

PATIENT SUPPORT SERVICES

Hospital Hotline

If you are attending A&E or admitted to a non-DGP hospital, anywhere in Germany, call the Hospital Hotline on 0800 588 99 36 to get in touch with a Hospital Liaison Officer.

The Hotline is manned 24 hours a day, 365 days per year.

The Hospital Liaison Officers (HLO) can help with the following:

1. Bi-lingual communication: the HLOs are fluent in English and German and can assist you with language problems. The HLOs are also familiar with procedures and practices within the hospital and can help you overcome any concerns and make your stay as comfortable as possible.

2. Liaison with the health services: the HLOs will liaise with the medical centre/dental centre on your behalf. This will ensure that translation of discharge documents and booking of follow up appointments are done promptly.

3. Liaison with other agencies: The HLOs will liaise with your Unit and the welfare services, as relevant. This will ensure that appropriate support is put in place quickly and that visits can be organised. This will also enable administrative procedures to be initiated quickly.



The Hospital Hotline number is

0800 588 99 36



Calls made from a landline are free. Calls made from a mobile phone may be charged. For more information, log on to <http://www.bfgnet.de/bfghs/bfghs.html>