

Health, Safety, Occupational Accidents and Emergencies

Information for international students at Merseburg University of Applied Sciences

HEALTH

How can I find a doctor?

If you feel ill, the first person to go and see in Germany is your general practitioner. This doctor is also called a family doctor (*Hausarzt oder Hausärztin*). You can easily find telephone numbers and addresses of general practitioners on the Internet or in the telephone book. You can also look up the telephone book online at: www.dasoertliche.de. It is best to look for a doctor near your home.

If you feel ill all of a sudden, you can go to a doctor's surgery without registering. It is best to go first thing in the morning when the doctor's surgery opens. If it is not so urgent, it is better to call the doctor's surgery first and make an appointment. Tell the receptionist on the phone how urgently you need an appointment.

Take your health insurance certificate/card with you every time you go to the doctor's. If you have taken out private health insurance, please be prepared to pay for the treatment.

How can I find a specialist?

In addition to general practitioners, there are specialists who specialize in specific parts of the body, such as ophthalmologists, orthopaedists or cardiologists. For specialists, you need a so-called referral (*Überweisung*) from your general practitioner. A referral is a document issued to you by your general practitioner. Later you must present this document to the specialist.

You can go directly to the dentist's and the gynaecologist's. For these specialists you do not need a referral from a general practitioner. You can also find the addresses of specialists in the local telephone book: www.dasoertliche.de. It is important to always make an appointment with a specialist by calling the surgery first.

Does the doctor speak English or another language besides German? Who can help by interpreting or translating for me?

You can go to the doctor's, accompanied by somebody who can act as an interpreter. If you do not know anyone who can help with language mediation, please contact the International Office at Merseburg University of Applied Sciences.

Where can I buy medicines?

In Germany, medicines are only sold by pharmacies, including online pharmacies. Some medicines, such as painkillers and cold remedies, can be bought without a prescription. Medicine for specific illnesses (such as antibiotics) can only be obtained on prescription from your doctor. A prescription is a document issued by your doctor. At the pharmacy you must present this document to the pharmacist.

Emergency numbers

In case of emergencies, the following telephone numbers apply in Germany:

- Police: 110
- Emergency doctor and fire brigade: 112

These calls are free of charge from all telephone networks.

At least one pharmacy in your area is open at night, as well as on weekends and public holidays. You can find the current emergency service pharmacy for Merseburg at:

www.aponet.de/apotheke/notdienstsuche/06217

What should I do in an emergency?

If you feel very unwell at the weekend or on a public holiday, there is an on-call service at the local hospital – the Carl-von-Basedow Klinikum. The hospital's on-call service is open from 10 a.m. to 4 p.m. Address: Weiße Mauer 52 in Merseburg. You can simply go there without making an appointment.

If you feel very unwell, are no longer able to go to a hospital or have sustained a serious or life-threatening injury, call an ambulance on 112 (or ask someone nearby to do so). Refrain from going to a hospital on your own. Dial 112 and tell the person your name, address and describe the symptoms or problems you have. Wait for further questions. If you are not sure whether your health condition/injury is serious or life-threatening, dial 112.

For all other urgent cases, which are not life-threatening, you can also contact the medical on-call service by dialing 116 117.

Where can I get psychological counselling?

The *Studentenwerk* provides some psychosocial counselling. However, you will need to make an appointment in advance for psychosocial counselling, which you can request in writing at: psychosoziale-beratung.merseburg@studentenwerk-halle.de.

If you have any questions or you are worried, the International Office at Merseburg University will be very happy to help you. Simply contact us by email, phone or in person.

E-mail: international.office@hs-merseburg.de

Phone: +49 3461 46 2294

Room: Hg/G/1/23

Information material on your health

The German Students' Union (*Deutsches Studentenwerk*) provides a brochure free of charge to help you navigate your way around the German health system and communicate with your doctor. The brochure is available in German and English: "**Erste Hilfe - Illustriertes Gesundheitswörterbuch: Hinweise für ausländische Studierende in Deutschland**" / "**First Aid - An Illustrated Health Dictionary: Information for Foreign Students in Germany**":

www.studierendenwerke.de/beitrag/erste-hilfe-illustriertes-gesundheitswoerterbuch-hinweise-fuer-auslaendische-studierende-in-deutschland-1

The DAAD's website study-in-germany.de provides foreign students with a concise overview of how the health system in Germany works. The information on the site is available in German and English. There you can also find further information on the topics of safety, telephone & the Internet, post and public transport: www.study-in-germany.de/en/germany/everyday-life/health/

If the previously mentioned sources did not provide enough information to answer all of your questions or you would like to read the information in your mother-tongue, we recommend the brochure: "**Health for Everyone. A Guide to the German Health Care System**". This brochure has been published in 14 languages and can be downloaded free of charge from the Internet at the following address: www.wegweiser-gesundheitswesen-deutschland.de/download

EMERGENCIES

at the university or in the halls of residence

Merseburg University of Applied Sciences has a detailed emergency plan. This contains important information about what to do or how to behave if there is an emergency at the university.

Emergencies are, for example, fires, accidents, rampages, power failures, assaults or burglaries.

In the case of an acute danger, follow the instructions below:

Step 1: Dial an emergency number:

Emergency call 112 - rescue service (medical emergencies and the fire brigade)

Emergency call 110 - Police (other emergencies)

Information on the emergency: **Where** (did it happen)? **What** (happened)? **Who** (is calling)? **How** (many people are affected)? **Wait** (for further questions)!

There will not be a language barrier when you call the emergency services because the Merseburg Rescue Control Centre uses the "Emergency Eye" software!

(<https://emergencyeye.de/en/accident-rescue/>).

With the "Emergency Eye" software, the rescue workers at the Merseburg Rescue Control Centre can locate the smartphone of the person reporting the emergency (i.e. the caller). The rescue centre can communicate with the caller in any language via chat. The rescue centre can also switch to the caller's camera to better assess the situation on site.

For "Emergency Eye" to work properly, the caller only needs a smartphone with an internet connection. **So, just dial the emergency number 112 on your smartphone and the rescue centre will handle all further communication via "Emergency Eye".**

Note on data protection: After the caller has been connected to the rescue control centre via "Emergency Eye", initially no data is released. The staff member at the emergency control centre first requests the location and release of the caller's camera. Only after the caller's consent has been given, is their location and the camera released. The data is transmitted solely between the browsers (encrypted using DTLS and SRTP). The "Emergency Eye" server has no access to this data.

Step 2: Call security:

Security service: +49 3461 46 2666 or internal 2666

Information to the security service: location and who is coming to provide emergency aid (the security service can then instruct the rescue forces).

What should I do if the emergency alarm goes off in the university buildings or in the corridors in the halls of residence?

- Close all doors and windows;
- Do not lock the doors to rooms;
- Take all valuables with you;
- Keep calm and leave the room and the building immediately;
- Do not use the lifts;
- Go straight to an outdoor meeting point.

Where can I get further information?



A detailed emergency plan as well as further information, e.g. on assembly points in the case of an emergency, on the use of fire extinguishers or a first aid guide, are all available on the website of Merseburg University of Applied Sciences at:

www.hs-merseburg.de/hochschule/organisation/stabsstellen-und-struktureinheiten/arbeitsschutz-und-arbeitssicherheit

What should I do in the event of a breakdown or power cut in the halls of residence?

A breakdown is normally damage to the infrastructure of your room or accommodation facility. This includes, for example, a power cut, burst water pipes, a water supply problem or a breakdown of the whole heating system. If such damage occurs in the evening or at night, at weekends or on public holidays, i.e. outside the regular working hours of the house managers, please contact the:

Emergency on-call service of the Halle Students' Union: Phone: +49 179 599 92 93

ACCIDENTS AT WORK (including commuting accidents) and accident reporting

An accident has occurred at work or on the way to work. What should be done immediately?

Step 1: Alert the rescue service: 110 - police, 112 - fire/rescue service

Step 2: Then immediately inform the security service by telephone via the emergency number 2666 or +49 3461 46 2666 so that a local briefing can be given.

Step 3: Go to a transit doctor's surgery (*Praxis eines Durchgangsarztes*): See the list of transit doctors on the university's website.

Dipl. Ing.-Ing. W. Falk

External specialist for occupational safety

Eberhard-Leibnitz-Str. 2

Building Li/0/16

06217 Merseburg

Landline telephone: +49 3461 46 2352

Mobile phone: +49 152 244 089 75

E-mail: arbeitssicherheit@hs-merseburg.de

Step 4: Report the accident to your supervisor or to the Office of the Dean of Student Affairs and record the accident. Then: Send documentation within 3 calendar days to the occupational safety specialist at: arbeitssicherheit@hs-merseburg.de.



Further information on the topic of occupational safety can be found on the website of Merseburg University of Applied Sciences at: www.hs-merseburg.de/hochschule/organisation/stabsstellen-und-struktureinheiten/arbeitsschutz-und-arbeitssicherheit

SECURITY

Crime

The police can be reached around the clock under the number 110. In Germany, the police are trustworthy and reliable. Merseburg is a relatively safe place. Nevertheless, there is crime here, too. So, you should not walk alone through dark streets and do not take any unnecessary risks.

Please lock your bicycle everywhere to a railing or another object so that it cannot be carried away. Make sure you only lock up your bike in places where bikes are officially permitted, and lock it in such a way that it does not pose an obstacle to other people.

Discrimination

Discrimination also takes place at universities. Sexual harassment or racism are all too often taboo topics and are, therefore, neither taken seriously nor prevented. Merseburg University of Applied Sciences is committed to changing this. If you are affected by discrimination, please get help!

Merseburg University of Applied Sciences has taken a firm stance and offers support to counteract sexism, racism, homophobia, all forms of harassment, violence, sexual harassment and stalking. If you are a victim of discrimination, you can contact the Equal Opportunities Officers at the university or you can contact the departments, the social counselling service of the *Studentenwerk*, the complaints office of the International Office or the Trust Office of Merseburg University of Applied Sciences in confidence.

You can also seek help outside the university, e.g. by contacting the Saxony-Anhalt Victim Support Service or the Saxony-Anhalt Anti-Discrimination Office in Halle (Saale).

Important contacts:

Complaints & Feedback Office at the International Office of the HoMe,
Annette Losse
annette.losse@hs-merseburg.de

Trust Office of the HoMe,
vertrauensstelle@hs-merseburg.de

Help Hotline Violence against Women
Phone: +49 8000 116 016

Victim Assistance Saxony-Anhalt
Phone: +49 391 567 6165
opferhilfe.sachsen-anhalt.de

Anti-Discrimination Office Saxony-Anhalt
Phone: +49 345 2258 0203
antidiskriminierungsstelle-sachsen-anhalt.de/en