Emergency services **112**

In the case of life-threatening conditions or injuries, call the emergency number **112** immediately.

Indications of life-threatening conditions or injuries may be:

- Loss of consciousness
- Acute shortness of breath
- Acute, newly-occurring chest pains
- Severe stomach pains
- Severe headache
- Acute paralysis
- Serious injuries
- Acute cases of poisoning

**Other emergency numbers:**

**Out-of-hours pharmacy service**
080000 22833 (mobile phone 22833)

**Poison control centre – North**
0551 19240

**Out-of-hours dentistry service (Hanover)**
0511 311031

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### 116117

**Out-of-hours medical care services**

For urgent but not life-threatening conditions (flu-like infections with high temperature, severe lower back pain, or similar) which arise outside of the normal surgery hours of your general practitioner – at night or at the weekend.

### 112

**Fire service / ambulance / emergency doctor**

For life-threatening emergencies. Typical signs include loss of consciousness, acute shortness of breath, acute chest pains, severe stomach pains, acute paralysis, serious injuries, acute cases of poisoning.

### 0551 19240

**Poison control centre – North**

### 110

**Police**

0800 / 0 02 28 33

or 2 28 33 from a mobile phone*

**Emergency pharmacy service**

Information on which pharmacies are open on the emergency duty rota in your local area.

*free of charge from German landlines; from mobile networks max. 69 cents/minute

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**WHO CAN HELP & WHEN?**

**Important Phone Numbers**

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**Editorial and texts:**
State capital Hanover Fire Services Department
Region of Hanover Department of Public Safety

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Out-of-hours medical care services

In cases of illness which arise outside of the normal surgery hours of your general practitioner and where the treatment cannot wait until the next working day, please go to a walk-in centre or call the out-of-hours medical care services on 116117.

If you need medical help outside of the normal surgery hours of your general practitioner, you can go directly to one of the walk-in centres at the hospitals in the Hanover region. They will decide whether further examinations are needed or whether hospital treatment may be necessary.

Please go directly to the walk-in centres during their opening hours. You do not need to phone them before going.

Walk-in centre at the KRH Clinic Siloah
Stadionbrücke 4
30459 Hanover
Opening hours: Mon to Thu: 7.00 pm - 12.00 midnight
Fri: 4.00 pm - 12.00 midnight,
Weekends, public holidays: 9.00 am - 12.00 midnight

Walk-in centre at the KRH Clinic Nordstadt
Haltenhoffstrasse 41
30167 Hanover
Opening hours: Wed and Fri: 5.00 - 10.00 pm
Weekends, public holidays: 10.00 am - 2.00 pm and 5.00 - 8.00 pm

Walk-in centre at the KRH Clinic Robert Koch
Von-Reden-Strasse 1
30989 Gehrden
Opening hours: Mon, Tue, Thu: 7.00 - 9.00 pm
Wed, Fri: 5.00 - 9.00 pm,
Weekends, public holidays: 9.00 am - 12.00 midday and 5.00 - 9.00 pm

Walk-in centre at the KRH Clinic Neustadt
Lindenstrasse 75
31535 Neustadt
Opening hours: Wed and Fri: 5.00 - 9.00 pm
Weekends, public holidays: 10.00 am - 2.00 pm and 5.00 - 8.00 pm

Walk-in centre at the KRH Clinic Lehrte
Manskestrasse 22
31275 Lehrte
Opening hours: Mon, Tue, Thu: 7.00 - 9.00 pm
Wed, Fri: 6.00 - 9.00 pm
Weekends, public holidays: 10.00 am - 2.00 pm and 5.00 - 8.00 pm

Children’s walk-in centre at the Paediatric Hospital auf der Bult
Janusz-Korczak-Allee 12
30173 Hanover
Opening hours: Mon, Tue, Thu: 7.00 - 10.00 pm
Wed, Fri: 4.00 - 10.00 pm
Weekends, public holidays: 9.00 am - 10.00 pm

Walk-in centre for ophthalmology services at the KRH Clinic Nordstadt
Haltenhoffstrasse 41
30167 Hanover
Opening hours: Mon, Tue, Thu: 8.00 - 10.00 pm
Wed, Fri: 6.00 - 10.00 pm
Weekends, public holidays: 10.00 am - 4.00 pm

If you need
• a home visit by a doctor or
• a telephone consultation or
• medical help outside of the opening hours of the walk-in centre in your area,
then please dial the following number:

116117
(nationwide telephone number for out-of-hours medical care services)

The telephone number 116117 is manned:
Mondays, Tuesdays, Thursdays: 7.00 pm - 07.00 am
Wednesdays and Fridays: 3.00 pm - 07.00 am
Saturdays, Sundays and public holidays: 8.00 am - 07.00 am

In these cases, please do not call the emergency number 112,
as this line needs to be kept free for people with life-threatening conditions or injuries!

All telephone numbers and addresses of the out-of-hours medical care services for the Hanover region can also be found online under www.hannover.de/werhilftwann. This flyer can also be found there in digital form, in several languages, and is available to download.