

Emergency Information for Exchange Students

EMERGENCY NUMBERS / NOTRUFNUMMERN (Stand: 01/2026)

	POLICE POLIZEI	110	If you are in a dangerous or life-threatening emergency situation (e.g. mugging, assault, abuse, traffic-accident). Be prepared to give the following information: Who you are, where you are, what has happened, how many people are involved. Follow the instructions given on the telephone and wait for the arrival of the police.
	EMERGENCY MEDICAL CARE / FIRE DEPARTMENT RETTUNGSLEITSTELLE/ FEUERWEHR	112	If you or someone with you is in a life-threatening medical situation and needs immediate medical care. Be prepared to give the following information: Who you are, where you are, what has happened, what is the illness/injury, how many people are involved. Follow the instructions given on the telephone and wait for the arrival of the ambulance.
	POISON CONTROL GIFTNOTRUFZENTRALE	0761/ 19240	24 hour emergency and info hotline
	NINA Mobile Phone App	App Store on your Device	Quick Information on emergency situations in specific regions
General hotline for urgent medical care outside regular doctor's hours (no emergency) Ärztlicher Bereitschaftsdienst	116117	If you are in Heidelberg , you can go directly to the out of hours urgent care center at Im Neuenheimer Feld 410 (medical clinic of the university hospital). Hours of operation: 24-hours a day Contact: 06221568611	
Out of hours PHARMACY SERVICE Apotheken-Notdienst	0800/0022833 (from a landline) 22833 (from a mobile phone)	Call the pharmacy locator service (Apothekenfinder) OR Visit aponet.de and enter your city or postal code. Also, every pharmacy keeps an up-to-date list of the closest pharmacies with out-of-hours service in their window or close to their entrance.	
Psychosocial counselling for students Studierendenwerk Heidelberg	06221/543750	Mon-Thu: 9am-1pm & 2pm-3pm; Fr: 9am-12:30am E-Mail: pbs@stw.uni-heidelberg.de Online counselling at: https://www.stw.uni-heidelberg.de/en/node/114	
Psychosocial counselling for students Nightline Heidelberg	06221/184708	9pm – 1am (during term), for students by students (via phone or Skype) https://www.nightline-heidelberg.de/index.html	
LOST PASSPORT		Contact the local police station and file a report, then contact your country's embassy or consulate to apply for a replacement.	

What to do in case of illness?

In case of illness, your **first point of contact** usually is a **general practitioner** (*Allgemeinmediziner*; not a hospital!) who, if necessary, will refer you to a specialist (*Facharzt*). Should you need to see a dentist or want a medical check-up (e.g. at the gynecologist), you can make an examination appointment directly with a specialist.

In Germany, you are free to choose your medical practitioner. It might be convenient to look for a doctor whom you can reach easily from where you live, even in case of illness. Friends or colleagues might be a good source for recommendations when you are looking for a doctor. You can also find general practitioners and specialists online at www.gelbeseiten.de. In addition, the association of statutory health insurance physicians provides a German-language database with which you can search for doctors according to their foreign language skills: <http://www.arztsuche-bw.de/?expertensuche=1>



You need to make an appointment before you go to see a doctor. If you have an acute illness or injury, you will most likely get an appointment on the same day. Doctor's offices are normally open Monday to Friday.

On weekends and during the night, you can consult the medical emergency service (see below).

When you see a doctor, remember to take your insurance card or information on your coverage with you!

Under the following link, you will find an overview of all departments of the University Clinic, as well as contact information.
<https://www.heidelberg-university-hospital.com/diseases-treatments/all-departments>

Hospitals and emergency rooms in Heidelberg:

University Hospital Heidelberg / Universitätsklinikum Heidelberg

Operator: +49 (0) 6221-56-0; or +49 (0) 6221- 56-6243 <https://www.heidelberg-university-hospital.com/contact-1>

For mental problems:

Psychiatric Clinic / Psychiatrische Klinik, Im Neuenheimer Feld 410
+49 (0) 6221 56-8774

For breathing difficulties, loss of consciousness, dizziness, chest pain, stroke:

Internal Medicine / Medizinische Klinik, Im Neuenheimer Feld 410
+49 (0) 06221 - 565888; chest pain: +49 (0) 6221- 56-8080

For face, head and skull injuries:

Head Clinic / Kopfklinik, Im Neuenheimer Feld 400
+49 (0) 6221-56-6999

For open wounds, broken bones, vascular emergencies, stomach pain (also for children!):

Surgery / Chirurgische Klinik, Im Neuenheimer Feld 110
+49 (0) 6221-56-6110; heart surgery emergency: +49 (0)6221-56-38990

Pediatric emergency

Center for child and adolescent medicine / Zentrum für Kinder- und Jugendmedizin, Im Neuenheimer Feld 430
+49 (0) 6221 56-4002; **pediatric surgery emergencies**: +49 (0)6221-56-4823

For gynecological problems, problems in pregnancy:

Women's Hospital / Frauenklinik, Im Neuenheimer Feld 440
+49 (0) 6221 56-7856 (General outpatient department)
+49 (0) 6221 56-7971 (labor room)

For problems with the skin/allergological emergency

Department for Dermatology / Hautklinik, Im Neuenheimer Feld 440
+49 (0) 6221 56-4002

For bone fractures (no open wounds), spinal injury:

Orthopedics/Orthopädische Klinik, Schlierbacher Landstraße 200a
8:00am – 4:00pm: +49 (0) 6221 56-26150; after 4pm: +49 (0) ä6221 56-26215

For oral and dental emergencies:

Sophienstraße 29 in "Europa-Center" (located between Bismarckplatz and Hotel Europäischer Hof, first floor)
+49 (0) 6221 3544917 <https://www.zahnarzt-hd.de/heidelberg/zahnaerztlicher-notfalldienst/>