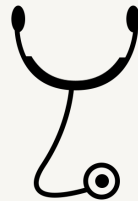




EMERGENCY INFORMATION

FOR INTERNATIONAL DOCTORAL CANDIDATES



IMPRINT

Editor	<p>Graduiertenakademie der Universität Heidelberg Seminarstraße 2 69117 Heidelberg</p> <p>Phone: + 49 (0) 6221 54 - 3958 Email: graduiertenakademie@zuv.uni-heidelberg.de ■ www.graduateacademy.uni-heidelberg.de</p>
Layout	<p>© Corporate Design Universität Heidelberg Kommunikation und Marketing Implementation: Dr Claudia Falk, assisted by André Hofmann</p>
Last Update	<p>May 2017</p>
Legal disclaimer	<p>Every reasonable effort has been made to ensure that the information in this brochure was correct at the time of publication. However, the contents are continuously subject to legal changes and revisions that cannot be incorporated into the brochure. The Graduate Academy does not assume any legal liability or responsibility for the accuracy or completeness of the information contained in this brochure. The onus is on the user to ensure that he/she has obtained all relevant and necessary information.</p>

CONTENTS

EMERGENCY INFORMATION FOR DOCTORAL CANDIDATES	4
NON-MEDICAL EMERGENCIES	
MEDICAL EMERGENCIES	
URGENT MEDICAL CARE IN NON-EMERGENCY SITUATIONS	5
URGENT CARE CENTER AT THE CHILDREN'S HOSPITAL	
URGENT DENTAL CARE	
REGULAR MEDICAL CARE	6
HOSPITALS AND EMERGENCY ROOMS IN HEIDELBERG	
EMERGENCY PHARMACY SERVICES	7
PSYCHOLOGICAL, SOCIAL OR FAMILY COUNSELLING	
LOSS OF IMPORTANT DOCUMENTS OR POSSESSIONS	9
GENERAL SERVICES IN HEIDELBERG	10
CONTACT	

EMERGENCY INFORMATION FOR DOCTORAL CANDIDATES

EMERGENCY TELEPHONE NUMBERS

Police emergency number	110
Fire department/emergency medical care	112
Central hotline for urgent, out of hours medical care	116117
Poison Control (24 hour emergency and info hotline)	0761 - 19240

NON-MEDICAL EMERGENCIES

If you are in a dangerous or life-threatening situation (e.g. mugging, assault, break-in, traffic accident, domestic violence, abuse etc.), call the **emergency police number 110**. Be prepared to give the following information:

- Who are you?
- Where are you?
- What has happened?
- How many people are involved?

Follow the instructions given on the telephone and wait for the arrival of the **police**.

If you need to contact the police in a non-emergency situation, call: 06221 - 99 - 0.

MEDICAL EMERGENCIES

If you or someone with you is in a life threatening medical situation and needs immediate medical care, call the **emergency medical number 112**. Be prepared to give the following information:

- Who are you?
- Where are you?
- What has happened?
- What is the illness/injury?
- How many people are involved?

Follow the instructions given on the telephone and wait for the **arrival of the ambulance or emergency doctor**. If possible, remember to have your **health insurance card** with you.

URGENT MEDICAL CARE IN NON-EMERGENCY SITUATIONS

If it is outside regular doctors' hours and you or someone with you needs medical care that is not an acute emergency but cannot wait until your doctor is available, you can call the central hotline for locating the **out of hours urgent medical care center** in your area: **116117**.

If you are in Heidelberg, you can go directly to the **out of hours urgent medical care center (Ärztlicher Bereitschaftsdienst)**. No appointment is needed. Please make sure to take your **health insurance card** with you.

Ärztlicher Bereitschaftsdienst
 Medizinischen Klinik des Universitätsklinikums
 Im Neuenheimer Feld 410
 69120 Heidelberg
 Phone: 06221 - 116117
 Opening hours:
 Mon, Tues, Thurs 8 pm – 7 am; Wed 1 pm – 7 am
 Weekends / public holidays from Fri 7 pm to Mon 7 am

URGENT CARE CENTER AT THE CHILDREN'S HOSPITAL

If your child needs urgent, out of hours medical care, you should go directly to the **children's hospital (Zentrum für Kinder- und Jugendmedizin)**. No appointment is needed. Outside of the hours listed below, emergency care is provided by the doctors at the children's hospital. Please make sure to take your child's health insurance card.

Zentrum für Kinder- und Jugendmedizin
 Im Neuenheimer Feld 430
 69120 Heidelberg
 Opening hours:
 Wed 4 pm – 10 pm
 Sat, Sun and holidays from 9 am to 10 pm

URGENT DENTAL CARE

For urgent, out of hours dental care, call the **urgent dental care center (Zahnärztlicher Notdienst)**. Please be sure to call ahead of time.

Zahnärztlicher Notdienst
 Europa-Center
 Sophienstraße 29
 69115 Heidelberg
 Phone: 06221 - 3544917

REGULAR MEDICAL CARE

The best way to find a doctor or dentist is to ask your friends or colleagues for recommendations.

Online search for medical care:

English-language database for finding medical professionals: www.med-kolleg.de/docsearch

Search for doctors according to their foreign language skills: www.arztsuche-bw.de/?expertensuche=1

HOSPITALS AND EMERGENCY ROOMS IN HEIDELBERG

Universitätsklinikum Heidelberg

Central telephone number: 06221 - 56-0

Breathing difficulties, loss of consciousness, dizziness, chest pain, stroke:
Medizinische Klinik, In Neuenheimer Feld 410

Face, head and skull injuries:
Kopfambulanz, In Neuenheimer Feld 400

Open wounds, broken bones, stomach pain (also for children!):
Chirurgische Klinik, In Neuenheimer Feld 110

Gynaecological problems, problems in pregnancy:
Frauenambulanz, In Neuenheimer Feld 440

Children (other than surgical cases):
Zentrum für Kinder- und Jugendmedizin, In Neuenheimer Feld 430

Other hospitals in Heidelberg

Krankenhaus Salem, Zeppelinstraße 11, 69121 Heidelberg, Tel: 06221 - 4830

Krankenhaus St. Vincentius, Untere Neckarstraße 1, 69117 Heidelberg, Tel: 06221 - 91170

St. Josef Krankenhaus, Landhausstraße 25, 69115 Heidelberg, Tel: 06221 - 5260

EMERGENCY PHARMACY SERVICES

There are several ways to locate the nearest out of hours pharmacy service (Notdienst-Apotheke):

1. Call the **pharmacy locator service (Apothekenfinder)**: landline **0800 0022833**, cell phone **22833**.
2. Send a **text message** with the local postal code (e.g. 69117 for downtown Heidelberg, 69120 for Heidelberg-Neuenheim) to **22833**. You will receive a text message indicating the closest pharmacy with out of hours service.
3. Visit the **website aponet.de** (or **apothekenfinder.mobi** from a smartphone) and enter the city or postal code in the upper right corner under "Notdienst" (emergency service).
4. Download the **pharmacy locator app (Apothekenfinder)** from google play, the app or microsoft store.
5. Download the **Mein Heidelberg app** and look under "Gesundheit" and "Apotheken".
6. Every **pharmacy** keeps an **up-to-date list of the closest pharmacies** with out of hours service in their window or close to their entrance.

PSYCHOLOGICAL, SOCIAL OR FAMILY COUNSELLING

Psychosocial counselling for students (PCS) at Heidelberg University

Expert and confidential psychological counselling for all enrolled students and doctoral students. Areas of expertise: relationship problems, conflicts at work, stress, fear, depression etc.

www.studentenwerk.uni-heidelberg.de/en/advice_pcs

Social counselling for students at Heidelberg University

Social counselling services for enrolled students and doctoral students. Areas of expertise: managing the costs of living, pregnancy, childcare, mediation between students and city administrative offices.

www.studentenwerk.uni-heidelberg.de/en/advice_social_counselling

Diakonisches Werk Heidelberg, associated with the Protestant Church:

General social counselling (also in English) and assistance in times of financial crisis.

www.diakonie-heidelberg.info/sozialberatung-existenzsicherung/sozialberatung-existenzsicherung/en-general-social-counseling-and-counseling-in-times-of-financial-crises/

Psychologische Beratungsstelle der PSH e.V., independent counselling center

Trained psychologists and psychiatrists who provide support in difficult psychological or social situations.

www.psh-heidelberg.de/index.php

International Women's and Family Center Heidelberg

Counselling and assistance in several languages esp. for immigrants, women and families. Areas of expertise: pregnancy, family planning, marital and family conflicts, legal and financial problems, etc.

www.ifz-heidelberg.de/sprachen

pro familia Heidelberg

Psychological counseling, psychotherapy and medical counselling in English. Areas of expertise: pregnancy, contraception, family planning, women's health, marital and family conflicts etc.

www.profamilia-heidelberg.de/pages

FrauenGesundheitsZentrum Heidelberg:

Assistance for women and girls with issues such as women's health, addiction, eating disorders, stress, depression, fear, psychosomatic problems.

www.fgz-heidelberg.de

EFL Heidelberg, associated with the Catholic Church

Psychological counselling for marital, family and life issues.

www.efl-heidelberg.de/html/efl_heidelberg.html

Frauennotruf gegen sexuelle Gewalt an Frauen und Mädchen e.V. Heidelberg:

Assistance and counselling in cases of sexual abuse suffered by women and girls.

www.frauennotruf-heidelberg.de

Psychological counselling hotlines**Telefonseelsorge** (supported by the German Protestant and Catholic churches)

Phone: 0800 - 1110111 or 0800 - 1110222

Nightline (9 pm – 2 am) – for students by students:

Phone: 06221 - 184708

LOSS OF IMPORTANT DOCUMENTS OR POSSESSIONS

Your passport

If you lose your **passport**, you should file a report at the local police station because a police report will most likely be required when you apply for a new passport. You should then contact **your country's embassy or consulate** to apply for a replacement. Most countries also provide information on their websites about the procedure for replacing a lost or stolen passport.

Your credit or debit card

If you lose a credit or debit card, you should immediately **contact the bank** that issued the card to notify them of the loss and have your card deactivated. Most banks provide a 24-hour hotline service for lost or stolen cards – this information is generally available on **your credit card or bank statement**. There is also a **general cancellation hotline (Sperr-Notruf)** through which you can cancel most credit and debit cards as well as some mobile SIM cards and other services.

General Cancellation Hotline (Sperr-Notruf)

Phone: 116 116 within Germany

Phone: +49 116 116 outside of Germany

www.sperr-notruf.de/index.php

Other possessions (Lost and Found Office)

The city of Heidelberg has a central lost and found office that collects and stores lost objects. The lost and found office is run by the Heidelberger Dienste GmbH. You can contact the office by telephone or email to ask if your lost item has been found:

Zentrales Fundbüro (Lost and Found Office)

Heidelberger Dienste GmbH

Hospitalstr. 5

69115 Heidelberg

Phone: 06221 - 653797

Email: fundbuero@hddienste.de

Opening hours:

Mon – Thur 8 am – 4 pm; Fri 8 am – 2 pm

www.hddienste.de/service-fur-buerger/fundbuero/lost-and-found-office

Found items can be turned in to any **local municipal office (Bürgeramt)** in Heidelberg and will be forwarded from there to the central lost and found office.

GENERAL SERVICES IN HEIDELBERG

“MEIN HEIDELBERG” APP

The city of Heidelberg has created an app to help its citizens locate and find out more information about city administrative offices and services in Heidelberg. The app is in German but can be used easily by non-German speakers with a minimum of German. “Mein Heidelberg” is available through the app store or google play. The app can also be used on a computer at www.meinheidelberg.de/desktop.

If you have any questions, please contact us!

How to contact us:

Phone: +49 (0) 6221 54 - 3958

Email: graduiertenakademie@zuv.uni-heidelberg.de

■ www.graduateacademy.uni-heidelberg.de

Servicestelle Altstadt

Seminarstr. 2
2nd floor, room 135
69117 Heidelberg

Office hours:

Mon to Thurs 10 am – 12 pm
Mon and Wed 1 pm – 3 pm
and by appointment

Servicestelle INF

Im Neuenheimer Feld 304
Ground floor of the central cafeteria
69120 Heidelberg

Office hours:

Wednesday 10 am – 12 pm