



GOING TO THE DOCTOR IN GERMANY Gütersloh Campus

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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.

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 GÜTERSLOH

4.1 Emergency rooms

Klinikum Gütersloh

33332 Gütersloh, Reckenberger Str. 19

Open hours:

Mon, Tue, Thu: 7-10pm

Mon, Fri: 3-10pm

Sat, Sun, Statutory holidays: 9am-10pm

4.2 Family Doctors

Praxis Dres. med. Torwinski und Kollegen

33330 Gütersloh, Friedrich-Ebert-Str. 21

☎ +49 5241 79191

✉ info@arztpraxis-avenwedde.de

Languages: English, French, Russian

Special services: Asthma / COPD, Diabetes

Type I & II, skin cancer screening, CHD

(coronary heart disease)

Praxis Ursula Kerkhoff

33330 Gütersloh, Kahlertstr. 15

☎ +49 5241 14611

Languages: English, French, Russian,

Ukrainian

Special services: Asthma / COPD, Diabetes

Type I & II, skin cancer screening, CHD

Praxis Dres. med. Rütering und Kreimendahl

33330 Gütersloh, Eickhoffstr. 32

☎ +49 5241 13171

✉ info@ruetering-kreimendahl.de

🌐 <http://www.ruetering-kreimendahl.de>

Languages: English, Spanish, French

Dr. Gökhan Adar

33330 Gütersloh, Berliner Str. 51

☎ +49 5241 28416

Languages: Azerbaijani, English, Turkish

Dr. Zoi Katsouli

33330 Gütersloh, Münsterstraße 21 – 23

☎ +49(5241)9611555

✉ info@praxis-katsouli.de

🌐 <http://www.praxis-katsouli.de>

Languages: Bulgarian, English, Modern

Greek

Praxis Dr. med. Matthias Hentschel

33332 Gütersloh, Carl-Bertelsmann-Str. 69
☎ +49 5241 20128
✉ praxis@doc-hentschel.de
🌐 <http://www.doc-hentschel.de>

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

4.3 Ophthalmologists (eye doctors)

Praxis Dres. med. Oeverhaus und Kollegen

33330 Gütersloh, Unter den Ulmen 40
☎ +49(5241)54321
✉ info@dreiaugenaerzte.de
🌐 <http://www.dreiaugenaerzte.de>

Languages: English, Spanish

Dr. med. Ahmed El-Banna

33330 Gütersloh, Strengerstr. 15
☎ +49 5241 29129
✉ dr.ahmed@el-banna.de

Languages: Arabic, English

Praxis MVZ Augenzentrum Gütersloh GmbH

33330 Gütersloh, Kolbeplatz 6
☎ +49 5241 26086
✉ augenzentrum-guetersloh@osg.de
🌐 <https://www.osg.de/augenpraxis-guetersloh-am-kolbeplatz/>

Languages: English, French, Dutch

4.4 Surgery

Praxis M.D. (Univ. Shiraz) Mehrdad Ghassemi Fard

33332 Gütersloh, Carl-Bertelsmann-Str. 29
☎ +49 5241 29977
✉ ghassemi-fard@gmx.de
🌐 <http://www.ghassemi-fard.de>

Languages: English, Persian/ Farsi, Polish

Praxis Elahi und Alkutaini

33330 Gütersloh, Rhedaer Str. 1
☎ +49 5241 531281

Languages: Persian/ Farsi

4.5 Gynecologists / obstetrics

Dr. Alexander Minkus

33330 Gütersloh, Berliner Str. 51
☎ +49 5241 13950

Languages: English, Polish

Praxis Dres. med. Demandt und Kollegen

33330 Gütersloh, Eickhoffstr. 20
☎ +49 5241 15800
✉ frauenaerzte@telemed.de
🌐 <http://www.frauenaerzte-guetersloh.de>

Languages: English, French, Romanian

Dr. med. Van Minh Le

33330 Gütersloh, Münsterstr. 8
☎ +49 5241 925270
✉ drlegt@yahoo.de

Languages: English, French

4.6 Ear, nose and throat doctors

Praxis Dres. med. Wischerhoff und Frenkler

33330 Gütersloh, Hohenzollernstr. 39
☎ +49 5241 305950
✉ wischerhoff@t-online.de

Languages: English, French, Spanish

Praxis Dres. med. Heine und Bremer

33330 Gütersloh, Feldstr. 40
+49 5241 29080
drjensheine@t-online.de

Languages: English

4.7 Dermatology

Dr. Ercan Bediroglu

33330 Gütersloh, Münsterstr. 27
☎ +49 5241 15600

Languages: Arabic, English, Turkish

Praxis Dres. med. Melnik und Hariry

33330 Gütersloh, Eickhoffstr. 20
☎ +49(5241)988060
🌐 <https://profmelnik.com/home>

Languages: English, Persian/ Farsi,

4.8 Pediatrics

Praxis Dr. med. Maria Jung

33330 Gütersloh, Münsterstr. 27
☎ +49(5241)16911
✉ info@dr-maria-jung.de
🌐 <http://www.dr-maria-jung.de>

Languages: English, French

Praxis Dres. med. Grollmann und Mikulic

33330 Gütersloh, Eickhoffstr. 13
☎ +49(5241)998380
✉ info@kinderaerzte-kolbeplatz.de
🌐 <http://www.kinderaerzte-kolbeplatz.de>

Languages: English, Croatian, Spanish

Praxis Dres. med. Drobnitzky und Haselier

33332 Gütersloh, Carl-Bertelsmann-Str. 71
☎ +49 5241 20877

Languages: English, French

4.9 Mouth, jaw and face surgery

Dr. Kay Spannake

33332 Gütersloh, Carl-Bertelsmann-Str. 71
☎ +49 5241 16916
✉ info@implant-center-gt.de

Languages: English, French, Portuguese

Dr. med. Master Of Oral Medicine In Implantology Eike Langer

33332 Gütersloh, Brunnenstr. 14
☎ +49 5241 16811
✉ info@mkg-am-park.de
🌐 <http://www.mkg-am-park.de>

Languages: English

4.10 Orthopedics

Praxis Dres. med. Hermjacob und Elsner

33330 Gütersloh, Ernst-Buschmann-Str. 4

☎ +49 5241 915020

✉ praxis@orthopaedie-owl.de

Languages: Aramaic, English, French,
Modern Greek, Dutch

Orthopaedicum Gütersloh

33330 Gütersloh, Eickhoffstr. 20

☎ +49 5241 505130

✉ info@ortho-glp.de

🌐 <https://www.orthopaedicum-guetersloh.de/>

Languages: English, French, Dutch, Czech

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 Dres. med. Handke und Kollegen

33332 Gütersloh, Stadtring Kattenstroth 130

☎ +49 5241 14141

🌐 <http://www.urologie-guetersloh.de>

Language: English

4.13 Dentistry

Zahnarztpraxis Dres. Goldmann

Moltkestraße 10a, 33330 Gütersloh

☎ +49 5241 222858

✉ info@dr-goldmann.de

🌐 <https://zahnarzt-goldmann-guetersloh.de/>

Language: English

Dr. Jörn Thormann und Dr. Georga Weiß

Königstr. 24, 33330 Gütersloh

☎ +49 5241 90280

✉ praxis@drthormann.de

🌐 <http://www.drthormann.de/>

Language: English