

1**Medical Centre Telephone Numbers**

RSU, JHQ <i>Regional Med Centre</i>	02161 472 2969
Elmpt	02163 972600
Gütersloh <i>Regional Med Centre</i>	05241 842536
Herford	05221 9953240
Bielefeld	05219 2543131
Dülmen	02594 9623333
Münster	0251 9272362
Sennelager <i>Regional Med Centre</i>	05254 9822414
Hamel	05151 917428
Paderborn	05251 101256
Detmold	05231 20324
Hohne <i>Regional Med Centre</i>	05051 9622218
Fallingbostel	05162 9712256
Celle	05141 9632320

*Regional Medical Centres are open 08.00 to 20.00 daily.
Out of hours, your call will be diverted to a telephone
advice service manned 24/7.*

2**Emergency No. 112****3****Hospital Hotline 0800 588 99 36**

For further information on BFG Health Service:
www.bfgnet.de/Community/bfghs.htm

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*Cut out the folding card and keep in your wallet or purse for emergencies.
Keep the rest of the leaflet at home, where it can be easily accessed.*



My Name: mein Name:	
Unit: meine Einheit:	
Unit Tel: Einheit tel:	
Next of Kin: Angehörige:	
Next of Kin Tel: Angehörige tel:	

Pointing you in the
right direction
for your
**Health
Care**



How to contact the health services

Whatever the situation

1 **2** **3**

How to contact the health services

1

For non-life threatening accidents and illnesses:

Call your local Medical Centre

If you are not well, the starting point is **your local Medical Centre**. If you need urgent care advice and your local Medical Centre is closed, your call will be transferred to your Regional Medical Centre (open 08.00 – 20.00 every day). When the Regional Medical Centre is closed, your call will divert to a telephone advice service provided 24 hours a day, 365 days a year by qualified clinical staff who will assess your case and decide the best course of action to take.

2

In a medical emergency:

Call 112

If you believe that life is in danger or an accident or illness is serious enough to require accident and emergency treatment, then **you must** at all times call the local ambulance service using the emergency telephone number of **112**.

Once the ambulance services have been called, **you should call your local Medical Centre** who will liaise with your Unit and Welfare Services where appropriate.

3

If you are in Hospital:

Call 0800 588 99 36

If you attend A&E or are admitted to a German hospital you should **call the Hospital Hotline**. It is manned 24 hours a day, 365 days a year by a Hospital Liaison Officer (HLO). The Hospital Hotline is free for calls made from a landline. Calls made from a mobile phone may be charged.

HLOs are fluent in German and English and can assist you with language problems. They are also familiar with procedures and practices within German hospitals and can help make your stay as comfortable as possible.

Acting on your behalf, and with your consent, the HLO's will also facilitate liaison between the hospital, the Medical Centre, the Unit and the welfare agencies (if applicable) to ensure administrative tasks are carried out promptly.



1

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In a medical emergency:

Call the local ambulance service on 112

3

If you are in Hospital:

Call 0800 588 99 36

to contact a Hospital Liaison Officer