

## Telemedical consultation

Many health complaints can be clarified through telemedicine like the medications that can be taken or whether further treatment options are available.

You can be directly connected to our telemedical doctors under the German phone number 116117. You'll receive a medical consultation without having to leave your home.

The telemedical consultation is by phone or video.



## Don't go to A&E if it's not an emergency!

**Please only go to A&E if you're seriously ill, for example with a suspected bone fracture or other severe injuries.**

# 112

### Life-threatening emergency?

In life-threatening situations, please call the **ambulance service on 112**. You should call this number, for example if you suspect a cardiac arrest, unconsciousness, heart attack, stroke, or in event of an accident.



## Medical assistance outside surgery hours



The Medical Out-Of-Hours Service from the Association of Statutory Health Insurance Doctors of Baden-Württemberg  
Der Ärztliche Bereitschaftsdienst der Kassenärztlichen Vereinigung Baden-Württemberg (KVBW)

## Dear patient,

Are you sick and your GP practice is closed? Then the Medical Out-of-hours Service, formerly known as the Emergency Service, is there to assist you. Doctors on duty are available, organised by the Association of Statutory Health Insurance Doctors of Baden-Württemberg (KVBW).

A comprehensive network of out-of-hours clinics is available in the state of Baden-Württemberg. You can find your closest out-of-hours clinic at:  
[www.kvbawue.de/bereitschaftspraxen](http://www.kvbawue.de/bereitschaftspraxen)

Scan the QR code to find your closest out-of-hours clinic.



The KVBW, together with its around 24,000 medical and psychotherapeutic members, organises and ensures round-the-clock medical care for insured patients in Baden-Württemberg.  
**More at [www.kvbawue.de](http://www.kvbawue.de)**

## For which health complaints can the Medical Out-Of-Hours Service help?

Are you suffering from one of the following complaints, for example? Then the Medical Out-Of-Hours Service can help you.

- **high fever (> 39°C)**
- **severe abdominal pain**
- **acute urinary tract infections**
- **vomiting and diarrhoea**
- **severe sore throat or ear pain**
- **minor injuries**



## Medical assistance around the clock – how to contact the Medical Out-Of-Hours Service

**Call the free number 116117.**

Medical professionals will ask you about your acute complaints over the phone and will give an initial medical assessment based on a standardised procedure. That's important to help determine the most appropriate care for you according to the urgency of the situation.

Or

**Use the patient navigator at [www.116117.de](http://www.116117.de) or directly via the QR code.**



If it's medically necessary, a home visit will be arranged for you via 116117.