

INFORMATION FOR ENTITLED PATIENTS IN THE HANNOVER REGION

GP Services:

Practice Drs Pulwitt (GP), Braumann (GP) and Körner (Paediatrician)

Address: Thie 1, 30539 Hannover.

Telephone: 0511 9842 14 0

Fax: 0511 98 421414

www.aerztegemeinschaft-kronsberg.de

Access

- The Practice is situated in the 'Medical Plaza' on the 1st Floor of a purpose built premises with lift access to all areas. The Practice has a web page which includes a map of the location. The building has a number of other medical facilities, including physiotherapy and a Dispensary (Apotheke) on the ground floor.
- There is 'free' car parking available in the side streets near the building and also in the nearby Rossmann car park. Parking is for 2 hours with a blue parking disc.

Facilities

All areas are wheelchair accessible.

- Reception desk
- Small waiting area
- Approximately 5 Consultation Rooms
- Separate patient WC – disabled access
- Treatment Room.

Appointments

The Practice runs an appointment system.

Opening hours:

Monday: 08:00 to 13:00hr and 15:00hr to 18:30hr

Tuesday: 08:00 to 13:00hr and 15:00hr to 18:30hr

Wednesday 08:00 to 13:00hr

Thursday: 08:00 to 13:00hr and 15:00hr to 18:30hr

Friday: 08:00 to 13:00hr

Saturday: Emergencies only

Patients may make appointments directly with the Practice on Tel: 0511 9842 14 0.

(Note: not all staff speak English, so please call the Hospital Hotline 0800 5889936 to assist if required). Appointments can also be organised via the 'web' www.aerztegemeinschaft-kronsberg.de

Patient Consent

You will be asked to sign a Patient Consent for Release of Medical Information when you first attend the practice. The consent form asks you to sign to consent that the host nation health care provider can send the outcome report of treatment or investigations to our patient administration. Without your consent we will not receive this information, be able to update your health records or pay the bills on your behalf.

Medication

If you are given a prescription you can take it to the Eulen Apotheke on the ground floor.

Eulen Apotheke

Thie 1

30539 Hannover

Tel: 0511 9507111

eulen-apotheke-kronsberg.de

Opening Times:

Monday 08:00 - 19:00hr

Tuesday 08:00 - 19:00hr

Wednesday 08:00 - 19:00hr

Thursday 08:00 - 19:00hr

Friday 08:00 - 19:00hr

Saturday 09:00 - 14:00hr

You will have to pay for your medication and re-claim. Please remember to keep your receipt.

Prescription Charges

If you are not entitled to free prescriptions you will be sent an invoice to make payment for the prescription charges.

Paediatrics

Dr Rafael Körner will see children and onward refer as necessary.

Physiotherapy

The recommended physiotherapy practice is opposite the GP practice (near the Sparkasse) and is situated on the 1st floor with lift access.

Physiotherapie Bertram
Wülferoder Strasse 36
30539 Hannover-Kronsberg
Tel: 0511 510 55 88
www.physiotherapie-bertram.de

If the GP refers you for physio, you may attend six (6) sessions. After these 6 sessions you will need to be reviewed by your GP if it was recommended that further physiotherapy is required.

Health Care Advice 24/7:

Health care advice can be sought 24 hours a day through the Telephone Assessment Service (TAS) Call Centre. British trained nurses will triage your call and refer you to the most appropriate medical provision. Call 0521 305 3961.

Hospital Admission

If you are referred or admitted to a hospital, please let us know by calling the Hospital Hotline on 0800 588 99 36 as soon as possible. We can provide you with support and ensure that medical treatment costs will be paid for (entitled patients).

Elective Surgery (Serving Personnel only)

There is a requirement for all military patients to be reviewed by a Defence Consultant Advisor prior to referral for surgery. Please contact Dr Rowland at the medical centre in Catterick Barracks Bielefeld in the first instance. Tel: 0521 9254 3131.

The LLP Clinical Referrals Managers (CRMs) will liaise directly with the Defence Consultant Advisors (DCAs) for occupational health purposes to assess the impact of any surgery/treatment on your long term career interests before you undergo any surgery.

All other patients may be referred on directly, but please contact SHC Admin on 0521 772 77280 to advise of the referral and seek linguistic support if required.

Sharing Your Information

The LLP places great importance on the confidentiality of patient information. Your confidential details will only be shared with the people involved in your care for the purposes of ensuring the best possible outcome.

Bills and reports

If you receive bills directly from Health Care providers please email immediately to compliance@shcac.de for payment or mail it to:

Compliance
SHCAC
Gilead Hospital
Bielefeld
BFPO 39.

Medical reports should be forwarded via fax to 0521 772 772 81 or emailed to lorraine.wee@shcac.de or anita.carr@shcac.de

For all the information you need about your healthcare visit www.patient-wise.de