



## Health Issues – What to Do

### In case of a serious emergency

In case of a life-threatening situation or a serious accident you can call one of the following emergency numbers or go directly to the emergency department of a hospital.

<p><b>Emergency numbers</b></p> <table> <tr><td>Ambulance</td><td>144</td></tr> <tr><td>Police</td><td>117</td></tr> <tr><td>Fire brigade</td><td>118</td></tr> <tr><td>Rega (Air Rescue)</td><td>1414</td></tr> <tr><td>Mental health/crisis hotline</td><td>143</td></tr> <tr><td>Tox center (poisoning)</td><td>145</td></tr> </table>	Ambulance	144	Police	117	Fire brigade	118	Rega (Air Rescue)	1414	Mental health/crisis hotline	143	Tox center (poisoning)	145	<p><b>Public hospitals in the city of Zurich</b></p> <p>Triemli Hospital <a href="https://www.stadt-zuerich.ch/triemli/en/index.html">https://www.stadt-zuerich.ch/triemli/en/index.html</a></p> <p>Waid Hospital <a href="https://www.stadt-zuerich.ch/waid.html">https://www.stadt-zuerich.ch/waid.html</a></p> <p>Zurich University Hospital <a href="http://www.en.usz.ch/Pages/default.aspx">http://www.en.usz.ch/Pages/default.aspx</a></p> <p>University Children's Hospital <a href="https://www.kispi.uzh.ch">https://www.kispi.uzh.ch</a></p> <p>University Eye Clinic <a href="http://www.augenklinik.usz.ch">http://www.augenklinik.usz.ch</a></p>
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Private hospitals can be found here (in German): [www.zurcherprivatkliniken.ch/klinik](http://www.zurcherprivatkliniken.ch/klinik)

**Please note**

In Switzerland you are not supposed to go to the emergency ward unless you are severely ill or injured. In case of illness you usually go to see a general practitioner (emergency consultations are usually possible the same or next day). If an injury/illness occurs on a weekend you can go to a so-called permanence, or in more serious cases to the emergency ward of a hospital.

### In case of medical issues during the night/weekend

If a less serious emergency occurs you can call the 24/7 emergency medical service (available in the city and Canton of Zurich), which can provide you with minor medical advice or redirect you to a specialized emergency doctor:

<p><b>Emergency Doctor</b> (local call tariff) 044 421 21 21 <a href="http://www.aerztefon.ch">www.aerztefon.ch</a></p>	<p><b>Emergency Phone Children's Hospital</b> (CHF 3.23/minute) 0900 266 711</p>
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For urgent medical treatments of less serious condition you can visit a so-called "permanence" practice. You won't need an appointment, but may have to pay right away and wait for a while.

<p><b>Permanence Hauptbahnhof</b> Bahnhofplatz 15, 8021 Zurich 044 215 44 44 <a href="http://www.permanence.ch/en/">http://www.permanence.ch/en/</a> Daily from 7am–10pm</p>	<p><b>Permanence Marktplatz Oerlikon</b> Querstrasse 15, 8050 Zürich 044 315 16 36 <a href="http://www.permanence-oerlikon.ch/en/home/welcome.html">http://www.permanence-oerlikon.ch/en/home/welcome.html</a> Mon–Sat 7am–8pm / Sun 10am –5pm</p>
<p><b>Permanence Children – swiss medi kids AG</b> Bahnhofplatz 9, 4th floor, 8001 Zurich 043 343 00 00 <a href="https://www.swissmedikids.ch/en/">https://www.swissmedikids.ch/en/</a> Daily from 8am–8pm</p>	<p><b>Permanence Women</b> Goethestrasse 24, 8001 Zürich 044 397 28 97 <a href="http://www.spitalzollikerberg.ch/frauen-permanence">www.spitalzollikerberg.ch/frauen-permanence</a> Mon–Fri 11am–8pm / Sat–Sun 10am–5pm</p>



For minor medical problems you can also go to a pharmacy. Some are open daily for at least 12 hours. For more information check the [website of the Association of Zurich City Pharmacists \(VSZA\)](http://www.apo-zuerich.ch) (<http://www.apo-zuerich.ch>) (in German), where you can also search for the nearest pharmacy.

The only pharmacy open 24/7 is at Bellevue:

**Bellevue Apotheke** (open 24/7)

Theaterstrasse 14, 8001 Zurich

044 266 62 22

[bazzh.ch/en/](http://bazzh.ch/en/)

### How to find a doctor

To find a doctor near you, for a specific issue or who speaks your language, you can browse the website of the [occupational union of doctors FMH](https://www.doctorfmh.ch), (<https://www.doctorfmh.ch>) or of the [Zurich Doctors' Association \(zmed\)](https://www.zmed.ch) (<https://www.zmed.ch>) (in German) or [www.doctor.ch](http://www.doctor.ch), where you can search for any area of specialization.

### If you want to see a doctor

If you need to visit a doctor, first make sure it is someone accepted by your insurance company. Recognized doctors can be found via [FMH doctor](https://www.doctorfmh.ch) (<https://www.doctorfmh.ch>). Most doctors speak English. Make an appointment by phone with the doctor's office. If it's urgent, many doctors will be able to see you the same day or the day after. Bring your insurance card (and other necessary medical information) with you if it's your first visit to this particular doctor. Depending on your insurance model, you might need to first call a medical helpline or visit a health center. In this case you should have been made aware of the correct procedure – and you must adhere to it to avoid not being reimbursed by your health insurance company.

### Payment procedure and reimbursement

After your visit, the doctor's office will send you a bill. Usually this consists of an invoice and a copy with information on the treatment and its costs called "Rückforderungsbeleg" (reclaim proof). You should pay the bill to the doctor and send the "Rückforderungsbeleg" or a scan of it to your insurance company, which will then reimburse you.

Some medical practices bill their services directly to the insurance company. The insurance company will then let you know about your contribution (for instance your deductible and/or your retention fee).

### Holders of a European Health Insurance Card

Holders of a European Health Insurance Card with an exemption from the Swiss insurance obligation also have to pay the bill and send the following documents to the "Gemeinsame Einrichtung KVG" in order to be reimbursed:

- The "Rückforderungsbeleg"
- The original bill
- A copy of the backside of the European Health Insurance Card
- A copy of matriculation at UZH
- The confirmation from the Gesundheitsdirektion that your request for an exemption has been approved
- Your bank information for the reimbursement

For further information see [www.kvg.org](http://www.kvg.org)