



Who do you call  
in an emergency?



The right number  
at the right time.



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# The right number at the right time.

Many emergencies are encountered throughout life. But it is not always necessary to call the emergency services.



**116117**

## The on-call medical service provided by the National Association of Statutory Health Insurance Physicians (KV Berlin)

...can help if you fall ill outside of surgery opening hours and cannot wait until the next day. You will be advised by medically trained specialists who will give advice on what to do in your particular situation. It is also possible to speak to a consulting doctor. In urgent cases, we can refer you to an out-of-hours GP practice or arrange a home visit. Additionally, an initial digital assessment is available in English and German at [patientenavi.116117.de](http://patientenavi.116117.de), providing quick and easy support.

**Important information:** If you do not have sufficient German language skills for a telephone conversation, please arrange for someone to translate for you.



**112**

## The emergency number for the Berlin Fire Service

... this number should only be called if someone is seriously injured and needs immediate medical attention. Examples of such situations include traffic accidents, breathing difficulties, loss of consciousness, chest pain and seizures. These situations usually occur very suddenly, without warning.

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