

Information for your first visit to MED:ON

- foreign languages and interpreters
- A conversation with the doctor is an important part of your treatment. Without mutual understanding, diagnosis and therapy are difficult. Therefore, if possible, please bring someone with you who can translate for you if you do not speak German.

On our website you can see whether and which foreign languages our doctors speak. To do this, go to the page for your location and click on the name of the respective doctor. Please note that the practice staff do not always speak the same language as the doctor. Therefore, regardless, we recommend that you bring a translator with you.

- chip card or proof of insurance
- Please bring your health insurance card with you. If you do not have a card, you will need proof of insurance or a replacement certificate. Otherwise, treatment will not be possible.
- appointment booking
- There are often long waiting times on Mondays and Tuesdays. To avoid this, please book an appointment. In many cases, you can do this directly online via the website of the respective location.
- treatment of asylum seekers and refugees
- As an asylum seeker or refugee, you are entitled to treatment for acute illnesses and pain. Chronic illnesses that do not require acute treatment cannot usually be treated.
- To avoid misunderstandings, please contact local refugee councils, e.g. at <https://www.fluechtlingsrat-thr.de/themen/medizinische-versorgung>.