

Important Health and Safety Information for Incoming Students / Practical Project Students

If you are planning to join the Technical University of Munich for an exchange stay, we recommend finding out about the most important **health and safety aspects** in Germany.

Please note that it is your own responsibility to keep yourself informed.

Emergency Numbers, Services, and Contacts

Most important emergency numbers

Police	110
Fire Brigade	112
Emergency Medical Services	112

Further important phone numbers

Non-emergency medical assistance:	116117
Poison emergency telephone service:	089 -19240 (Munich/Garching/Freising/Straubing) 0761 -19240 (Heilbronn)
Psychological and psychiatric emergency telephone service:	0800 - 655 3000
Patient transport ambulance:	Munich/Garching: 089 -19222 Freising: 08123 - 19222 Straubing: 09421 -19222 Heilbronn: 07131 -19222

[Emergency Medical Help Munich](#)

Hospitals

In Germany, you only go to a hospital in case of an emergency or e.g. on the weekends when the regular doctor's practices are closed but you need a doctor immediately. If a situation is not urgent, you should schedule a visit at a doctor's practice (also see "[Visiting a Doctor or a Hospital](#)") below for information on how to find a doctor).

[Hospitals in Munich](#)

[Hospital in Freising](#)

[Hospital in Straubing](#)

[Hospitals in Heilbronn](#)

If you witness an accident, or get involved in an emergency situation

- In Germany, everybody is legally obliged to help in case of an emergency.
- Keep calm, administer first aid if necessary, dial 112, and do not hesitate to call others for help.
- To brush up on your first aid skills, first aid courses in English are offered by some institutions (e.g. the [Johanniter](#), [Notfallmedizin.de](#) etc.). There are also online first aid tips from the [British Red Cross \(in English\)](#) or from the [German Red Cross / Deutsches Rotes Kreuz \(in German\)](#).

Information to be provided in case of an emergency (when calling 112)

- Give your full name
- Where did it happen?
- What happened?
- How many people are affected?
- What kind of injuries?
- Wait for questions

Pharmacy emergency service (“Apotheken-Notdienst”)

Most pharmacies do not operate 24 hours. However, the pharmacies take turns in offering an emergency service, so that there is always at least one pharmacy open close to you. Here you can search for the [current emergency pharmacies](#).

COVID-19

On the following TUM websites, you can find information related to Covid-19:

- e.g. about the general situation in Bavaria and Germany, travel restrictions, and measures in case of an infection: <https://www.international.tum.de/en/coronavirus-covid-19-information-regarding-your-stay-at-tum/>
- About the current restrictions at TUM, i.e. concerning studies, teaching, and exams: <https://www.tum.de/en/about-tum/news/coronavirus/>

Visiting a Doctor or a Hospital

German health insurance

- Always take your insurance card to each doctor’s appointment/hospital visit.
- The insurance coverage will begin on the date indicated in the insurance membership certificate (“Mitgliedschaftsbescheinigung”).
- If you need to see a doctor before having received your insurance card, first contact your insurance company to find out about how to proceed.

Should I go to the doctor or to the hospital?

- Only go to the hospital for emergencies
- Otherwise: Depending on your problem/symptoms, visit a specialist or a general doctor, e.g. if you have problems with your eyes, contact an eye specialist

How to find a doctor?

- Search on the internet for doctors near you (e.g. in Google).
- Search on the website of the "[Kassenärztliche Vereinigung Bayerns \(KVB\)](#)". On the left side of the page, you can find the section "Arzt-/Psychotherapeutensuche". Simply enter your postcode to find doctor's practices close to you.
- On your home country's consulate's website, you can find doctors who **speak your mother tongue**.

Do I need an appointment?

- This depends on the doctor: To be sure, call the doctor's practice or check their website.

Insurances

International health insurance

- **European Health Insurance Card (e.g. EHIC) for EU students:** If you have such an insurance card, you can just go to a doctor/hospital and show your insurance card.
- **International health insurance for non-EU students:** If an international insurance company insures you, in most cases you will need to pay the treatment/service in advance. You will be reimbursed by your insurance afterwards. Please verify the specific conditions with your insurance provider.

Recommended additional insurance coverage:

- **Liability insurance („Haftpflichtversicherung“):** Covers damages made to things that belong to others. Find further information on our [website about Accommodation for Exchange Students](#) under "Liability insurance".
- **Additional private accident insurance („Unfallversicherung“):** Covers accidents in your free time activities (activities outside of the university). [Here](#) you can find further information about accident insurances and reporting accidents at TUM.

The insurances are available for short-term stays in Germany and can be bought online. It is up to the students whether they would like to take out an additional insurance and which provider they choose.

Passport or ID Card

In Germany, everyone is required to own a valid passport or a valid ID card. It is recommended to carry it with you at all times to be able to identify yourself.

Register at your Embassy

Many embassies offer the registration of their citizens' stays in foreign countries. Advantages are e.g. invitations to events of your embassy and further important information. In the improbable case of a major incident in Germany, you will be granted assistance and protection by the diplomatic representation of your respective home country.

Please find a list of diplomatic representations in Germany on the [website of the German Federal Foreign Office](#).

TUM Global & Alumni Office

If you are still uncertain about how to handle an emergency case, please contact the [TUM Global & Alumni Office](#) for advice.

Please note that we cannot guarantee absolute completeness of the information provided and that we do not take responsibility for the information provided in external links.

In addition, TUM does **not** offer a 24h emergency contact. Please call 112 in case of an emergency.