



---

# Get medical aid

---

## WHAT

If you're ill please contact a general practitioner (*Familienarzt*) near you. You can find a general practitioner under “*Arzt für Allgemeinmedizin*” and dentists under “*Zahnarzt*” at (in German): [www.herold.at](http://www.herold.at) or at [www.docfinder.at](http://www.docfinder.at). General practitioners are your initial point of contact; they carry out general examinations and offer simple blood tests. They'll refer you to a specialist or outpatient clinic or hospital, if needed.

---

## GOOD TO KNOW

You'll get your health insurance card by post within the next 2 weeks of your first registration to the state medical insurance.

If you have to stay during the night in a hospital, you need to pay a daily contribution for each day you stay. The treatment is for free as long as you're insured. If you're pregnant, you'll receive free medical aid even if you do not have medical insurance and you'll not be asked to pay a daily contribution fee.

---

## STEPS

STEP 1: Check your insurance. If you're covered under the state medical insurance (*Gebietskrankenkasse – GKK*), you need to find a doctor that has a contract with it. If you have a different medical insurance company, you can check which doctor nearby accepts your insurance policy.

STEP 2: Check their working hours and if they accept new patients and bring always your health insurance card. If you're covered by the state medical insurance, you don't need to do anything else. In case you have a private



---

insurance, make sure you have the insurance policy number. They might issue an invoice with the cost of the medical examination. Once paid, you can ask for reimbursement from the insurance company.

STEP 3: If you need to visit a specialist, first you need to go to the general practitioner. If necessary he/she will give a medical note/referral (*Überweisungs-/Zuweisungsschein*) and recommend you a specialist.

STEP 4: Set an appointment in advance via phone or email. They will ask for your health insurance card and the note of referral from general practitioners.

---

## WHERE

The Austrian Medical Association or your state medical association offer listings of medical doctors by district, field of expertise, sex, opening hours and foreign language skills (in German): [www.aerztekammer.at](http://www.aerztekammer.at).



---

# Description of the public healthcare in Austria

---

## WHAT

Public healthcare is a healthcare provided by the state. To have access to public healthcare you need to have compulsory health insurance. Individuals become automatically insured when employed, self-employed, receiving unemployment benefits or are on pensions. Dependant family members are insured via insured parents or partners.

Citizens from EU countries are normally covered free of charge, as long as they're covered by national insurances in their countries of origin and are holders of European health card.

Third-country citizens are not eligible to hold the European health card and need to obtain an additional insurance to be covered in Austria.

The public hospitals accept private insurance policies too.

---

## GOOD TO KNOW

The employer must be informed of planned co-insurance of family members and you need to inform the state medical insurance.

Austria's healthcare system is decentralized meaning that each of the provinces and the federal government have legal limitation and roles in their healthcare system.

The hospitals must contact an interpreter in case the patient doesn't speak German. The costs of the interpreter will be covered by your insurance if you have



---

one.

More info of Austrian health care system (in English):

[www.bmgf.gv.at/cms/home/attachments/3/4/4/CH1066/CMS1291414949078/austrian\\_health\\_care\\_key\\_facts\\_2013.pdf](http://www.bmgf.gv.at/cms/home/attachments/3/4/4/CH1066/CMS1291414949078/austrian_health_care_key_facts_2013.pdf).

The public health internet portal (in German) [www.gesundheit.gv.at](http://www.gesundheit.gv.at) offers reliable and independent health care information.

---

## WHERE

Here you can find contact information on:

- Austrian hospitals and emergency rooms (in German): [spitalskompass.at](http://spitalskompass.at),
- General doctors and specialists (in German): [aerztekammer.at](http://aerztekammer.at)
- Dentists (in German): [zahnaerztekammer.at/patientinnen/zahnarztsuche/](http://zahnaerztekammer.at/patientinnen/zahnarztsuche/)
- Rehabilitations centres (in German): [goeg.at/Rehazentren/Listenansicht](http://goeg.at/Rehazentren/Listenansicht)

Here you can information about state medical insurance (*Gebietskrankenkasse*) (in German):

[www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content](http://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content).

## Self-insurance (Selbstversicherung)

---

### WHAT

A self-insurance is a medical/health policy you can apply for if you don't have any other medical insurance in Austria (or other EU Member States). You need to pay it on a monthly basis. This insurance covers you in case of illness, accident and maternity but you're not entitled to receive unemployment or pension benefits.



---

## WHO

You can apply for a self-insurance if you don't have full coverage insurance in Austria (or in any EU Member State) and you have your primary residence in Austria (e.g. if you're student, if you have a mini-job). You need to be over 15 years of age.

---

## HOW

You have to go to the state medical insurance (*Gebietskrankenkasse*) and submit the application form. They'll send you an invoice with the first monthly payment. Once you have paid, you'll receive confirmation that you're insured and you'll receive the E-card by post.

---

## WHERE

Contact office from your regional medical insurance (in German):  
[www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content](http://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content).



---

# Private insurance

---

## WHAT

It's an insurance coverage offered by a private institution or company. There are different kinds of private insurances.

---

## WHO

Private insurance can be for people who already have public insurance in Austria, but wish to have additional insurance coverage or people who aren't eligible for public health insurance (e.g. non EU-citizens which are not working in Austria).

---

## HOW

To set up a private insurance you have to contact the private insurance company. Normally they have different kind of coverage, policies and prices. It's important to make sure you're insured when you arrive to Austria.

---

## WHERE

There are different insurance companies that offer private insurance. You can find the main companies here:

- (in German) [uniqa.at](https://www.uniqa.at)
- (in German) [allianz.at](https://www.allianz.at)
- (in English, French and German) [axa.com](https://www.axa.com)
- (in German) [merkur.at/cms/](https://www.merkur.at/cms/)
- (in English and German) [generali.at](https://www.generali.at)
- (in German) [helvetia.com/at/content/de/home.html](https://www.helvetia.com/at/content/de/home.html)





---

# Health care insurance card

---

## HEALTH CARE INSURANCE CARD (E-CARD)

### What

The “E-card” is a personal chip card used by the Austrian social security insurance that contains main information about you and your insurance status. Any person who is insured under the premises of the Austrian Social Security law receives the health insurance card. The benefits that you’re entitled will depend on different factors:

- professional situation (employed, retire, unemployed, student)
- hours of employment (if you have a mini-job, you’re only covered for accidents in the working place)
- family situation: family members of an employed person are entitled to full insurance coverage
- social situation: insurance coverage is included in some social supports
- People eligible for subsidiary protection who are either self-employed or employed
- Asylum seekers and refugees have health insurance covered by the state medical insurance (*Gebietskrankenkasse*).

You can get an E-card for the members of your family that aren’t working or are under full age (spouses and children under 18 years old).

EU-citizens who have medical insurance in their country of origin are also insured in Austria free of charge. You need to have the European health card.

### Where

Contact office from your regional medical insurance (in German):

[www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content](http://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content).





---

## MOTHER-CHILD PASS

### What

The mother-child pass is a document given to every pregnant woman in Austria, regardless their origin or legal status in the country. It's issued by your doctor when you do the first health examination of the pregnancy and has a track record of your pregnancy. After birth, this pass will include all the examinations that the child need to have until he/she turns 5 years old. To be entitled to certain social supports (e.g. childcare allowance) you need to show the pass.

### Where

To obtain more information, you can contact the office from your regional medical insurance (in German):

[www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content](http://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content).



---

# Compulsory health insurance

---

## WHAT

It's obligatory in Austria to be insured

Every person working (as well as unemployed on benefits and pensioners) in Austria is automatically covered by social security health insurance and his/her dependants are covered by co-insurance under the health insurance scheme. Your company is obliged to register you at the state medical insurance (*Gebietskrankenkasse*), if you earn more than the limit established by the law. If you earn less than the established by the law, the company needs to register you during the working hours (insurance in case of accident in the working space). Health insurance offers a full package of services in the event of illness, accidents or maternity. Services are offered by contracting parties (doctors, therapists, hospitals) or specialised institutions (day clinics, health centres, hospitals) operated by the social insurance institutions.

---

## WHO

Insurance is mandatory in Austria for everybody. It's possible to have also private insurance.

---

## GOOD TO KNOW

Further info on health insurance in Austria (in English): [esv-sva.sozvers.at/portal27/svaportal/content?contentid=10007.770947&portal:componentId=gtncac63104-da97-4369-bcc8-7ae0661468b3&viewmode=content](https://esv-sva.sozvers.at/portal27/svaportal/content?contentid=10007.770947&portal:componentId=gtncac63104-da97-4369-bcc8-7ae0661468b3&viewmode=content).

---



---

## WHERE

Contact office from your regional medical insurance (in German):

[www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content](http://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.683713&viewmode=content).

## Private healthcare

---

### WHAT

Some hospitals, doctors' offices (general practitioners, specialists and dentists) and rehabilitation centres are run privately. Sometimes they have a contract with the state medical insurance (*Gebietskrankenkasse*). That means that the state medical insurance will reimburse partly for the visitation and the treatment (if it's considered that they were necessary and/or aren't offered by the state medical insurance).

---

### WHO

All citizens can access private healthcare (if they pay for it).

---

### HOW

If you go to a private doctor, you can ask in advance if they work with your medical insurance. If they do, there are 2 options:

1. They take your personal information and medical insurance information and they charge the costs of the treatment and visitation to the insurance directly.
2. They take your personal information and medical insurance information. They will send you a diagnosis, explanation of the treatment done and an



---

invoice by post. Once you have paid the invoice, you take the diagnosis, explanation of the treatment and the proof of payment to your medical insurance where you'll get the reimbursement (in case you're insured under the state medical insurance, the reimbursement might be partial).

---

## **GOOD TO KNOW**

Not all the healthcare centres are private and not all the private health centres will accept patients that are insured under the state medical insurance. Some of them only accept patients privately.

## **On duty pharmacies**

---

### **WHAT**

In the larger cities, there are pharmacies on duty every night of the week (from closing until 8 am of the next day). There's also a free of charge number you can call to ask for the nearest open pharmacy: 1455. This number works for all the country.

---

### **WHERE**

Here you can find which pharmacy is on duty (in German):

[www.apotheker.or.at/internet/oeak/Apotheken.nsf/webApothekenSuche!ReadForm](http://www.apotheker.or.at/internet/oeak/Apotheken.nsf/webApothekenSuche!ReadForm)



---

# Dental first aid

---

## WHAT

In every big city, there are dentists on duty during weekends and public holidays.

---

## HOW

If you need to visit an emergency dentist, you can find one here (in German): [www.zahnaerztekammer.at/patientinnen/notdienstsuche/](http://www.zahnaerztekammer.at/patientinnen/notdienstsuche/). Pay attention to the working hours and call if you have any questions. Bring always with you the health insurance card.

---

## GOOD TO KNOW

In general, doctors and dentists speak English. In case the emergency happens when a dentist isn't available, you should go to the emergency room.



---

# Emergency medical attention

---

## WHAT

You can get emergency medical attention 24 h per day.

---

## HOW

If you need emergency medical attention, you can call the emergency number (112). You can also call directly the ambulance (144).

From Monday to Friday from 7pm to 7am and on weekends and public holidays, you can call the number -141- to get in contact with doctors on call.

People with hearing impairment can contact the fire brigade, police or ambulance via a special emergency text service: by sending a fax or SMS to the number 0800 133 133, or an email to [gehoerlosennotruf@polizei.gv.at](mailto:gehoerlosennotruf@polizei.gv.at).

---

## GOOD TO KNOW

These phone numbers are for free (you can call even if you don't have credit on your phone) and available in the entire country. They generally speak English and German.

## Description and a list of pro bono health services



---

## MARIENAMBULANZ

### What

Caritas offers primary health services for people without health insurance.

### Where

(in German)

[www.caritas-steiermark.at/hilfe-angebote/menschen-in-not/gesundheit/marienambulanz-medizinische-erst-und-grundversorgung/](http://www.caritas-steiermark.at/hilfe-angebote/menschen-in-not/gesundheit/marienambulanz-medizinische-erst-und-grundversorgung/)

Mariengasse 24

Eingang Kleiststraße 73

8020 Graz

Tel.: +43 316 8015-351

Email: [marienambulanz@caritas-steiermark.at](mailto:marienambulanz@caritas-steiermark.at)

---

## AMBER-MED

### What

This organisation offers medical services free of charge for people who don't have a medical insurance. They also offer visitation with interpreting services.

### Where

(in English and German) [www.amber-med.at/](http://www.amber-med.at/)

Oberlaaer Strasse 300 – 306

1230 Vienna



---

Tel.: +43 01589 00

Email: [amber-med@diakonie.at](mailto:amber-med@diakonie.at)

---

## KRANKENHAUS DER BARMHERZIGEN BRÜDER

### What

This hospital offers medical services free of charge for people who don't have a valid health insurance.

### Where

(in English and German) [www.barmherzige-brueder.at/](http://www.barmherzige-brueder.at/)

Krankenhaus der Barmherzigen Brüder Vienna

Große Mohrengasse 9, 1020 Vienna

## List of different services

---

### HEARING IMPAIRED PEOPLE

#### What

The state of Austria covers the costs of a sign language interpreter.

#### Where

(in German and German sign language) [www.oegl.b.at/gebaerdensprache/](http://www.oegl.b.at/gebaerdensprache/)

Waldgasse 13/2,

1100 Vienna





---

Tel.: +43 1 60 30 853

Email: [info@oeglb.at](mailto:info@oeglb.at)

---

## **INTERPRETERS' AND TRANSLATORS' ASSOCIATION**

### **What**

Through this association you can find available interpreters' and translators' to help you during medical procedures. The services are to be paid privately.

### **Where**

(in English and German) [www.universitas.org/](http://www.universitas.org/)

---

## **YPLUS**

### **What**

You can contact this organisation if you need interpreting in the medical field. The services are to be paid privately.

### **Wo**

(in German) [www.yplus.at/de/dolmetschen/](http://www.yplus.at/de/dolmetschen/)

Rechbauerstraße 14/I

8010 Graz

Tel.: +43 316 38 12 68

Email: [office@yplus.at](mailto:office@yplus.at)



---

## AMBER-MED

### What

This organisation offers medical services free of charge for people who don't have a medical insurance. They also offer visitation with interpreting services.

### Where

(in English and German) [www.amber-med.at/](http://www.amber-med.at/)

Oberlaaer Strasse 300 – 306

1230 Vienna

Tel.: +43 1 589 00

Email: [amber-med@diakonie.at](mailto:amber-med@diakonie.at)

---

## OMEGA

### What

You can turn to this organisation if you need an interpreter to go to the doctor with you.

### Where

(in German) [www.omega-graz.at/](http://www.omega-graz.at/)

Albert-Schweitzer-Gasse 22

8020 Graz

Tel.: + 43 316 77 35 54 – 0

Email: [office@omega-graz.at](mailto:office@omega-graz.at)



---

# Rights of the patients and advocacy

---

## WHAT

The patients have certain rights that must be respected by the health institutions. The Austrian State offers legal support in case you consider your rights haven't been respected.

- Right to treatment and care
  - Treatment and care, regardless of age, sex, origin, property, religion, type or cause of the disease
  - Access to medicines
  - Medical care according to level of development
  - Best possible pain management
  - Quality control and assurance
- Respect the patient's dignity
  - Protection of the personal and intimate life
  - Adaptation of procedures in health care institutions to the life rhythm
  - Access to religious support
  - Protection of the information related to health
  - Possibility to receive visits in case of inpatient treatment
  - Possibility to identify trusted people in case of aggravation
  - Dying with dignity
- Right to make own decisions. Patients must be explained:
  - Possible diagnosis and treatment and their risks and consequences
  - The health situation and possible treatments
  - Certain treatment can be only be carried out if it has been approved by him/herself or through a representative in the case he/she can't agree by him/herself (except the patient is unresponsive and in danger).
- Right to information and documentation
  - Clarification about the costs in advance
  - Understanding of the medical documentation including supplements (e.g. radiographs)
  - Transcripts/copies of the medical documentation
  - Keeping the patient's will



- 
- Special provision for children
    - For children up to 10 years of age, there must be a responsible adult in any kind of visit (including staying in the hospital)
  - Last will: patients have the right to give their will in advance, in case they aren't able to do it later. That includes:
    - Last will in case of patient death
    - Last will in case of irresponsive circumstances
    - Organ donation
    - Power of attorney and testament
- 

## WHERE

Each Federal State has an organisation that looks after the patients' rights. If you think that your rights as patient are being violated, you can contact them to obtain legal counselling and representation free of charge.

- Burgenland: Patients and health advocacy (*Patienten- und Gesundheitsanwaltschaft Burgenland*)Europaplatz 1  
7000 Eisenstadt  
Tel.: +43 57-600 2153  
Email: [post.patientenanwalt@bgld.gv.at](mailto:post.patientenanwalt@bgld.gv.at)
- Carinthia: Patients advocacy (*Patientenanwaltschaft Kärnten*)St.Veiter Straße  
47  
9026 Klagenfurt  
Tel.: +43 463 57230  
Email: [patientenanwalt@ktn.gv.at](mailto:patientenanwalt@ktn.gv.at)
- Lower Austria: Patients and care advocacy (*NÖ Patienten- und Pflegeanwaltschaft*)Rennbahnstraße 29, Tor zum Landhaus  
3109 St. Pölten  
Tel.: +43 2742 9005-15575  
Email: [post.ppa@noel.gv.at](mailto:post.ppa@noel.gv.at)
- Salzburg: Patient representative (*Salzburger Patientenvertretung*)Nonnbergstiege 2  
5020 Salzburg  
Tel.: +43 662 8042-2030



---

Email: [patientenvertretung@salzburg.gv.at](mailto:patientenvertretung@salzburg.gv.at)

- Styria: Patients and care ombudsman (*PatientInnen- und Pflegeombudsschaft*)Friedrichgasse 9  
8010 Graz  
Tel.: +4 316 877-3350 3191  
Email: [ppo@stmk.gv.at](mailto:ppo@stmk.gv.at)
- Upper Austria: Patients representative (*Oö. Patientenvertretung*)Bahnhofplatz 1  
4021 Linz  
Tel.: 0732/7720-14215  
Email: [ppv.post@ooe.gv.at](mailto:ppv.post@ooe.gv.at)
- Tirol: Patient representative(*Patientenvertretung Tirol*)Meraner Straße 5 (1. Stock)  
6020 Innsbruck  
Tel.: 0512/508-7702  
Email: [patientenvertretung@tirol.gv.at](mailto:patientenvertretung@tirol.gv.at)
- Vorarlberg: Patients advocacy (*Patientenanwaltschaft Vorarlberg*)Marktplatz 8  
6800 Feldkirch  
Tel.: 05522/81553  
Email: [anwalt@patientenanwalt-vbg.at](mailto:anwalt@patientenanwalt-vbg.at)
- Vienna: Care and patients advocacy (*Wiener Pflege-, Patientinnen- und Patientenanwaltschaft*)Schönbrunner Straße 108  
1050 Vienna  
Tel.: 01/5871204  
Email: [post@wpa.Vienna.gv.at](mailto:post@wpa.Vienna.gv.at)

## List of online resources regarding health



---

## INFORMATION EVENTS FOR REFUGEES

### What

Informative modules in Vienna related to health in different languages.

### Where

(in Arabic, Dari, Farsi, English and German) [www.startVienna.at/de/asyl](http://www.startVienna.at/de/asyl)

---

## ANGEKOMMEN – RED CROSS AUSTRIA

### What

Brochure with important information about Austria (in English, German, Arabic and Farsi): [www.angekommen.online/health-for-me.html](http://www.angekommen.online/health-for-me.html)

---

## BROCHURE SERVICE FROM THE MINISTRY OF HEALTH

### What

You can download brochures which give information about different topics related to health. Some of the brochures are translated to different languages.

### Where

(in German) [www.bmgf.gv.at/home/Service/Broschueren/](http://www.bmgf.gv.at/home/Service/Broschueren/)



---

## List of support services and projects regarding health

---

### INTERPRETERS' AND TRANSLATORS' ASSOCIATION

#### What

Through this association you can find available interpreters' and translators' to help you during medical procedures. The services are to be paid privately.

#### Where

(in English and German) [www.universitas.org/](http://www.universitas.org/)

---

### YPLUS

#### What

You can contact this organisation if you need interpreting in the medical field. The services are to be paid privately.

#### Where

(in German) [www.yplus.at/de/dolmetschen/](http://www.yplus.at/de/dolmetschen/)

Rechbauerstraße 14/I

8010 Graz

Tel.: +43 316 38 12 68

Email: [office@yplus.at](mailto:office@yplus.at)



---

## AMBER-MED

### What

This organisation offers medical services free of charge for people who don't have a medical insurance. They also offer visitation with interpreting services.

### Where

(in English and German) [www.amber-med.at/](http://www.amber-med.at/)

Oberlaaer Strasse 300 – 306

1230 Vienna,

T: 01/589 00

Email: [amber-med@diakonie.at](mailto:amber-med@diakonie.at)

---

## REGIONAL HOSPITALS IN SALZBURG

### What

The city of Salzburg offer consultation hours in different languages to ensure the communication between patient and doctors.

### Where

(in German) [www.salk.at/6952.html](http://www.salk.at/6952.html)

---

## OMEGA

### What

You can turn to this organisation if you need an interpreter to go to the doctor with you.





---

### Where

(in German) [www.omega-graz.at/](http://www.omega-graz.at/)

Albert-Schweitzer-Gasse 22

8020 Graz

Tel.: + 43 316 77 35 54-0

Email: [office@omega-graz.at](mailto:office@omega-graz.at)

---

## CARITAS

### What

This organisation offers counselling if you have question about the Austrian health system or you need recommendations what to do when you have a health issue.

### Where

(in German) [www.caritas.at](http://www.caritas.at)

---

## HEMAYAT

### What

You can ask for support and counselling to this organisation. The services are free of Charge.

### Where

(in different languages) [www.hemayat.org/](http://www.hemayat.org/)

Sechsschimmelgasse 21

1090 Vienna



---

## MITEINANDER LERNEN

### What

This organisation offers counselling in topics related to health. They offer the counselling in in German, English or Turkish.

### Where

(in German and Turkish) [miteinlernen.at](http://miteinlernen.at)

Koppstraße 38/8, A

1160 Vienna

Tel. +43 1 493 16 08

Email: [birlikte@miteinlernen.at](mailto:birlikte@miteinlernen.at)

---

## VEREINIGUNG FÜR FRAUENINTEGRATION

### What

You can turn to this association if you're looking for counselling in topics related with health. The counselling session can be done with help of an interpreter in different languages.

### Where

(in German) [www.frauenintegration.at](http://www.frauenintegration.at)

Stiftgasse 8, 1. Stock, Raum 14

1070 Vienna

Tel.: +43 1 / 524 06 15



---

Email: [info@frauenintegration.at](mailto:info@frauenintegration.at)

---

## STATION WIEN

### What

This organisation offers counselling in different topics, including topics related to health and insurance.

### Where

(in German) [www.stationwien.org/projekte/sozialberatung.html](http://www.stationwien.org/projekte/sozialberatung.html)

Einsiedlerplatz 5/7

1050 Vienna

Tel.: +43 (0)1 96 680 96

Email: [office@stationwien.com](mailto:office@stationwien.com)