	Online-booking possible.
Oculist				

16.06.2022

Daniel Pleger (male) Gözde Erekul (female) Beril Tülü Aygün (female)	Süderhofenden 12 24937 Flensburg	0461-22554 praxisamzob@augenklinik-rd.de	https://www.augenklinik-rd.de/de/augenarztpraxen/augenarztpraxis-flensburg-am-zob/	Open consultation times.
Pediatrician				
Dr. Outzen (male), Dr. Hansen (female)	Bismarckstr. 72 24943 Flensburg	0461 - 12047	https://www.kinderaerzte-im-netz.de/aerzte/flensburg/dROUTZEN/unsere-praxis.html	
Dr. Haase (male)	Angelburger Str. 8 24937 Flensburg	0461 - 17662	http://www.kinderarzt-haase.de/index.html	