



## **British Forces Germany Health Service**

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## **3 Key Medical Numbers to put into your mobile or wallet now**

### **Call 112 in a medical emergency:**

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

### **Call 0800 588 99 36, the Hospital Hotline, if you are taken to a German hospital.**

If you are admitted to a German hospital in an emergency, 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.

### **Call your local Medical Centre, for non-life threatening accidents and illnesses.**

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.**

ENDS

Notes to editor:

1. British Forces Germany Health Service (BFG HS) provides healthcare services to military personnel and entitled personnel serving in Germany and Belgium and manages Primary Healthcare services for the European Isolated Detachments (ISODETS) through the Joint Support Units medical centres.
2. The Telephone Advice Service software used for Out of Hours treatment in all our Medical Centres won top prize in the Innovation and Service Development category at the Military and Civilian Health Partnership Awards, held in November 10. The awards recognise best practice in the delivery of healthcare to the Armed Forces, their families and veterans.
3. For more information about the BFG Health Service, including the latest news, publications and public health advice visit our website <http://www.bfgnet.de/bfghs/bfghs.html>

