

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



Tear off the card above and keep in your wallet or purse for emergencies. Keep the rest of the leaflet at home, where it can be easily accessed.

**1**

For an ambulance call

**112**

**2**

For the Hospital Hotline call

**0800 588 99 36**

**3**

Your local Medical Centre numbers

<b>JHQ (Regional Med Centre)</b>	02161 472 2969
Elmpt	02163 972 600
<b>Gütersloh (Regional Med Centre)</b>	05241 842 536
Herford	05221 995 3240
Bielefeld	05219 254 3131
Münster	0251 927 2362
<b>Sennelager (Regional Med Centre)</b>	05254 982 2414
Hamel	05151 917 428
Paderborn	05251 101 256
Detmold	05231 20324
<b>Hohne (Regional Med Centre)</b>	05051 9622218
Fallingb.ostel	05162 971 2256
Celle	05141 963 2320

Out of hours, your call will be diverted to a telephone advice service manned 24/7



For further information on BFG Health Service:  
[www.bfgnet.de/bfghs/bfghs.html](http://www.bfgnet.de/bfghs/bfghs.html)

# How to contact the health services

Put these numbers into your mobile phone or wallet now.

Pointing you in the  
right direction  
for your  
Health  
Care



**1** In a medical emergency:  
Call **112**  
for the local ambulance service

**2** If you are taken to a German Hospital:  
Call **0800 588 99 36**

**3** For non-life threatening accidents  
and illnesses:  
Call your local Medical Centre

Gütersloh (Medical Centre)	05241 842 536
Herford	05221 995 3240
Bielefeld	05219 254 3131
Münster	0251 927 2362



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# How to contact the health services

Put these 3 numbers into your mobile phone or wallet now.

**1** 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 (A&E) treatment, then **you must** call the local ambulance service using the emergency telephone number **112**

They will ask for your address and your **German postcode** (eg. 41179 for JHQ), **not** your BFPO postcode.

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.

**2** If you are taken to a German hospital:  
Call **0800 588 99 36**

If you 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). 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 HLOs will also liaise between the hospital, the Medical Centre, the Unit and the welfare agencies (where applicable) to ensure administrative tasks are carried out promptly.

**3** 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 24 hours a day, 365 days a year to qualified clinical staff who will assess your case and decide the best course of action.

**Put these 3 key medical numbers into your wallet or mobile phone now. You never know when you or your family might need them.**