

## Important Advice and Safety Instructions for Incoming Students

We recommend to get informed regarding **health and safety aspects** of your stay in Germany at an early stage. Please note that it is your responsibility to do so.

To support you in this process, we gathered the following essential information:

### Emergency measures and contacts

#### Most important emergency numbers

If you call from an international mobile phone, please remind to dial **0049** before the following numbers:

Police	<b>110</b>
Fire Brigade	<b>112</b>
Emergency Medical Services	<b>112</b>

#### Further important phone numbers in Munich

Poison Emergency Telephone Service: 089 - 19240 or **0049** - 89 - 19240

Patient Transport Ambulance: 089-19222 or **0049** - 89 - 19222

[Medical emergency help](#)

[Commercial emergency services](#)

#### Pharmacy emergency service

In Germany there are always some pharmacies open during 24 hours. The different pharmacies will alternate in this duty. Here you can find the [current emergency pharmacy](#).

#### Hospitals

In Germany one goes to a hospital only in emergency cases or e.g. at the weekend when one needs a physician immediately. If a situation is not urgent, you should schedule a visit to a corresponding physician, e.g. if you have problems with your eyes, you contact an eye specialist.

[Hospitals in Munich](#)

[Hospital in Freising](#)

### You witness an accident, or get involved in an emergency situation?

- In Germany, everybody is not only morally but also legally obligated to help
- Keep calm, administer first aid if necessary and don't hesitate to call 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 \(in German\)](#).

### Which information do I need to provide in case of an emergency?

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

## Visit to a doctor / to a hospital

### German health insurance

- Always carry your insurance card with you to each doctor appointment/ hospital visit
- The cover will begin at the date indicated in the insurance membership certificate (Mitgliedschaftsbescheinigung)
- If you need to see a doctor before receiving your insurance card, first contact your insurance company to find out how to proceed

## Insurances

### International health insurance

- **European insurance card (e.g. EHIC) for EU students:** If you have such an insurance card, you should simply go with it to a doctor
- **International insurance for non-EU students:** If you are insured by an international insurance, in most cases you will need to advance the payment and you will get repaid by your insurance afterwards. Please clarify with your insurance the specific conditions.

### **TUM accident insurance**

All students enrolled at TUM are automatically covered by the [accident insurance of Munich's student union](#). Here you can find the [contact information](#) to report an accident at TUM.

### **Liability insurance**

We recommend taking out a liability insurance as this is very important in Germany. Find further information on our website [Accommodation for Exchange Students](#) under "Liability insurance".

### **Passport or ID card**

In Germany everyone is required to carry a passport or an ID card at all times to be able to prove his or her identity.

### **Register at your embassy**

A lot of 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](#).

If you should still be uncertain about how to handle an emergency case, please contact the [TUM Incoming Office](#) for advice.

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