

## Making a doctor's appointment

Here is a quick checklist on making an appointment with a doctor. A longer explanation is on page 2.

- Find a health insurance, either [public health insurance](#) or [private health insurance](#)
- Find an English-speaking doctor
  - ask colleagues at work
  - check online for “English-speaking doctors in ... (your area)”
  - have a look at this website ([MedKolleg](#)) in English (for doctors, chemists or clinics)
  - or try in the [Yellow Pages](#)
- Phone the doctor you need – use the phrases on page 2
- Find a German speaker who can go to the appointment with you, or
- Prepare the vocabulary you will need and your questions in German beforehand
- Take the following with you
  - A bilingual dictionary
  - Documentation on pre-existing conditions
  - Your insurance card

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To see a doctor, you will need either the [public health insurance](#) or a [private health insurance](#). In the first case, take your card to all appointments. As a private outpatient or at the dentist you will need to send the invoice to the insurer and you’ll be reimbursed; as a private inpatient, show your card when registering at the hospital or clinic and they will deal with the insurer.

Finding an English-speaking doctor may not be so simple in Germany, though most doctors have at least basic knowledge of the language. As a newcomer in Germany, you could ask colleagues at work or other Indians in Germany. They may be able to help you find English-speaking doctors and dentists in your area. Otherwise, some information for major cities is available online: Have a look at this website ([MedKolleg](#)) in English (for doctors, chemists or clinics) or search online for “English-speaking doctors in ... (your area)”.

German	English
Kinderarzt	Paediatrician
Zahnarzt	Dentist
Augenarzt	Eye specialist
Hautarzt	Skin specialist
Frauenarzt	Gynaecologist
Apotheke	chemist’s
Krankenwagen	ambulance

If possible, take a German speaker with you when you go to the appointment. If not, prepare your questions beforehand and take a dictionary. Understanding medical language is difficult for everyone!

Office hours (Ger. “Sprechstunden”) are usually in the morning and perhaps two afternoons per week. Wednesday afternoon is most doctors and dentists’ time off. Some doctors may also see patients on a first-come-first-serve basis, especially GPs, so be prepared to wait. This also means that for these doctors you might not have to make an appointment in advance.

If you do, you will have to speak to the doctor’s assistant who will most likely not speak English. But don’t worry, you will usually not be asked any details, such as the reason for the appointment. Here are some useful phrases to help you on the phone:

German	English
<i>Guten Morgen. Ich möchte einen Termin machen.</i>	<i>Good morning. I’d like to make an appointment.</i>
<i>Ich kann am Montag den 1. April um 10 Uhr 30 kommen.</i>	<i>I can come on Monday 1 April at 10.30 am.</i>
<i>Es ist dringend. Haben Sie keinen früheren Termin?</i>	<i>It’s urgent. Don’t you have an earlier appointment?</i>
<i>Ich kann dann nicht. Wäre Donnerstagmorgen möglich?</i>	<i>I can’t make it then. Would it be possible on Thursday morning?</i>

This information was written by Germans for our Indian guests. It is intended as an aid. We assume no liability for translation errors, currentness or accuracy of the information provided. Thanks for your understanding.