

Gesundheitsvorsorge  
und Arztbesuch  
in Englisch

# „Healthy in Vienna“

A Guide to Healthcare and Medical Check-Ups



Wiener  
Gebietskrankenkasse



Stadt+Wien  
*Wien ist anders.*

## A Thank-You

Our sincere thanks to all the experts who helped us compile this brochure:

Dr. Johannes Čapek, Vienna Medical Council, Sonja Grünsteidl, OAR, Hospital Ombudswoman, Dr. Anita Rieder, Professor, University Institute of Social Medicine, Dr. Edina Velic-Strobl, gynaecologist, and Dr. Teresa Wagner, Senior Physician, Kaiser Franz Josef Hospital. Furthermore we would like to thank the experts at the Vienna Health Insurance Authority; at Department 15 of the City of Vienna Authority, and at the Centre for Men's Health MEN for their professional advice.

### **Dr. Ursula Struppe**

*Head of Municipal Department 17, Integration and diversity matters*

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*Executive Director for Women's Health, City of Vienna*

Dear Resident of Vienna!

Well-informed people can do a lot to stay healthy. Informed patients can help towards their own recovery. Knowledge helps you understand more about what is healthy and what is not so healthy. Knowledge is the basis for understanding the importance of preventive medical check-ups, immunization and preventive healthcare measures. This brochure can help you find your way through the wide range of services on offer in the Vienna health care system. Here you can find out which preventive health checks are necessary and when; what men and what women should keep in mind; how to prepare for a visit to the doctor; what rights you have as a patient. In the attachment you will find important addresses and links.

We hope to give you a general idea of what the Vienna health system has to offer and would like to motivate you to take advantage of the wide range of preventive health checks on offer from the City of Vienna. Don't be afraid to ask your doctor to explain anything you don't understand or, in case of doubt, to ask for a second opinion from another doctor.



**Mag. Sonja Wehsely**  
*City Councillor for Health and Welfare*



**Sandra Frauenberger**  
*City Councillor for Integration and Women*



**Franz Bittner**  
*Chairman of the Vienna Health Insurance Authority (Gebietskrankenkasse)*

## Preventive health check-ups – what, when, how?



By taking advantage of regular health checks, risk factors can be recognized early on and appropriate action can be taken. Health problems diagnosed in their early stages are often less of a problem to treat and cause the patient less stress.

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**Take care of your health!  
Have regular health checks!**

Recommended preventive check-ups	Women	Men
<b>General health check:</b> Once a year from the age of 18	●	●
<b>Gynaecological examination:</b> See a gynaecologist once a year	●	
<b>Female breast:</b> At least once every 2 years from the age of 40 Mammography	●	
<b>Self-examination of the breast:</b> Once a month from the age of 20	●	
<b>Skin:</b> Annual screening of moles or suspicious looking areas of skin	●	●
<b>Prostate:</b> See a urologist once a year from the age of 45		●
<b>Self-examination of the testicles:</b> Once a month from the age of 20		●
<b>Teeth:</b> Visit the dentist twice a year	●	●
<b>Bowel cancer screening:</b> Once a year from the age of 50	●	●
<b>Colonoscopy:</b> Every 7 to 10 years from the age of 50	●	●



## Preventive medical check-ups

Check ups are available free of charge to all residents of Austria above the age of 18, irrespective of whether or not they have health insurance.

Check ups are carried out free of charge by a medical doctor under contract to the health insurance authority (“Kassenarzt”), by out-patient clinics belonging to the health insurance authority, or by the Department of Public Health (Department 15) of the City of Vienna.

The health checks in the screening programme include:

- **Using the questionnaire** to detect illnesses and risk factors and assess lifestyle
- **Blood test:** Note: Do not eat, drink or smoke 12 hours before the blood test!
- **Urine test**
- **Stool test**
- **Blood pressure check**
- **Determination of BMI** (Body Mass Index) and abdominal girth – height and weight proportions
- **Hearing test**

In addition to these checks the Department of Public Health of the City of Vienna (Department 15) offers free of charge an additional and particularly extensive series of checks including:

- **Check-up by a specialist in internal medicine:** Auscultation (sounding) of heart and lungs, performance check of the spine and joints, vascular examination and (for men) palpation of the prostate

- **Lung function test**
- **Electrocardiogram (ECG)** to check cardiovascular function
- **Ergometric cardiac function test:** Test of the cardiovascular system during exercise by means of ergometer; if recommended by the doctor.
- **Gynaecological check (for women)** with cervical smear test (Pap test)

Please ask your doctor which examinations are covered by your health insurance. Don't forget to take your e-card with you!

The entire programme of tests is painless, relatively stress-free and can be carried out in a short time.



## Mother-and-Infant Health Record

(“Mutter-Kind-Pass”)

Pregnant women and mothers of small children are strongly advised to take advantage of the various check-ups recommended in the Mother-and-Infant Health Record.

This is a major step in ensuring the continued health of the mother and the healthy development of the child. The Mother-and-Infant Health Record can be obtained free of charge from your gynaecologist.

**Note:** The payment of child benefit is dependent on these health checks being carried out. Your health insurance authority can answer any further questions you may have concerning this.



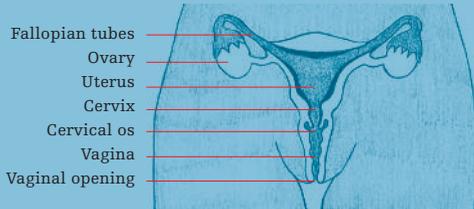


## Health checks for women

### Gynaecological screening

An annual check-up with your gynaecologist is recommended before your first sexual intercourse, but at least before the age of 19.

In addition to having the regular check-up, you can discuss with your doctor any questions you may have regarding contraception, avoiding sexually transmitted diseases (Aids, hepatitis ...), pregnancy, menstrual problems, the menopause etc.



#### ? How can you be sure you are being well looked-after by your gynaecologist?

1. The consultation begins with your case history (health problems, last menstrual period etc).
2. After the consultation you will be asked to get undressed and sit on the gynaecological chair for the pelvic examination.

**Tip:** If you don't feel comfortable about undressing, on the day of the appointment wear a wide skirt which you need only to pull up for the examination. For the examination you have to take off your panties. You are never totally naked.

3. The doctor will explain what he/she is doing and the instruments he/she is using.

4. Next the doctor will examine your breasts with his/her fingertips. Your doctor takes her/his time.
5. After you got dressed again, your doctor will talk with you about your health in details and in a way so that you are able to understand everything.
6. The doctor will treat you discretely and respect your privacy.

**Tip:** Ask friends to recommend their gynaecologist to you.

## Screening for cancer in the early stages

### Recognising early cervical cancer

Cervix carcinoma is a rare disease which occurs most often between the age of 25 and 35. A gynaecological examination can detect cancerous changes of the cervix (neck of the womb), which can then be treated.

As part of the gynaecological examination the doctor will carry out a cervical smear test, often known as a Pap<sup>1</sup> smear test (removing a sample of cells from the cervix).

The examination is recommended once a year, before the first intercourse and at least from the age of 19 on.

PAP I – II: Normal

PAP III: Borderline or mildly abnormal

PAP IV: Moderately abnormal requiring a biopsy

PAP V: Severely abnormal with suspected malignant tumour cells

<sup>1</sup> Papanicolaou smear test

## ? What happens in a Pap smear test ?



Speculum

In a pelvic examination a small instrument (a speculum) is introduced into the vagina to hold it open. A sample of surface cells is then taken from the cervix with a soft spatula or a small brush. These are then analysed under a microscope.

The smear itself takes only a few seconds. It is a little uncomfortable but not painful. Should you feel any pain don't hesitate to inform your doctor.

**Tip:** Please note when making an appointment that this test cannot be carried out during your period.

## HPV vaccination: For and Against

The human papilloma virus is widespread and can affect both men and women. It is considered the main cause of cervical cancer. It is now possible to be vaccinated against HPV. This vaccination is recommended for boys and girls from the age of 9–15, and for women from 16–26. The vaccine is given in a series of 3 injections and is most effective before the first sexual intercourse.

**Note:** The vaccination is NOT effective in treating either cervical cancer or the pre-cancerous stages of the cancer. It serves exclusively as a preventive measure!

## What you should know:

- Cervical cancer is a sexually transmitted disease. Condoms offer limited but certainly not 100% protection!
- Pap smear tests can detect HPV before it develops into cancer!

- In more than 90% of the women who test positive for HPV the virus doesn't develop into cancer and the body eventually defeats it.
- The vaccination is not effective in women who are already infected with the virus!
- The vaccine is effective against only 70% of all strains of HPV!
- The vaccination is not an alternative to regular gynaecological examinations and Pap smears

The long-term effect of the vaccination cannot be determined at the moment. Your doctor can give you more information on the cost of the vaccination.

## Recognizing early breast cancer

In Austria, breast cancer affects around 5000 women a year. This form of cancer responds well to treatment. The earlier the diagnosis the greater the chances are of a complete recovery. A healthy lifestyle can help every woman reduce her risk of breast cancer.

## Early screening tests which should be carried out regularly:

- Breast examination by palpation by your doctor once a year.
- Mammogram at least every 2 years from the age of 40
- Ultrasound scanning in conjunction with a mammogram





## Mammograms

Mammography is the most important screening method. This X-ray is a good way of identifying changes in the tissue long before they can be felt with the fingertips or before the patient has other symptoms. It is recommended every 2 years for all women over the age of 40.

### ? What happens in a screening by mammography?

The breasts are positioned between two Persepe plates and then compressed and flattened for a short time. This can be unpleasant or even painful. However, this pressure on the breast is necessary if the tissue is to be screened accurately. The examination takes only a few minutes.

**Tip:** Screening by mammography is best carried out in the first half of the menstrual cycle, between the 6<sup>th</sup> and the 12<sup>th</sup> day after menstruation. During this time the breast tissue is less dense. In case of a positive finding do not hesitate to consult another radiologist.

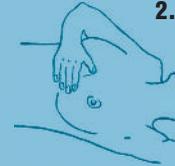
## Self-examination and palpation

Women should do this regularly after each menstrual period. The gynaecologist should do this at every visit.

**Tip:** It is easiest to examine your breasts when the skin is wet (e.g. under the shower) with both hands so that any possible lumps cannot be pushed to the side.

**Attention:** Palpation is not an alternative to a mammogram!

1. Stand in front of a mirror. Look carefully at your breasts. Are there any unusual changes?



2. Lie down flat.

With your fingertips examine your breasts and armpits. Can you feel any unusual lumps?

## Health checks for men

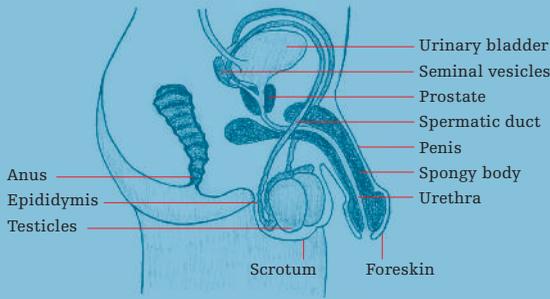


### Recognizing early cancer

### Recognizing prostate cancer in the early stages

The prostate gland is part of the internal male sex organs. It is about the size of a chestnut and surrounds the beginning of the urethra just beneath the bladder. It is responsible for producing most of the fluid in semen.

Prostate cancer is one of the most common cancers in men. Almost half of all men over 50 develop a non-cancerous enlargement of the prostate gland (*benign prostate hyperplasia or BPH*). Typical symptoms include a slow passing of urine with hesitancy before the urine begins to flow, and an increasing inability to pass a large amount of urine. Initially neither



the benign nor the malignant enlargement of the prostate gland causes major discomfort. The only way to diagnose and prevent prostate cancer is by screening.

## Prostate cancer screening

Men over the age of 45 should see a urologist once a year. From the age of 40 an annual urological examination is highly recommended for men with a record of prostate cancer in their family.

### ? What happens in the prostate examination?

The doctor places his finger in your rectum to feel the prostate gland. Although this sounds unpleasant it takes only a few seconds in fact and is tremendously important. In addition, samples of blood and urine are tested. A rectal ultrasound examination can also be carried out to determine the extent to which the bladder can be emptied.

### The PSA test

The PSA test may help to detect early prostate cancer. A special blood test measures the level of PSA (prostate-specific antigen).

A raised PSA level in the blood does not necessarily mean a cancer is present. A benign enlargement of the prostate, inflammation of the prostate, or pressure points (e.g. from excessive cycling) can lead to higher PSA levels. The PSA test serves only as a guide and not for diagnosis. Furthermore, the PSA level may be normal in the early stages of the cancer, which is the time when the treatment would be most effective. This test can therefore not be considered as an alternative to rectal examination.



## Testicular cancer

Cancer of the testicles affects men of all ages but is most common in young men between the ages of 20 and 35.



It can be recognised in the early stages by examining the testicles with the fingertips, a test which you can carry out yourself. A painless lump is the first indication, but this may also be a harmless plaque deposit. If you find a lump you should consult a urologist, who will carry out an ultrasound scan and a blood test and then be able to make a professional diagnosis.



## Cardiovascular health

A healthy lifestyle and regular check-ups are the key to a long life. Cardiovascular diseases are the most common causes of death in Vienna – for both men and women. This makes it all more important to actively reduce the risk factors!

### Tips for a healthy heart

- Have regular health checks!
- Smoke less or try to give up completely!
- Lose weight!
- Eat a healthy balanced diet!
- Take more exercise!
- Check your blood pressure!
- Try to reduce stress and emotional strain!

**Attention:** The symptoms of a heart attack are not the same for women as for men. Apart from the well-documented chest pains with radiation of pain into the left arm, the following symptoms are often typical for women: nausea, pains in the spine, breathing difficulties, irregular heartbeat, tiredness, dizziness, profuse perspiration. If you notice such symptoms, contact the emergency services immediately (Ambulance: Tel. 144).



## Cancer screening

### Screening for bowel (colorectal) cancer

Every year in Austria around 5000 men and women are diagnosed with bowel cancer. If recognised early the chances of a complete recovery are over 90%! At the pre-cancerous stage it is usually a benign polyp (small tissue growth). In most cases of bowel cancer the cells in these polyps have mutated. Thus, removal of such polyps is the best way to avoid colorectal cancer.

Around the age of 40 you should consult your doctor to discuss possible risks (e.g. a family history of bowel cancer).

### ? What happens in the screening for bowel cancer?

The faecal occult test (stool analysis) checks for hidden (occult) blood in the stool. The presence of blood can be caused by polyps as well as by malignant tumours.

A more reliable diagnosis can be made by means of a colonoscopy. This examination is much less stressful than it is claimed to be. If desired, patients can be given a sedative before the colonoscopy. In colonoscopy a special viewing scope is introduced into the large intestine through the rectum.

The faecal occult test is recommended once a year after the age of 50. From this age a colonoscopy should be carried out every 7–10 years.



## Screening for early skin cancer

Skin cancer is being diagnosed more and more often. Here, too, the patient's chances of being cured completely depend on how early it is detected.

It is recommended you check your skin yourself twice a year – maybe you can ask your partner or a friend to help you. See a dermatologist once a year.

Look for “warning signals”! Keep your doctor informed of every change in the skin, especially in existing moles and of the appearance of new moles.

record, your doctor will give you one. It is free of charge.

## General recommendations for adult immunisations

	Booster vaccinations against
Between the ages of 25 and 55 Every 10 years	diphtheria, whooping cough (pertussis), tetanus and polio (poliomyelitis)
From the age of 60 Every 5 years	diphtheria, whooping cough (pertussis), tetanus
Every 10 years	polio (poliomyelitis)

This and further information can be found in the immunisation record.



## Immunisations

Children are vaccinated free of charge both as part of the schedule in the Mother-and-Infant Health Record and at school. Most children in Austria are thus protected against the most common and most serious diseases. Adults on the other hand often neglect immunisation.

**Tip:** If you are new in Austria, ask your family doctor about the recommended vaccinations. Don't forget that adults also need regular booster doses for immunisation to be effective.

Records of all vaccinations will be entered in your immunisation/health record, which you should always take with you when you have a vaccination. If you don't have an immunisation

## Specially recommended vaccinations:

Vaccinations against the following are recommended especially for people at increased risk from infection or at risk from complications should illness occur: FSME/TBE (tick-borne encephalitis), influenza, pneumococcus, hepatitis A, hepatitis B as well as holiday vaccinations.





## Dental health

Regular dental check-ups help promote dental health and are free of charge if you have health insurance. So see your dentist twice a year! To be completely sure you can have your teeth professionally cleaned (oral hygiene). However, this is not free of charge. Please discuss this subject with your dentist.

**Tip:** Some people are terrified of going to the dentist. Some dentists take this fear very seriously and offer hypnosis or relaxation techniques.

### Gum disease

Periodontal disease is an infection of the tissues and bones that support the teeth (the periodontium). Left untreated the inflammation of the gum (gingivitis) may, in the worst case, lead to the tooth socket being destroyed and the alveolar bone disintegrating resulting in teeth falling out.

### Children and dental hygiene

Milk teeth are important! Healthy teeth depend both on good dental care and on a healthy diet. As a parent, be a good example to your children and show them that it can be fun to brush your teeth. It is important for parents to check their children's teeth after brushing and to give them a second brush regularly.



## Mental health

It is not only physical illnesses which require a visit to a doctor. Advice and help can be given in the case of mental disorders too. Health is a state of both physical and mental well-being. It may be that you feel physically healthy and yet you feel depressed and unhappy, have an eating disorder, want to stop smoking, have problems at work (e.g. harassment) or are at a crisis point with your partner. Maybe you don't know how to go on, are worried, or have problems you would like to talk about.

Talk to a psychologist, psychotherapist or psychiatrist. Don't be afraid of taking advantage of the help on offer.

The costs involved in a psychological diagnosis made by a psychologist under contract to the health authority will be accepted by your health insurance authority. The costs involved in psychotherapy will also be either fully or partly accepted by this authority.

### ? Who can I contact?

**Clinical psychologists:** psychological diagnosis, counselling, treatment

**Psychotherapists:** psychotherapy according to various methods (behaviour therapy, cognitive therapy ...)

**Psychiatrists:** medical doctors specialising in psychiatry including treatment with medication.



## The visit to the doctor

### Which doctor is the right one for me?

If you have health insurance, you can choose your doctor yourself.

The two main categories of doctors are general practitioners (family doctors) and specialists. You should preferably always go to the same general practitioner. Specialists have a certain area of specialisation e.g. gynaecologists or ENT (ear, nose and throat) specialists. If you are ill, you can go directly to the kind of specialist you require, without a referral.

### ? How best to prepare best for a visit to a doctor:

- Observe your condition and write down your symptoms.
- Make a note of which medication you are taking at the moment.
- Make a note of the questions you want to ask the doctor.
- If you do not speak German well, it is a good idea to take along someone to interpret for you. The homepage of the Medical Council (Ärzttekammer) will show you a list of doctors who speak foreign languages.
- Make it clear on the telephone that your illness is acute so that you are given an early appointment.
- Telephone to arrange an appointment with the doctor. This will help you avoid waiting too long. **Note:** Not every doctor has an appointments system!

- If you feel too ill or are too weak to go and see the doctor yourself, the doctor will come to your home. Make use of the possibility of a home visit only if you cannot do otherwise.

### Tip: What you should take with you to the doctor:

- Take with you your e-card or the referral from another doctor, your vaccination record, a record of your allergies, any recent X-rays etc. as the doctor may need these.
- Take also a list of all medication you take regularly.

### e-card

You should take your e-card with you on every visit to the doctor. It replaces the former health insurance certificate. If your doctor gives you a referral, take this with you as well.



The e-card costs 10 Euro a year. If you forget your e-card, you will have to pay a deposit at the doctor's surgery. This deposit will be reimbursed after you have presented your e-card.

It may be that you will have to have tests which you will have to pay for. Please ask your doctor in good time about this.

### Consultation with the doctor

- Explain to your doctor why you have come and what your symptoms are.
- Always ask if anything is unclear.
- Be honest and don't keep anything secret e.g. that you smoke or drink a lot.



- If you have misgivings about any medication or treatment your doctor is considering for you, speak to him/her about this. If the doctor prescribes you medication, it is important that you take it.
- If you feel worse after taking the medication or if there are feel any side effects, inform your doctor.

## Patient confidentiality

Doctors and staff in the medical practice are legally required to treat confidentially what they know about you, your health or your family. You can speak freely to your doctor about anything which might be connected with your illness. Without your explicit consent, the doctor is not allowed to pass on any information to your partner or to other family members.

## ? Doctor of your choice (“Wahlarzt”) or doctor under contract to the health insurance authority (“Kassenarzt”)?

Some doctors are under contract to the individual health insurance authorities. These doctors charge the health insurance authority directly in accordance with the accepted tariffs for any medical examinations and treatments they may give.

Some doctors work without being under contract to the health insurance authority. Patients receive from the doctor a bill to be paid by the patient. This can then be submitted to the health insurance authority together with an application for a reimbursement of costs.

## Exemption from prescription charges

For every medication prescribed by the doctor a prescription charge is to be paid at the pharmacy. The costs involved in private prescriptions (e.g. for the contraceptive pill) must be paid for in their entirety by the patient.

## ? Who is exempt from prescription charges?

Those who by law are automatically exempt from paying prescription charges i.e. who don't need to fill in an extra application, are:

- pensioners entitled to claim certain additional welfare payments
- patients with contagious illnesses which must be declared (e.g. hepatitis, Aids) are exempt from paying for medication to treat these illnesses
- members of the alternative national service (conscientious objectors) and their dependents
- asylum seekers
- welfare recipients

If you want to know if you are entitled to exemption from prescription charges ask your doctor or get further information from the health insurance authority.



## Your rights as a patient

As a patient in hospital you have certain rights as laid down in the Patients' Charter in Vienna Hospitals (Art.17a of the Vienna Hospitals Act). For example you have:

- the right to be treated with consideration
- the right to an adequate private sphere – even in open-plan wards with many beds
- the right to confidentiality
- the right to professional and humane treatment and care
- the right to be informed of the various methods of treatment available and the risks involved
- the right to consent to or to refuse treatment
- the right to see your clinical records and to make a copy of them. (This copy is not free of charge)
- the right to religious care and psychological support.

Detailed information is available from the Hospital Ombudsman/woman. This is an independent institution in each of the Austrian states which will help represent you in enforcing your rights as a patient in the healthcare and hospital sphere.

## Important Addresses

### General

■ **Ärztammer für Wien**   
Vienna Medical Council  
Weihburggasse 10–12  
1010 Vienna  
T: 01/515 01-0, [www.aekwien.at](http://www.aekwien.at)  
List of medical doctors:  
[www.aekwien.at/997.py](http://www.aekwien.at/997.py)

■ **Ein Herz für Wien**  
A heart for Vienna  
[www.einherzfuerwien.at](http://www.einherzfuerwien.at)

■ **Fonds Soziales Wien**  
Vienna Social Welfare Fund  
[www.fsw.at](http://www.fsw.at)

■ **Gesundheitstelefon der Stadt Wien** – Health Helpline of the City of Vienna  
Vienna Social Welfare Fund  
T: 01/533 28 28

■ **Krebshilfe Wien**  
Cancer Help Vienna  
Theresiengasse 46, 1180 Wien  
T: 01/402 19 22  
[www.krebshilfe-wien.at](http://www.krebshilfe-wien.at)

■ **Österreichische Röntgen-gesellschaft** – Austrian X-Ray Society, [www.oerg.at](http://www.oerg.at)  
<http://oerg.at/media/pdf/mammazertifikat/mammazertifikate012008.pdf>

■ **Selbsthilfeunterstützungsstelle SUS Wien** – Self-aid support centre Vienna 'SUS'  
T: 0505 379-666 15  
[www.sus-wien.at](http://www.sus-wien.at)

■ **Zahnärztekammer**  
Dentists' Association  
T: 05 05 11  
[www.zahnaerztekammer.at](http://www.zahnaerztekammer.at)

### Men's and Women's Health

■ **Essstörungshotline**  
Eating disorders hotline – Vienna  
Programme for Women's Health  
T: 0800/20 11 20  
[www.essstoerungshotline.at](http://www.essstoerungshotline.at)

■ **Frauengesundheitszentrum FEM Süd** – Women's Health Centre at Kaiser Franz Josef Hospital  
Kundratstraße 3, 1100 Vienna  
T: 01/601 91-5201  
[www.fem.at](http://www.fem.at)  
Consultations in German, Turkish, Bosnian, Croatian, Serbian, English, French, Arabic

■ **Frauengesundheitszentrum FEM** – Women's Health Centre at the Semmelweis Clinic for Women  
Bastiengasse 36–38, 1180 Vienna  
T: 01/476 15-5771  
[www.fem.at](http://www.fem.at)

■ **Männergesundheitszentrum MEN** – Men's Health Centre at Kaiser Franz Josef Hospital  
Kundratstraße 3, 1100 Vienna  
T: 01/601 91-5454  
[www.men-center.at](http://www.men-center.at)  
Consultations in German, Turkish, Kurdish, Bosnian, Croatian, Serbian, English, French and Spanish

■ **Wiener Programm für Frauengesundheit**   
Vienna Programme for Women's Health  
T: 01/4000-667 73  
[www.frauengesundheit-wien.at](http://www.frauengesundheit-wien.at)

## Preventive Medical Check-up

■ **Gesundheitszentren der Wiener Gebietskrankenkasse (WGKK)** – Health centres of the Vienna Health Insurance Authority (WGKK)

Wien-Süd ♿  
Wienerbergstraße 13  
1100 Vienna  
T: 01/601 22-1722

Wien-Mariahilf ♿  
Mariahilfer Straße 85–87  
1060 Vienna  
T: 01/601 22-406 00

Wien-Mitte ♿  
Strohgasse 28, 1030 Vienna  
T: 01/601 22-403 00

Wien-Nord ♿  
Karl-Aschenbrenner-Gasse 3  
1210 Vienna  
T: 01/601 22-402 00

■ **MA 15 – Vorsorgeuntersuchungsstellen der Stadt Wien** – Municipal Department 15 – City of Vienna Health Centres

Hainburger Straße 57–63  
1030 Vienna  
T: 01/712 24 57

Ada-Christen-Gasse 2/C ♿  
Per-Albin-Hansson-Siedlung  
1100 Vienna  
T: 01/688 21 60

Sorbaitgasse 3, 1150 Vienna  
T: 01/982 44 39

Romanogasse 27, 1200 Vienna ♿  
T: 01/333 16 77  
Cardiovascular screening

Pastorstraße 22/1, 1210 Vienna  
T: 01/259 62 12 ♿

## Mental Health

■ **Berufsverband Österreichischer Psychologen und Psychologinnen – BÖP**  
Professional Association of Austrian Psychologists (BÖP)  
Möllwaldplatz 4/4/39  
1040 Vienna  
Service Helpline: T: 01/407 91 92  
www.boep.or.at

■ **Österreichischer Bundesverband für Psychotherapie – ÖBVP** – Austrian Federal Association of Psychotherapists (ÖBVP)  
Löwengasse 3/5/6, 1030 Vienna  
T: 01/512 70 90  
www.psychotherapie.at/oebvp

■ **Psychosozialer Dienst in Wien**  
Vienna Psycho-social Service  
T: 01/533 37 71  
www.psd-wien.at

■ **Psychiatrische Soforthilfe**  
Psychiatric Emergency Aid  
Fuchsthallergasse 18  
1090 Vienna  
T: 01/313 30

■ **Wiener Landesverband für Psychotherapie WLP**  
Vienna Association of Psychotherapists (WLP)  
Lustkandlgasse 23/3–4  
1090 Vienna  
T: 01/512 61 73  
www.psychotherapie.wien.at

■ **WGKK-Gesundheitszentrum für Psychotherapie ♿**  
Vienna Health Insurance Authority (WGKK) Centre for Psychotherapy  
Mariahilfer Straße 85–87  
1060 Vienna  
T: 01/601 22-407 51

## Legal Matters

■ **Ombudsstelle der Wiener Gebietskrankenkasse ♿**  
Ombudsman of the Vienna Health Insurance Authority  
Wienerbergstraße 15–19  
1100 Vienna  
T: 01/601 22-2131  
www.wgkk.at

■ **Wiener Pflege-, Patientinnen- und Patientenrechtsanwaltschaft ♿**  
Vienna Nursing and Patients' Ombudsman  
Schönbrunner Straße 7  
C-Building, 1<sup>st</sup> Floor, 1040 Vienna  
T: 01/587 12 04  
www.patientenanwalt.wien.at

## Information Centres for Immigrants (male and female)

■ **Amber-Med ♿**  
Free medical care and counselling  
Oberlaaer Straße 300–306  
1230 Wien  
T: 01/589 00-847  
http://amber.diakonie.at/  
Consultations in German, Russian, Chinese und Turkish

■ **CBIF – Centrum für Binationale und Interkulturelle Paare und Familien ♿**  
Centre for Binational und Inter-cultural Couples and Families  
Information, counselling, crisis intervention and psychotherapy  
Märzstraße 43/2/11, 1150 Vienna  
T: 01/982 03 94  
http://web.utonet.at/centrumy/  
Counselling in German, English, French, Italian, Portuguese, Spanish und Turkish

## ■ LEFÖ ♿

Job counselling, education and support of migrant men and women from Latin America  
Kettenbrückengasse 15/2/4  
1050 Vienna, T: 01/581 18 81  
www.lefoe.at  
Counselling in German, English, Spanish

## ■ „Miteinander lernen“

– Learning together  
Counselling, education and psychotherapy centre for women, children and families  
Koppstraße 38/8, 1160 Vienna  
T: 01/493 16 08  
www.miteinlernen.at  
Counselling in German and Turkish

## ■ Orient Express

Counselling, education and cultural information centre for women  
Hillerstraße 6/3–5, 1020 Wien  
T: 01/728 97 25  
www.orientexpress-wien.com  
Counselling in German, Turkish, Arabic and English

## ■ Peregrina

Education, counselling and therapy centre for immigrant women  
Währinger Straße 59/6/1  
1090 Vienna  
T: 01/408 33 52 and 01/408 61 19  
www.peregrina.at  
Counselling in German, Arabic, Armenian, Bosnian, English, French, Kinyarwanda, Kirundi, Croatian, Serbian und Turkish

## Life with a handicap

■ **Consultation centre biceps ♿**  
Kaiserstraße 55/3/4a, 1070 Vienna  
T: 01/523 89 21  
www.bizeps.at

# „Healthy in Vienna“



## ? When do I go to a family doctor?

Go to see a general practitioner (family doctor) or a specialist when you are ill or have pain.

The general practitioner will be able to help you in the majority of cases. If you should need a more exact diagnosis or a particular form of therapy, you will be referred to a specialist. Specialists may refer you to an out-patients clinic.

Under the telephone number **1771** you can get information about all registered doctors.



## ? When do I go to an outpatient's ward?

If you have been referred to an out-patients clinic, please note that every clinic has its own opening times. When you attend the clinic, please don't forget to take with you your referral, your e-card and any diagnostic findings you may have.

In an emergency you can of course go to the accident and emergency department in a hospital. ("Notfallambulanz")



## ? What should I do in an emergency?

In an emergency case an immediate medical treatment is necessary. This can be a very high temperature, a broken leg, severe bleeding, breathing difficulties, poisoning, or sudden loss of consciousness.

In situations which you consider life-threatening you should immediately call an ambulance. The patient will be taken to hospital as fast as possible and, if necessary, given initial treatment in the ambulance.

The emergency telephone number for an ambulance throughout Austria is **144**.

Please make a note of this number and leave it next to your telephone or store it under "Emergency" in your mobile telephone! When you panic, you may often forget even this short telephone number.



## In Case of Emergency

Everyone should store in his/her mobile telephone the number of at least one person who can be contacted in case of emergency. This should be stored under "**ICE**" (In Case of Emergency).

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## In Case of Emergency

### **Ärztefunkdienst T: 141**

Emergency doctor. Daily 7pm – 7am,  
Weekends and public holidays: 24-hour service

### **Kriseninterventionszentrum T: 01/406 95 95-0**

Crisis intervention centre

### **Nacht- und Wochenendapotheken T: 1550**

Pharmacies on duty at night and at the weekend  
[www.apotheker.or.at](http://www.apotheker.or.at)

### **Rettung T: 144**

Ambulance. Emergency number for acute problems  
e.g. blackouts, loss of consciousness, acute chest pains

### **Sozialpsychiatrischer Notruf (PSD) T: 01/310 87 79 + 310 87 80**

Social and psychiatric emergency call number (PSD)

### **SozialRuf Wien T: 01/533 77 77**

Social Care Vienna, [www.sozialinfo.wien.at](http://www.sozialinfo.wien.at)

### **Vergiftungsinformationszentrale AKH**

Information centre for cases of suspected poisoning,  
General Hospital (AKH)

Emergency: **T: 01/406 43 43** Line open 24 hours  
[www.meduniwien.ac.at/viz](http://www.meduniwien.ac.at/viz)

### **24-Stunden-Frauennotruf T: 01/71 71 9**

24-Hour Women's Emergency Hotline



Stadt + Wien  
*Wien ist anders.*