

GUIDELINE

HEALTH & MIGRATION



European Initiative
for Democracy and Human Rights

This brochure was put together by:



OMEGA

GESUNDHEITSSTELLE
HEALTH CARE CENTER GRAZ

ORGANIZATION FOR VICTIMS OF VIOLENCE AND HUMAN RIGHTS
VIOLATIONS

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If you call the telephone numbers mentioned in this pamphlet from outside of Graz, you have to dial the area code for Graz: 0316.

If you have further questions and live outside of Graz, you can also address your "Gemeindeamt"

ALL DECLARATIONS WITHOUT GUARANTEE

FEBRUARY 2002

First steps in the Health system

In a foreign country it can be difficult to understand the health system. This brochure gives you the basic information of what to do, if you or one of your family members needs a doctor or a dentist, medication or need to go to hospital. In addition t you find addresses and information of several offices and other places that might be helpful, if you have problems.

In case you have no insurance and live in Graz, you can get treatment **free of charge** in the outpatients department "Marienambulanz".

Marienambulanz

Basic medical treatment for people without insurance

Mariengasse 12

8020 Graz

Tel and Fax: 71 66 32

Opening hours: Monday to Friday 12 to 14

In case you have an insurance:

In Austria a **doctor** works mainly in a **surgery**.

If you or a family member have health problems you should go to a **general practitioner** who has a contract with your **insurance** (e.g. Gebietskrankenkasse). You can decide yourself which doctor you want to see (free choice). It is favourable if you choose a general practitioner near your home. At the first visit you give him a "**Krankenschein**" (**Health insurance certificate**) for a **general practitioner**.

If necessary, the general practitioner refers you (or a family member) to a **specialist**, e.g. a gynaecologist, an eye specialist, a paediatrician or to an examination in the hospital. For this purpose he gives you a "**Überweisungsschein**" (referral slip). With a "**Facharztschein**" you can also see a specialist of your own choice.

Eye specialist, optician

If the eye specialist prescribes you glasses or new glasses, you can go with the prescription to an optician of your own choice. However, you must pay for a part of the costs yourself.

Dentist

If you have problems with your teeth, you go directly to a dentist of your choice.

For the dentist there is a special (a red) "Krankenschein". The insurance covers the costs for preservative surgical dental treatment, e.g. fillings. For set of dentures you have to pay 40 to 50 % yourself. The insurance does not pay for fixed set of dentures (bridges and crowns),

You find a list with addresses of all doctors in your telephone book under the name 'Ärzte' (doctors) (attention: words that begin with **Ä...** are under the letter **A...** in the telephone book!)

You can find also the opening hours of the doctor in the telephone book and see if the doctor has a contract with your Health insurance Company. At the first visit at the doctor you have to bring the "**Krankenschein**" with you. A "Krankenschein" is always valid for a quarter of a year (January - February - March, April - May - June; July - August - September, October - November - December), so it is valid for three months. If you do not have the "Krankenschein" with you at your first visit, you have to pay € 21,18 (ÖS 300,--) as a deposit and then send the "Krankenschein" as soon as possible. You will then get back your money.

If your doctor refers you to a specialist or to hospital or if you want to change doctors within a quarter of a year, you need an

"Überweisungsschein". The "**Überweisungsschein**" is free of charge.

If you get a **prescription** from your doctor you can go to any **pharmacy** and get the prescribed medicine. There are medication that are **obtainable only by prescription**, which means you can get them only if they are prescribed by a doctor. For some medication (e.g. 'week' pain killers) you do not need a prescription.

Fee for "Krankenschein" (Health insurance certificate)/ Fee for prescription

For the "Krankenschein" you have to pay a fee of € 3,63 (ATS 50,-) The charge for a prescription is at the moment € 4,14 (ATS 57,-) (February 2002). In some cases they are free of charge:

In special cases it is possible to apply for a remission of charges due to need of particular social protection, e.g. for persons who do not earn more than € 630,29 (ATS 8.673,-) for singles and € 725,56 (ATS 9984) for couples. These amounts increase by € 67,15 (ATS 924,-) for every child. Pensioners and children included in the insurance of their parents do not have to pay for the **health insurance certificate**.

Referral slips ("Überweisungsscheine") are free of charge.

Outpatients ambulance

If you get treatment in an outpatients ambulance of a hospital you have to pay € 10,9 (ATS 150,-) for every visit. This is the case if you bring an "Überweisungsschein" with you or if you have an appointment with the hospital. In case you have no "Überweisungsschein", you have to pay € 18,17 (ATS 250,-) for the treatment.

Following don't have to pay the fee:

- Those who do not have to pay for prescription
- medical emergency cases
- Children - as long as they have no income
- Results and examinations
- Cases of insurance of the motherhood
- Insured people who have been referred to another ambulance because of the same case of treatment

Who is medically insured?

Generally everyone who has a job in Austria is insured regardless of nationality (starting at an income of at least € 301,54 (ATS 4.150,-).

In addition you are insured if:

- your husband / your wife is legally employed and you are insured together with this person. (see GKK information 2001 page 14 + 15, additional charge for special family members)
- you get unemployment benefit, state of emergency payment, payment for the waiting period or a pension.

If you live in a refugee camp and need medical treatment, ask your counsellor!

Where do I get a "Krankenschein"?

Employees and their family members can get the "Krankenschein" from their **employer**. The employer will charge a fee for the certificate.

Receiver of an unemployment benefit or a state of emergency payment can get it at the **Employment Office** (AMS, Babenbergerstraße 33, 8020 Graz, Tel. 7080).

Receivers of sickness benefit, receivers of the waiting period benefit and those who are insured privately get the "Krankenschein" directly at the **Health Insurance Office**.

People who get social benefit get the "Krankenschein" at the Social Welfare Office/**Sozial Amt** (Schmiedgasse 26, 8010 Graz).

Sick leave

If you can't go to work due to an illness, you immediately have to tell your employer. The employer can ask for a medical confirmation, which gives information of the beginning, the probable duration and the cause of your disability to work. The best thing is to ask your employer at once if and when you have to show a medical confirmation about your inability to work. You should report sick at your doctor on the first day of your sickness (by phone or personally).

The description of the doctor must only contain, whether the reason is illness, an accident or a stay in a health resort. But you do not have to show a confirmation with a diagnosis. (Please see further information in the following brochures of the "Arbeiterkammer Styria":

"Entgeltfortzahlung, wie Arbeiter/Angestellte am besten zu ihrem Recht kommen" and "Wichtige Daten 2001. Was sie über die Neuerungen wissen sollten.")

You get these brochures free of charge at the Kammer für Arbeiter und Angestellten for Styria, Hans-Resel-Gasse 8 - 10, 8020 Graz, Tel: 7799-0

Check up during pregnancy

As a precautionary treatment for pregnant women and their children during the first years there is the **"Mother Child Card"** in Austria. You get it from the counselling doctor.

Examinations for the pregnant women and the child are planned at fixed dates. You do not have to pay extra for the precautionary examinations. It is very important always to go to all of the check ups, so that potential sicknesses can be recognised early and be treated in time.

The first examination is being carried out in the 16th week of pregnancy, the last on at the 4th birthday of the child. (If all the examinations have been carried out according to the fixed dates there might be a financial bonus, also for foreign children. Ask at your "Finanzamt".)

Please see further information in the informational brochure "**GKK Information 2001 Xund**", which you can get free of charge at the Styrian insurance.

Vaccination

In Styria there is the "**Cheque book Health for mother and child**", which you get at your counselling doctor for your child. With that you get the vaccination for your child free of charge in the pharmacy, or the "Bezirkshauptmanschaften", and of course also at the vaccination department at the "Magistrate Graz". Further information: **Mother - Child - Information service, Tel.: 82 97 27**

Every child that lives in Styria can get the cheque book, also children of parents with asylum status.

The Austrian vaccination plan recommends the following dates:

From the 3rd month

Vaccinations in three parts against diphtheria, tetanus, whooping cough, haemophilic influenza and spastic paralysis, hepatitis B

from the 14th month

First measles - mumps - rubella vaccination

15th to 18th month

follow up vaccination against diphtheria, tetanus, whooping cough, haemophilic influenza, spastic paralysis and hepatitis B

7th year

follow up vaccination against spastic paralysis, diphtheria and tetanus
Second measles - mumps – rubella vaccination

12th year

Vaccination against hepatitis B

13th year

Rubella for girls or catching up vaccine of measles - mumps – rubella vaccination for girls

14th to 15th year

follow up vaccination against polio and against diphtheria - tetanus

Tuberculosis and Hepatitis

Immigrants could have a higher risk to get tuberculosis or hepatitis. So the specialist department for health of Syrian Government recommends:

TBC

Adults should have an X-ray of the lungs as soon as possible after their arrival in Austria. If there is no suspicion of an illness, however, they recommend a control after 6 months, a second control after about a year.

Children under 14 should, instead of an X-ray, have a skin test (after Mendel-Mantoux) as soon as possible after their arrival. This should be repeated before entry in the Kindergarten or the school.

Hepatitis

Adults should have a blood test of hepatitis after their arrival, and if necessary have a vaccination.

Children under 14 should have a vaccination immediately after their arrival, as well as before leaving the Kindergarten or school.

Further information at the "Fachabteilung für das Gesundheitswesen der steiermärkischen Landesregierung

OSR Dr. Alfred Gränz

Tel.. 877-3547 or 3543.

Emergency

In case of emergency every doctor and every hospital is obliged to treat you, even if you have no insurance. Every doctor must give First Aid.

Important telephone numbers:

- **Ambulance:** **144**
- **Emergency doctor:** **141**
- **police:** **133**
- **fire brigade:** **122**
- **in case of poisoning:** **01/406 43 43**
- **women emergency call:** **31 80 77**

(counselling, therapy and prevention in case of sexual violence against girls and women)

In case of linguistic problems OMEGA Graz, Tel.: 77 35 54 - 1 can arrange an interpreter.

Hotline "anonymous birth, Babyklappe": 0800 - 83 83 83 (your call is anonymous and free of charge)

Call

- if you have nobody to talk to about your pregnancy
- if you can no longer hide your pregnancy
- if you cannot imagine a future with your child

The following brochures and counsellors provide further help:

"GKK information 2001 Xund"

- Service form A to Z
- An overview of the service of the Styrian GKK Health insurance association

You can get it free of charge at the GKK, Josef-Pongratz-Platz 1, 8010 Graz

Styrian Health information (Steirische Gesundheitsinformation)

- the most important addresses in an overview
- the list of addresses about the medical treatment in case of health problems

Free of charge at:

Office of the Styrian Government, office of counsellor Günter Dörflinger
Ms Claudia Peiser

Graz - Landhaus , Herrengasse 16, 8010 Graz

Tel.: 877 - 22 28, Fax: 877 – 22 67

e-mail: claudia.peiser@stmk.gv.at

Guide to the Magistrat Graz” (Wegweiser durch den Magistrat Graz)

The pamphlet is a selection of departments of the city government.

It is available in German, English, French, Arabian, Croatian-Bosnian-Serbian, Rumanian, and Turkish.

You can get the pamphlet free of charge at:

Department for foreigners

Magistrat Graz - Social Welfare office

Schmiedgasse 26

8010 Graz

Tel.: 872-6330 or 6331, 6332 or 6333, Fax: 872 63 39

e-mail: barbara.laminger@stadt.graz.at

Residence permit, job and asylum in Austria

Information at the Foreign Council of the city of Graz. Information in Arabian, English, Rumanian, Croatian, Turkish and German.

The pamphlet can be ordered free of charge at the:

Foreign council of the City of Graz

Schmiedgasse 26, 3rd staircase, Ground floor, 8011 Graz

Tel.: 872 30 67, 872 30 68, Fax: 872 30 69

e-mail: ab.graz@stadt.graz.at

The following organisations and institutions provide further help:

Health

Health care center of the city of Graz

Schmiedgasse 26, 2nd floor or Kaiserfeldgasse 12, ground floor left side,
8010 Graz

Tel.: 872 32 46 or 872 32 45, Fax: 872 32 49

e-mail: gesundheitsamt@stadt.graz.at

Counselling for diets

Tel.: 872-3244

General counselling by an expert for diets

Psychological treatment

Courses for diets to loose weight

Counselling for smokers

Tel.: 872-3245

Help for people who are willing to stop smoking and general information
through a specialist for internal medicine

Counselling for alcoholism

Tel.: 872-3246

Counselling by a specialist for neurology and psychiatry and a social
worker

Tuberculosis treatment

Tel: 872-3245 or 3244

Counselling and treatment of concerned people and family

Possibilities for an x-ray of lungs free of charge in case of pain

Vaccination

Tel. 872-3222

Counselling for vaccination at home and abroad. Vaccination campaigns

Preparation for giving birth

Tel.: 872-3202

Gymnastics (registration necessary):

Wielandschule, entry Keesgasse 6

Tuesday 18.00 - 20.00

Wednesday 17.00 - 19.00

Swimming (from the 25th week of pregnancy, no registration necessary):

Union swimming hall Gaussgasse 3

Thursday 18.00 - 19.00 or 19.00 - 20.00

Marienambulanz - Outpatients department
Basic medical treatment for people without insurance
Mariengasse 12
8020 Graz
Tel. and Fax: 71 66 32
Opening hours: Monday to Friday 12.00 - 14.00

Health specialists' department
Office of the Styrian government - Amt der Steiermärkischen
Landesregierung
Fachreferat VI
Paulustorgasse 4, 8010 Graz
Tel. 877 35 34, Fax: 877 35 55
e-mail: monika.klampfl@stmk.gv.at

Aids Center Styria (Aids Hilfe Steiermark)
Personal counselling and consultation (also per phone)
Anonymous HIV test
Schmiedgasse 38, 2nd floor , 8010 Graz
Tel.: 81 50 50 , Fax: 81 50 50 6
e-mail: steirische@aids-hilfe.at
opening hours: office: Monday - Friday 9.00 – 13.00
counselling hours: Tuesday, Thursday 16.30 - 19.30, Wednesday 11.00 -
13.00 , Friday 17.00 - 19.00

Counselling in case of drug addiction by the county of Styria
Counselling, treatment and prevention
Leonhardstraße 84, 2nd floor, 8010 Graz
Tel.: 32 60 44, Fax: 38 41 89
e-mail: drogenberatung@styria.com
opening hours: Monday - Friday 17.00 - 19.00, Wednesday 8.00 - 12.00

Mafalda
Counselling in case of pregnancy, difficulties concerning pregnancy, about
the body and sex for young women and girls, job counselling etc.
Glacisstraße 9 / 1, 8010 Graz
Tel. 33 73 00 0, Fax 33 73 00 9
e-mail: verein.mafalda@austro.net
opening hours: Monday, Tuesday, Thursday: 8.00 - 15.00, Friday 8.00 -
12.00 medical counselling: Tuesday 17.00 - 18.00

Frauengesundheitszentrum Graz (Women's Health Care Center)

Counselling, psychotherapy, Gynaecology, pregnancy test etc.

Brockmanngasse 48, 8010 Graz

Tel.: 83 79 98, Fax: 83 79 98 - 25

e-mail: frauen.gesundheit@fgz.co.at

internet: <http://www.fgz.co.at>

opening hours: Monday, Tuesday, Wednesday, Friday, 09.00 - 13.00 ,
Thursday 15.00 - 19.00

Special institutions for migrants

OMEGA Health Care Center

Psychological, psychosocial and medical treatment, Psychotherapy,
Integration projects, workshops

Granatengasse 2, 8020 Graz

Tel. 77 35 540, Fax: 77 35 54 - 4

e-mail: office@omega-graz.at

opening hours: Monday, Tuesday, Thursday 15.00 - 18.00, Friday 10.00 -
12.00

Zebra

Center for social medical, legal and cultural attendance for foreigners in
Austria

Oeverseegasse 26, 8020 Graz

Tel.: 71 52 15, Fax: 71 52 15 18

Pestalozzistr. 59, 8010 Graz

Tel.: 83 56 30, Fax 83 56 30 33

e-mail: therapie@zebra.or.at

opening hours: Monday 9.00 – 18.00; Tuesday 9.00 – 13.00; Thursday
14.00 – 18.00; Friday 09.00 - 13.00

Caritas

Raimundgasse 16, 8010 Graz

Tel.: 80 15 0, Fax: 81 23 58

e-mail: franz.kueberl@caritas-graz.at

INTEGRA

Organisation for the integration of foreigners

8600 Bruck a.d. Mur, Bahnhofstr. 16

Opening hours: Monday - Friday 09.00 - 17.00

Tel.: 03862 / 51 033, Fax: 03862 / 52 922

e-mail: integra@utanet.at

Ausländerbeirat der Stadt Graz

Schmiedgasse 26, 3rd staircase, Ground floor

Mailing address: Magistrat Graz, 8011 Graz

Tel.: 872 30 67 or 872 30 68, Fax: 872 30 69

e-mail: ab.graz@stadt.graz.at

AusländerInnen Referat

Magistrat Graz - Sozialamt

Schmiedgasse 26, 8010 Graz

Tel: 872 6330 or 6331, 6332, - 6333, Fax: 872 30 69

e-mail: barbara.laminger@stadt.graz.at

ISOP

Support of migrants through work and educational, legal and social offers during the integration

German courses and courses for reading and writing

Dreihackengasse 2, 8020 Graz

Tel.: 76 46 46, Fax: 76 46 46 - 6

e-mail: isop@isop.at

opening hours: Monday – Thursday 8.00 - 16.00, Friday 8.00 – 14.00

Danaida

Education and meeting point for foreign women

Marienplatz 5, 8020 Graz

Tel.: 71 06 60, Fax: 71 06 60 - 13

e-mail: danaida@austro.net

opening hours: Monday - Wednesday 09.00 - 12.00 Thursday 09.00 - 15.00

Children / Family:

Counselling office for parents

Amt für Jugend und Familie

Medical counselling and counselling by a social worker of parents with their babies and children. In all districts, further information Tel.: 872. 3100

Eltern - Kind - Zentrum (Parents - Child -Center)

Medical counselling and counselling by a social worker of parents with their babies and children

accompany during birth giving, preparation of the birth, counselling for breast feeding, baby meetings, play groups, meeting point for single parents etc.

Bergmanngasse 10, 8010 Graz

Tel.: 37 8140, Fax: 37 81 40 - 22

e-mail: ekiz.graz@utanet.at

opening hours: Monday - Friday : 8.30 - 12.30 , Tuesday - Thursday: 14.30 - 17.30 p.m

Kinderdrehscheibe

Information about possibilities for the day care of children of all ages

Brandhofgasse 13, 8010 Graz

Tel.: 37 40 44, Fax: 37 40 44 - 40

e-mail: kinderdrehscheibe@stmk.volkshilfe.at

opening hours: Monday 14.00 - 19.00, Tuesday, Wednesday, Friday: 08.30 - 13.00

Interventionsstelle gegen familiäre Gewalt an Frauen und Kindern (against domestic violence against women and children)

Support and information in case of displacement, legal counselling, help in case of contact with authorities etc.

Granatengasse 4, 8020 Graz

Tel.: 77 41 99, Fax: 77 41 99- 4

e-mail: office@interventionsstell-steiermark.at

opening hours: Monday - Tuesday: 08.00 - 17.00, Friday: 08.00 - 13.00
telephone during the week until 22.00

Kinderschutzzentrum Graz

Counselling and therapy for families in case of abuse, negligence, educational problems etc.

Mandellstr. 18, 8010 Graz

Tel.: 83 19 41, Fax: 83 19 41 - 6

e-mail: office@kinderschutz-graz.at

Telephone: Monday - Friday 9.00 - 13.00

Frauenhaus Graz

Protection and help for threatened and abused women and children

The address is given only to people concerned in order to protect women and children.

Tel.: 42 99 00 (around the hour) Fax: 42 99 00 - 18