



## GOING TO THE DOCTOR IN GERMANY

### Bielefeld Campus

As of January 2024



# TABLE OF CONTENTS

|  |          |
|--|----------|
| <b>1. Introduction</b>                   | <b>3</b> |
| <b>2. Emergency numbers</b>              | <b>4</b> |
| <b>3. FAQ going to the doctor</b>        | <b>5</b> |
| <b>4. A list of clinics in bielefeld</b> | <b>7</b> |
| 4.1 Emergency rooms                      | 7        |
| 4.2 Family Doctors                       | 7        |
| 4.3 Ophthalmologists (eye doctors)       | 8        |
| 4.4 Surgery                              | 9        |
| 4.5 Gynecologists / obstetrics           | 9        |
| 4.6 Ear, nose and throat doctors         | 10       |
| 4.7 Dermatology                          | 10       |
| 4.8 Pediatrics                           | 10       |
| 4.9 Mouth, jaw and face surgery          | 11       |
| 4.10 Orthopedics                         | 11       |
| 4.11 Psychology                          | 11       |
| 4.12 Urology                             | 12       |
| 4.13 Dentistry                           | 12       |

# 1. INTRODUCTION

Dear Readers,

In case of illness, this guide will help you find the right doctor as quickly as possible. The following pages explain the **process of visiting a doctor** in Germany, and contain a **list of different types of medical clinics** near the HSBI campus or the city center.

Moreover, we understand that if you are new to Germany or don't yet speak enough German, it can be difficult to communicate at the clinic. Therefore, we prioritized clinics where you can communicate in **other languages** in addition to German on our list.

This list of clinics is only a selection and is by no means comprehensive. For an overview of all medical clinics in Bielefeld, please refer to this website: <https://www.kvwl.de/arztsuche>.

If you have any further questions, please don't hesitate to email us at [welcome@hsbi.de](mailto:welcome@hsbi.de).

Warmest regards and wishing you all the best for your health,  
Your HSBI Welcome Center

## 2. EMERGENCY NUMBERS

Police – 110

Ambulance – 112

Fire – 112

On-call medical services – 116-117

## 3. FAQ GOING TO THE DOCTOR

### Who do I contact if I'm having health problems?

Your first point of contact regarding health problems would be a **family doctor**. Family doctors are general practitioners, therefore they can help with many types of illnesses.

If you require more specialized help, the family doctor will refer you to a specialist physician, who specializes in one area of medicine, such as dentistry, gynecology, or pediatrics. The referral will be given to you as a paper document, which you will then need to bring to the specialist physician. You can also directly book an appointment at the specialist clinic, but often with a much longer wait time.

Some clinics only admit people with private health insurance. The list of clinics starting on page 7 includes both family doctors and specialist physicians, and all of them take patients with either public or private health insurance.

### What do I need to know for my appointment?

You can book an appointment at most medical clinics in Germany by calling in, but some clinics also allow you to book appointments through their website. If you want to talk to your doctor in a language other than German, it would be best to inform the clinic ahead of time, such as when you book the appointment.

Please be **on time** for your appointment. Your appointment may be cancelled if you show up too late, and you would then have to book a new appointment. If you can no longer make it to an appointment, please **cancel** the appointment ahead of time either through their website or calling the clinic.

### What should I do if I need to see a doctor in the evenings or on the weekends?

Medical clinics are only open during the daytime on weekdays (Monday to Friday). If you need a doctor in the evenings or over the weekend, please call the on-call medical service number 116 117. The agent will then tell you which clinics are still open. Alternatively, you can go directly to an emergency room (please see page 7).

### What should I do in case of an emergency?

In case of an emergency, go to the emergency room in a **hospital**. If your problem is not urgent, you can go to the family doctor as soon as the clinic reopens.

However, if your health issue requires immediate medical attention, call the number 112 for an **ambulance**. You will need to answer questions about who you are, where you are and what your medical emergency is on the phone.

## What do I need to bring to a doctor's appointment?

If you have **public health insurance**: bring your health insurance card to each doctor's visit and each hospital stay, and show the card at the reception.

If you have **private health insurance**: bring your health insurance card, if available, or other forms of proof of your insurance status with you. You will receive an invoice after the appointment. You have to first pay the invoice in full yourself. After you send the invoice to your insurance provider, they will then reimburse you the cost in full or in part, depending on your insurance contract.

Apart from proof of your health insurance, you may also need to bring the following documents:

- An overview of your medication history
- Record of your previous medical history
- Your vaccination record
- Your allergy record
- X-ray scans

## What happens when I visit the doctor?

When you go to the clinic or hospital for the first time, you may need to fill out a **medical survey** and a **data protection declaration** (to give the clinic permission to share your personal data with third party companies that administer the public health insurance). You will then be called to a treatment room, where you will be asked why you came to the clinic and if necessary, be further examined.

You can, and should talk openly with your doctor about all of your health issues, so they can reach an accurate diagnosis and actually help you. All doctors in Germany are bound to maintain **patient confidentiality**. They are not allowed to talk to anyone about you or your illnesses.

The doctor will prescribe you **medicine** when necessary. In that case, you will receive a prescription, with which you can pick up the medicine from a pharmacy. Ask your doctor how you should take the medicine, and if you are taking other medicine at the same time, make sure to also discuss that with your doctor.

## Where can I get medicine?

You can get medicine at a **pharmacy**. You need to give the pharmacist the prescription your doctor gave you, and then you will receive the specified drugs there.



If you have **public health insurance**: in most cases you will only need to pay €5 yourself for each prescription.


If you have **private health insurance**: You will need to first pay for all the medicine yourself, and then submit the invoice to your insurance provider. Your insurance provider will then reimburse you in part or in full, depending on the insurance contract.

If you have any **questions about the medicines or how to take them**, please talk to your pharmacist. There are also a few types of medicines that you can pick up without a prescription. Describe your problems to the pharmacist, and they will be able to further assist you.

## 4. A LIST OF CLINICS IN BIELEFELD


### 4.1 Emergency rooms

#### **Städtisches Klinikum**

Teutoburger Str. 50, 33604 Bielefeld  
 <https://www.klinikumbielefeld.de/hilfe-bei-notfaellen-2.html>

Open hours:  
Mon, Tue, Thu: 7-10pm  
Mon, Fri: 3-10pm  
Sat, Sun, Statutory holidays: 9am-10pm

#### **Pediatric Emergency Room in Kinderzentrum Bethel**

Burgsteig 13, 33617 Bielefeld  
 +49 521 772 77994

Open hours:  
Mon, Tue, Thu: 7-10pm  
Mon, Fri: 4-10pm  
Sat, Sun, Statutory holidays: 9am-10pm




### 4.2 Family Doctors

#### **Dr. Johannes Bach**

33602 Bielefeld, Bahnhofstr. 9  
 +49 521 96308814  
 [jbach653@gmail.com](mailto:jbach653@gmail.com)

Languages: English, French, Modern Greek  
Special services: Asthma / COPD, Diabetes Type II, skin cancer screening, CHD (coronary heart disease)

#### **Hausärzte Zimmerstraße**

33602 Bielefeld, Zimmerstr. 8  
 +49 521 60334  
 [info@hausaezrte-zimmerstrasse.de](mailto:info@hausaezrte-zimmerstrasse.de)  
 <http://www.hausaerzte-zimmerstrasse.de>


Languages: English, Italian, Danish, Swahili  
Special services: Digital Medication Therapy Management, Asthma / COPD, Diabetes Type I & II, CHD

#### **Praxis Saydo**

33602 Bielefeld, Friedrich-Ebert-Str. 15  
 +49 521 77255715  
 [saeedsaydo@gmail.com](mailto:saeedsaydo@gmail.com)  
 <http://www.praxis-saydo.de>

Languages: Arabic, English, Kurdish  
Special services: Asthma / COPD, Diabetes Type I & II, skin cancer screening, CHD

#### **Praxis Munteanu und Mirescu**

33602 Bielefeld, Brunnenstr. 2  
 +49 521 65366

Languages: English, French, Luxembourgish, Romanian

**Dr. med. Yan Tang**

33602 Bielefeld, Nikolaus-Dürkopp-Str. 12  
☎ +49 521 63383

Languages: Chinese, English  
Special services: Asthma / COPD, Diabetes  
Type II, skin cancer screening, CHD

**Praxis Dr. med. Katrin Kopatschek**

33615 Bielefeld, Friedrichstr. 24  
☎ +49 521 5212129  
✉ drkatrinkopatschek@bitel.net  
🌐 <http://www.praxis-kopatschek.de>

Languages: Arabic, English, French, Dutch,  
Russian, Spanish  
Special services: Asthma / COPD, Diabetes  
Type II, skin cancer screening, CHD

**Dr. (YU) Olivera Lindemann**

33604 Bielefeld, Oelmühlenstr. 30  
☎ +49 521 986888  
✉ dr-olivera-lindeman@telemed.de

Language: Serbo-croatian  
Special services: Asthma / COPD, Diabetes  
Type II, CHD

**Praxis Dr. med. Jörg Eikmeier**

33619 Bielefeld, Kreuzberger Str. 17  
☎ +49 521 100048  
✉ [gpl-bi@t-online.de](mailto:gpl-bi@t-online.de)

Languages: English, French, Spanish  
Special services: Asthma / COPD, Diabetes  
Type II, skin cancer screening, CHD

**4.3 Ophthalmologists (eye doctors)**

**Praxis Dres. med. Jedras und Kollegen**

33613 Bielefeld, Voltmannstr. 158  
☎ +49 521 892 428  
✉ [bielefeld@augenzentrum-bad-rothenfelde.de](mailto:bielefeld@augenzentrum-bad-rothenfelde.de)  
🌐 <https://augenzentrum-bad-rothenfelde.de/praxis/bielefeld/>

Languages: Arabic, English

**Praxis Dres. med. Planert und Kollegen**

33602 Bielefeld, Jahnplatz 6  
☎ +49 521 177355  
✉ [info@augenzentrum-bielefeld.de](mailto:info@augenzentrum-bielefeld.de)  
🌐 <http://www.augenzentrum-bielefeld.de>

Languages: English, French



### **Praxis Dres. med. Hoene und Kollegen**

33647 Bielefeld, Mackebenstr. 8

☎ +49 521 441716

✉ info@augenaerzte-bielefeld.de

🌐 <http://www.augenaerzte-bielefeld.de>

Languages: English, Spanish

### **4.4 Surgery**

#### **Praxis Dres. med. Gärtner und Wübbecke**

33602 Bielefeld, Welle 10

☎ +49 521 32933110

✉ praxis@gefaessmedizin-cruewellhaus.de

🌐 <http://www.gefaessmedizin-cruewellhaus.de>

Languages: English, Russian

### **4.5 Gynecologists / obstetrics**

#### **Dr. Sylvia Bender**

33602 Bielefeld, Bahnhofstr. 1

☎ +49 521 61396

Languages: English, French, Italian, Russian

Special services: breast cancer

#### **Praxis Dres. med. Worms, Rinkenberger u. Dietrich**

33602 Bielefeld, Am Bach 20

☎ +49 521 5251234

✉ [frauenaerztinnen@arcor.de](mailto:frauenaerztinnen@arcor.de)

🌐 <http://www.diefrauenaerztinnen.de>

Languages: English, French, Spanish

Special services: breast cancer,  
providing a second opinion on hysterectomy

#### 4.6 Ear, nose and throat doctors

##### Dr. med. Ulrich Brinkkötter

33619 Bielefeld, Werther Str. 266-268  
☎ +49 521 964020

Languages: English, French

##### Praxis Dres. med. Kuschel und Bartsch

33602 Bielefeld, Am Bahnhof 6  
☎ +49 521 61598  
🌐 <http://www.hnobilefeld.de>

Languages: Danish, English, French, Italian, Russian, Czech

#### 4.7 Dermatology

##### Dr. Paul Malcher

33602 Bielefeld, Bahnhofstr. 42  
☎ +49 521 177079  
✉ [praxis.malcher@mailde.de](mailto:praxis.malcher@mailde.de)

Languages: English, Polish, Russian, Spanish

##### Praxis Dres. med. Ute und Arne Becker

33602 Bielefeld, Niedernstr. 14  
☎ +49 521 68731  
✉ [a.becker@dermatologie-niedernstrasse.de](mailto:a.becker@dermatologie-niedernstrasse.de)  
🌐 <http://www.dermatologie-niedernstrasse.de>

Languages: English, French

#### 4.8 Pediatrics

##### Dr. med. Manfred Fasse

33619 Bielefeld, Werther Str. 266  
☎ +49 521 101036  
✉ [praxis@kinderheilkunde-bielefeld.de](mailto:praxis@kinderheilkunde-bielefeld.de)  
🌐 <http://www.kinderheilkunde-bielefeld.de>

Languages: English, French, Dutch, Spanish  
Special services: Asthma / COPD

##### Praxis Dres. med. Gleichauf und Kollegen

33617 Bielefeld, Deckertstr. 53  
☎ +49(521)145050  
✉ [info@paediatrischesforum.de](mailto:info@paediatrischesforum.de)  
🌐 <http://www.paediatrischesforum.de>

Languages: English, French  
Special services: Asthma / COPD

#### 4.9 Mouth, jaw and face surgery

##### **Praxis Dres. med. Meyer-Johann und Zöllner**

Languages: English, French, Spanish

33615 Bielefeld, Crüwellstr. 15

☎ +49 521 60444

##### **Praxis Dres. med. Zerfowski und Westendorff**

Languages: English, French, Japanese, Dutch, Spanish

33602 Bielefeld, Gadderbaumer Str. 14

☎ +49 521 98877990

✉ info@mkg-owl.de

🌐 <http://www.mkg-owl.de>

#### 4.10 Orthopedics

##### **Praxis Dres. med. Härdrich und Kollegen**

Languages: English, French Dutch, Russian

33615 Bielefeld, Kurt Schumacher Str. 17

☎ +49 521 101011

✉ b.dick@ogab.de, m.markworth@ogab.de

🌐 <http://www.ogab.de>

##### **Dr. Sahin Inci**

Languages: English, Turkish

33602 Bielefeld, Wilhelmstr. 1 b

☎ +49 521 7702780

✉ s.inci@orthopaedie-am-jahnplatz.de

🌐 <http://www.orthopaedie-am-jahnplatz.de>

##### **Dr. med. Ulf Wintzer**

Languages: English, Spanish

33602 Bielefeld, Welle 15

☎ +49 521 5604880

#### 4.11 Psychology

HSBI employees can receive timely and confidential psychosocial counselling here

##### **Karl – Wilhelm Klingenberg**

☎ +49 521 176611

📱 +49 179 6982525

✉ info@klingenberg-net.de

🌐 <https://www.hsbi.de/prwiss/psychosoziale-beratung>

#### 4.12 Urology

##### Praxis Dr. med. Martin Betge

33602 Bielefeld, Alter Markt 2

☎ +49 521 62308

✉ info@docbetge.de

Languages: English, French, Polish

#### 4.13 Dentistry

##### Dr. Thiesbrummel und Kollegen

Oelmühlenstraße 52, 33604 Bielefeld

☎ +49 521 297980

✉ info@zahnarzt-thiesbrummel.de

🌐 <https://www.zahnarzt-thiesbrummel.de/>

Languages: Arabic, English, Russian, Turkish

##### Praxisgemeinschaft Thanos / Dr. med. dent. Lücking

Voltmannstraße 157, 33613 Bielefeld

☎ +49 521 55770030

✉ info@zahn-seele.com

🌐 <https://www.zahn-seele.de/>

Languages: English, Modern Greek, Russian,  
Turkish