



HEALTHY IN LINZ

Offers • Information • Tips

- ➔ This brochure is available in the following languages:
Albanian, Bosnian-Croatian-Serbian, German, English, French,
Spanish, Romanian, Russian, Turkish
- ➔ If you want to order this brochure or have any questions about it,
please turn to the:

AusländerInnen-Integrationsbüro der Stadt Linz
(Integration Office for Foreigners of the City of Linz)
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Impressum (imprint):

Herausgeber (Publisher): Magistrat der Landeshauptstadt Linz, AusländerInnen-Integrationsbüro
(Municipal government of the capitol city Linz, Integration Office for Foreigners),
Pfarrgasse 1, 4041 Linz; Gestaltung (Design): Getrude Plöchl; Druck (Edition): Friedrich
Juni 2005



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Linz for everybody – people from many different nations live in our state capitol. It is very important to me as mayor that all of the inhabitants feel well and that their needs be satisfied to the greatest possible extent. In order to aid immigrants in a number of different ways the Office for the Integration of Foreigners has been serving as a central provider of information since 1991. Now it has published “Healthy in Linz”, a guide to the comprehensive services of the health system of Linz in nine languages. It was a great idea to write this brochure, which will facilitate the lives of many immigrants. Thanks!

Dr. Franz Dobusch

Mayor of Linz, the state capitol



Especially people from different cultures have difficulty getting used to the new homeland they have chosen. In order to help immigrants in their dealings with the health system of Linz the Office for the Integration of Foreigners has published this brochure. That is an initiative which I as a physician and as the person in charge of the health system wholeheartedly support. It constitutes an essential contribution to the promotion of health in our city.

Vice Mayor Dr. Christiana Dolezal

City councilor in charge of health



Within the framework of the daily informational and advisory activities of the Integration Office we are continually confronted by questions and problems relating to health. “Where can I find a female physician who speaks my native language?” “When do I need my social insurance card?” “Where can I get a health insurance voucher?”



We hope that this brochure will answer some of these questions and prove to be a practical guide to the many benefits of the health care services in Linz.

Gudrun Siegel-Kraft, M.A.; Claudia Ziehegraser, M.A.

Office for the Integration of Foreigners



Health is an important part of life for everybody, but people do not all have the same access to the prerequisites for good health. Especially immigrants encounter barriers which negatively influence the quality of their health care.

With this multilingual brochure Linz has taken another step towards according all the inhabitants of our city the same possibilities – including those who come from different cultural backgrounds. This guide to the health system, which is published in the native languages of the immigrants, constitutes an important aspect of our efforts to provide health care for all the people who live in Linz.

Integration is not the same as assimilation, a term which would mean that foreigners did not have any right to an identity of their own. Rather, integration is a bilateral process; it does make certain individual demands on the newcomers, but the society that has taken them in provides them with the basic legal, social, economic and cultural conditions to accord them equal opportunities and a chance to advance socially.

As far as integration is concerned, the federal state of Upper Austria is generally in favor of empowerment, with the goal of attaining equal opportunities for all. This brochure “Health in Linz” is intended to help us come one step closer toward attaining that goal.

State Senator for Social Affairs

Josef Ackerl



1. Health and Accident Insurance	7
Health insurance	8
Accident insurance	9
Notification of illness for employed persons	10
2. Consulting a physician	11
Health insurance vouchers	11
Physicians who speak foreign languages	15
3. Information concerning hospitals	31
Hospitals in Linz	31
Stay in a hospital	32
Outpatient care	33
4. Help for the psyche	34
Mental crises	34
In emergencies	35
Consultation and personal support	35
5. Recuperation: returning to health	38
Medicines, prescriptions	38
Pharmacies in Linz	40
6. Staying healthy	41
Prophylactic health examinations	41
Consultations for parents (mothers)	42
Vaccinations	43
Protection from AIDS	45
Physical activity	46
Nutrition	46
Smoking	48
Healthy teeth	48
7. For women ...	50
Pregnancy	50
When your child arrives ...	53
Precautionary gynecological examinations	53
Birth control and family planning (not only for women ...)	54
Abortions	54
8. Applicants for political asylum	55
9. In case of an emergency	56

Ihre Apotheke hat mehr für Sie!



Wußten Sie,

- ◆ dass Ihr Apotheker Sie nicht nur im Krankheitsfall beraten kann, sondern auch für Sie da ist, wenn es darum geht, Ihre Gesundheit zu erhalten?
- ◆ dass Sie in allen Apotheken Ihr Gewicht und Ihren Blutdruck überprüfen lassen können?
- ◆ dass in einigen Apotheken auch als Service die Bestimmung von Cholesterin- und Blutzuckerwerten angeboten wird?
- ◆ dass es nicht gleichgültig ist, zu welcher Tageszeit und mit welchen Nahrungsmitteln zusammen ein Arzneimittel eingenommen wird?
- ◆ dass eine Apotheke niemals wegen Urlaub geschlossen hat?

In Ihrer Apotheke sind Sie gut beraten!

1 HEALTH- AND ACCIDENT INSURANCE

If you work in Austria, whether you are self-employed or employed by others, you automatically receive **social insurance coverage** (compulsory insurance). As a result you are

- ➔ **Medically insured**
- ➔ **Insured for accidents**
- ➔ **Insured for your retirement pension**

Your social insurance fee is then automatically deducted from your monthly salary or from your wages (the amount depends upon how much you earn). From the first day of your employment on you enjoy complete insurance protection – whenever you make use of the benefits of the health care system (e.g. treatment by a physician, stay in a hospital...) the health insurance covers the resulting costs.

Your employer must give you the confirmation of your social insurance registration without delay. If you do not receive this confirmation after having requested it, please consult your health insurer!

Complete insurance protection is provided even if your employer did not register you with your health insurer within the required period of time.

Social insurance number

You (and the dependent persons insured along with you) need your social insurance number:

- ➔ Whenever you (they) make use of the services of a physician, have a dental treatment or lay claim to other benefits of the health care system.
- ➔ Whenever you contact your health insurer, either personally or in written form.

❗ With your green **social insurance card** you always have your social insurance number at your immediate disposal. This card is, however, is not an authorization for insurance claims and does not substitute for a health insurance voucher. (New regulation: By the end of the year 2005 at the latest all insured persons and their dependants who are insured along with them will receive an “e-card”, which also will replace the health insurance vouchers.)

Health insurance

Dependants (spouses, children and grandchildren up to the completion of the 18th year of life or – in case of school attendance or professional training – up to the completion of the 27th year of life) can be included in your policy (usually at no additional charge).

Prerequisites: they must be living in Austria, in the same household, and not have a mandatory health insurance of their own.

With the health insurance they receive compensation for the loss of income, for example as the result of a longer illness or the birth of a child:

➔ Sick pay:

After the termination of the period in which the employer is obliged to continue paying the salary, sick pay can be claimed until the insured person is able to return to work (for a maximum of 52 weeks). The sick pay can only be regarded as a partial compensation for the lost pay.

➔ Maternity leave pay:

This replaces the loss in earnings of working women during the period of maternity protection (from eight weeks before the birth until eight weeks afterwards).

➔ Child care benefit:

It is paid instead of the previous maternity benefits for births on or after January 1, 2002. Its payment is not dependent upon gainful employment or upon having the compulsory insurance.

In addition, persons with very low incomes can be **exempted from certain fees** (e.g. fees for prescriptions, see p. 38. and health insurance voucher fees, see p. 11).

Persons without health insurance

If you are not medically insured and want medical care in Austria, you have to **bear the costs for diagnosis and therapy yourself**. If you do not have sufficient financial resources at your disposal, but the physician decides that your illness requires immediate treatment, it is possible for you to obtain treatment on a delayed payment basis in a public hospital (e.g. the “Allgemeine Krankenhaus” (General Hospital) in Linz). You will have to pay the full costs (possibly in installments) as soon as you have enough money at your disposal.

Persons who do not have a compulsory health insurance (or who are not covered because they are dependants of insured persons) can **insure themselves on a voluntary basis**.

- ➔ **Oberösterreichische Gebietskrankenkasse (OÖGKK)**
 (Upper Austrian Regional Public Health Insurance), Main Office
 Gruberstr. 77, 4020 Linz, Tel.: (0732)/7807-0
 e-mail: ooegkk@ooegkk.at
 Opening hours: Monday – Thursday 6am – 5pm
 Friday 6am – 3pm
- ➔ **Sozialversicherungsanstalt der gewerblichen Wirtschaft, Landesstelle OÖ**
 (Social Insurance Provider for Trade and Industry, state office for Upper Austria)
 Mozartstr. 41, 4020 Linz
 Tel.: (0732)/7634-0 or (0732)/783239
 Opening hours: Monday - Thursday 7.30am – 2.30pm
 Friday 7.30am – 1.30 pm
- ➔ **Versicherungsanstalt der öffentlich Bediensteten (BVA), Landesstelle für OÖ**
 (Social Insurance Provider for Civil Service Employees, state office of Upper Austria)
 Hessenplatz 5, 4020 Linz, Tel.: (0732)/779323
 e-mail: lst.linz@bva.sozvers.at
 Opening hours: Monday - Thursday 7.30am – 2pm
 Friday 7.30am – 12 noon
- ➔ **Versicherungsanstalt für Eisenbahnen und Bergbau, Außenstelle Linz**
 (Social Insurance Provider for Railroad and Mine Workers, Linz branch office)
 Bahnhofplatz 3-6, 4020 Linz, Tel.: (0732)/652348
 e-mail: gbz-linz@vaeb.at
 Opening hours: Monday – Friday 6.30am – 4.30pm

Accident insurance

In case you have an accident at work or suffer from an occupational disease, you are covered by the accident insurance.

Work-related accidents are accidents that have a local, temporal or causal connection with your job or your education or training.

Occupational diseases are health impairments which occur as a result of the insured activity. Work-related accidents and occupational diseases have to be reported to the accident insurance within five days when they result in a period

of more than three days of illness or inability to work. If they are reported too late, the benefits may be reduced as a result!

The services of the accident insurance include the prevention of work-related accidents and occupational diseases, occupational medical advising, first aid in case of job-related accidents, curative treatments, rehabilitation and compensation after work-related accidents and occupational diseases.

One of the largest accident insurance providers is the

➔ **Allgemeine Unfallversicherungsanstalt (AUVA), AUVA-Landesstelle Linz**

(General Accident Insurance Provider, Linz branch)

Blumauer Platz 1, 4021 Linz

Tel.: (0732)/6920-0

Notification of Sickness for Employed Persons

If you are sick and unable to work, you must inform your employer and then go to see the doctor. A retroactive notification for more than one working day is only possible in exceptional cases, so you should always immediately consult a physician! You will then receive confirmation that you are not able to work as a result of the illness. The prerequisite notification of illness is sent directly to the health insurance.

If you are treated in the out-patient department of a hospital, a notification of sickness is not automatically made. You must therefore have your inability to work confirmed in the out-patient department and present this notification to the public health insurer without delay. The card of the out-patient department is not regarded as a notification of sickness.

In the case of a stay in a hospital you are automatically “on sick leave”. Please go immediately to the physician who is treating you after you are discharged from the hospital. He or she will decide whether you can return to work right away or whether you have to stay at home.

When you are again healthy the health insurer requires a **notification of healthiness**. The doctor who is treating you is responsible for providing it. However you can also give notice that you are in good health (for example in case of the Oberösterreichische Gebietskrankenkasse ÖÖGKK (Upper Austrian Regional Public Health Insurance) you can provide this notification online on the internet, making use of the form “Gesundmeldung“ (notifying of healthy under the address www.oegkk.at).

2 CONSULTING A PHYSICIAN

Health insurance voucher

When you want to consult a physician, you need a **health insurance voucher**. The same is true for the dependants that are insured together with you – your spouse or your child. All of the benefits you have received are registered on this form, and the costs are settled by your health insurance provider. Except for the health insurance voucher fee, the service is gratis for you.

Have you forgotten your health insurance voucher?

If you do not have a health insurance voucher when you go to see a physician, you must leave a certain sum of money as a “deposit” until you bring the voucher. The amount of this deposit can be determined by the physician. It is refunded to you when you provide the voucher.

Fee for health insurance voucher

The fee for a **health insurance certificate** from the Gebietskrankenkasse amounts to **3.63 euros**. When your employer fills out the voucher for you, this sum is automatically deducted from your salary or your wages. If you obtain the voucher directly from one of the offices of the health insurance provider, you receive a giro transfer form for the payment of the fee.

No health insurance fee must be paid for:


- Dependant children who are insured together with you
- Retired persons according to the provisions of the General Social Insurance Law (ASVG) and their dependants
- All persons who are not required to pay prescription fees
- Persons doing community service as an alternative to military service

And also:

- In case of a referral to a medical specialist or to the out-patient department of a hospital
- In case of examinations performed for the pregnancy record (Mutter-Kind-Pass)
- For medical check-ups
- For health care vouchers for vacations (inside Austria) and consultation vouchers (for foreign countries)
- For emergency medical aid

 Oberösterreichische Gebietskrankenkasse <small>Österreichische Gebietskrankenkasse</small>		Erweiterte Arbeits- stätten-	Personen-	Anglieder- stellen-	Sonstige	G O
Vorname <input type="text"/> Nachname <input type="text"/> <small>Auswählen Sie auch die Geburtszahl (GG) im Geburtsdatum</small>		Gültig für das Quartal . / . .		Krankenschein <small>Sie die Vertragsnummer eines</small> <input type="checkbox"/> Vertragsart <input type="checkbox"/> Vertragsabschluss <small>für Allgemeinmedizin (Kassenambulanzform)</small> Arztname – bitte Zutreffendes beschriften!		
Familienname(s) <input type="text"/> Vorname(s) <input type="text"/> Versicherungsnummer <input type="text"/> Patient <input type="checkbox"/> Tag <input type="text"/> Mon. <input type="text"/> Jahr <input type="text"/>		Dieser Krankenschein ist dem Vertragsarzt bei der ersten Beanspruchung im Quartal zu übergeben und gilt für das Kalenderjahrg. für das er ausgestellt wurde, er dient zur Verrechnung der tatsächlichen Leistungen.				
Anschrift <input type="text"/> Versicherungsnummer (falls eine Angliederung) <input type="text"/> Tag <input type="text"/> Mon. <input type="text"/> Jahr <input type="text"/>		Bei Arbeitsstellen bei Beschäftigten Behandlungstag im laufenden Quartal <input type="text"/> Diagnose während des Quartals <input type="text"/> ID <input type="text"/>				
Beschäftigt bei (Dienstgeber, Dienstort) <input type="text"/> Bei Ausweise laufende Nummer (ggf. 1000) ist abzurufen für verschickte Schichten, die nicht vorläufig eingetragene sind.		Datum: <input type="text"/> ID <input type="text"/> (Gemeindefür den Versicherungsnehmer)				
Unterschrift <input type="text"/> (Arztname, Vorname, Nachname) <small>Arztname, Vorname, Nachname</small>		Unterschrift <input type="text"/> (Arztname, Vorname, Nachname)				

health insurance voucher

 Oberösterreichische Gebietskrankenkasse <small>Österreichische Gebietskrankenkasse</small>		Erweiterte Arbeits- stätten-	Personen-	Anglieder- stellen-	Sonstige	G O
Name <input type="text"/> Vorname <input type="text"/> <small>Auswählen Sie auch die Geburtszahl (GG) im Geburtsdatum</small>		Gültig für das Quartal . / . .		Zahnbehandlungsschein <small>Sie die Vertragsnummer eines</small> <input type="checkbox"/> Vertragsart <input type="checkbox"/> Vertragsabschluss <small>für Allgemeinmedizin (Kassenambulanzform)</small> Zahnarztname – bitte Zutreffendes beschriften!		
Familienname(s) <input type="text"/> Vorname(s) <input type="text"/> Versicherungsnummer <input type="text"/> Patient <input type="checkbox"/> Tag <input type="text"/> Mon. <input type="text"/> Jahr <input type="text"/>		Dieser Krankenschein ist dem Vertragsarzt bei der ersten Beanspruchung im Quartal zu übergeben und gilt für das Kalenderjahrg. für das er ausgestellt wurde und dient zur Verrechnung der tatsächlichen Leistungen. Klären Sie den Zahnbehandlungsschein in demselben Falle, falls Sie zu Beginn der Behandlung vorlegen, bringen Sie ihn innerhalb von 2 Wochen nach.				
Anschrift <input type="text"/> Versicherungsnummer (falls eine Angliederung) <input type="text"/> Tag <input type="text"/> Mon. <input type="text"/> Jahr <input type="text"/>		Bei Unfall <input type="checkbox"/> Ursache bei <input type="text"/> Leistungs- <input type="text"/> ID <input type="text"/>				
Beschäftigt bei (DienstgeberIn, Dienstort) <input type="text"/> Bei Ausweise laufende Nummer (ggf. 1000) ist abzurufen für verschickte Schichten, die nicht vorläufig eingetragene sind.		Datum: <input type="text"/> ID <input type="text"/> (Gemeindefür den Versicherungsnehmer)				
Unterschrift <input type="text"/> (Arztname, Vorname, Nachname) <small>Arztname, Vorname, Nachname</small>		Unterschrift <input type="text"/> (Arztname, Vorname, Nachname)				

dental voucher

The medical insurance voucher is always valid for a quarter of a year

1st quarter: January to March

2nd quarter: April to June

3rd quarter: July to September

4th quarter: October to December

When a medical insurance voucher is issued it must be specified whether you intend to consult a general practitioner, a medical specialist (e.g. a dermatologist) or a dentist.

Where do you obtain a health insurance voucher?

You are...	Get health insurance voucher from...
Employed (not independent)	Employer
Receiving benefits from the unemployment insurance (unemployment compensation or emergency help)	Arbeitsmarktservice (AMS), the public employment agency
Retired	Gebietskrankenkasse, a public health insurance provider
Receiving sick pay, maternity leave or child care benefits	Gebietskrankenkasse, a public health insurance provider
Self insured	Gebietskrankenkasse, a public health insurance provider
<ul style="list-style-type: none"> – Self employed – A government official – Self employed in agriculture or forestry – Receiving the retirement pension benefits of one of the above professional groups 	The health insurance provider who is responsible for you

NEW: the “e-card” – the electronic health insurance voucher



By the end of the year 2005 at the latest health insurance vouchers will be replaced by the **e-card**. This card will be sent to all insured persons and the dependants covered by their policies (it is valid for all the physicians that have a contract with a public health provider anywhere in Austria, the validity does not expire, there is an annual service fee of 10 Euros).

Generally you as a patient can freely choose your physician. It is however important for you to have a **family physician** you trust near your place of residence (usually a general practitioner: “praktischer Arzt”). He or she is familiar with your medical history and can make a preliminary diagnosis. In case it is necessary you will be referred to a medical specialist. In that case you will receive a yellow **letter of referral** (referral voucher).

Changing your physician

You should be aware of the fact that you can only go to another physician in the same medical specialty after the completion of a quarter of a year (this is also true for general practitioners). That means, for example, that you cannot consult two different ear-, nose-, and throat specialists in the time between January and March. The Upper Austrian Regional Public Health Insurance (Gebietskrankenkasse) will not assume the costs, if you have already consulted a physician who is under contract and is working in the same field of medicine.

You can find physicians who speak your native language on pages 15 to 30.

In order to avoid waiting too long in the doctor's office, it is often necessary to make an **appointment** beforehand. Please keep your appointment and come on time! (Even if you do, emergency cases may occur which must be given priority.) In case you cannot keep the appointment, do not forget to cancel it!

Please always make sure, that have **filled out your health insurance voucher correctly and completely** (Correctly written name, insurance number, etc.)!


When you come to the emergency outpatient clinic of the hospital, you do not need a health insurance voucher. Please have your insurance number (green insurance card, see p. 7) ready!

Optional physicians (not under contract with the public health insurer)


You also have the possibility of going to an optional physician. This can only be done **privately**, which means **you have to bear the costs**. After presentation of the bill you receive the compensation which is provided for by the public health insurer (for example by the Upper Austrian Regional Public Health Insurance [Gebietskrankenkasse, OÖGKK). Usually it only covers a part of the costs. Therefore it is absolutely essential for you to find out how much the treatment will cost before taking it.




Physicians with knowledge of foreign languages in Linz


In Linz there are about 550 physicians, of which about 160 are general practitioners. The rest are medical specialists (for example dentists, ophthalmologists, etc.).

If you are looking for a physician who speaks your mother tongue, the following list can be helpful (optional physicians are designated with an ).


Physician	Foreign language	Receptionist
General practitioners		
Dr. Wolfgang Auer Torbergweg 3, 4030 Linz Tel.: (0732)/316466	English	
Dr. Alfred Flamm Darrgutstr. 12, 4020 Linz Tel.: (0732)/663695	English	English
Dr. Wolfgang Furthmayr Wienerstr. 482, 4030 Linz Tel.: (0732)/301645	English	
Dr. ⁱⁿ Hiltrud Furtner  Rosenstr. 16, 4040 Linz Tel.: (0732)/732025	English	
Dr. ⁱⁿ Rhona Füreder Welser Str. 39/I, 4060 Leonding Tel.: 678911-0	English a little Hindi a little French	
Dr. ⁱⁿ Marietta Ghamarian  Plesching 35, 4040 Linz Tel.: (0732)/750875	English	
Dr. Thomas Ghamarian  Plesching 35, 4040 Linz Tel.: (0732)/750875	English	
Dr. Osama Girgis  Einsteinstr. 5, 4030 Linz Tel.: 0676/6196070	Arabic English	

 optional physician


Physician	Foreign language	Receptionist
Dr. ⁱⁿ Andrea Gussner-Langl Hamerlingstr. 32, 4020 Linz Tel.: (0732)/651463	English	English
Dr. Claudius Gürtler Stockhofstr. 15, 4020 Linz Tel.: (0732)/663495	English	
Dr. ⁱⁿ Sigrid Leroy-Wagner  Landstr. 43, 4020 Linz Tel.: (0732)/783848	French	
Dr. ⁱⁿ Ruth Hackmack-Eder Gabesstr. 58, 4030 Linz Tel.: (0732)/305494	English	
Dr. ⁱⁿ Barbara Hanner  Greinerhofgasse 14, 4040 Linz Tel.: (0732)/700650	English French	
Dr. Klaus Haslwanger Baumbachstr. 25, 4020 Linz Tel.: (0732)/781570	English a little Italian	English
Dr. Michael Hirsch Spaunstr. 36, 4020 Linz Tel.: (0732)/342455	English	
Dr. Franz Hohensinn Leonfeldnerstr. 24c, 4040 Linz Tel.: (0732)/739768	English a little French a little Spanish	English
Dr. Reinhard Jäger  Kaplanhofstr. 1, 4020 Linz Tel.: (0732)/781560	English	
Dr. ⁱⁿ Martina Kappo Händelstr. 2, 4020 Linz Tel.: (0732)/661245	English a little French a little Italian	
Dr. ⁱⁿ Ingrid Kaspar Bulgaripplatz 7, 4020 Linz Tel.: (0732)/653030	English French	





 optional physician

Physician	Foreign language	Receptionist
Dr. Kurt Kellermaier Freistädterstr. 41, 4040 Linz Tel.: (0732)/730595	English Italian	English Italian
Dr. Jasim Kicin  Krempflstr. 1, 4020 Linz Tel.: 0676/686 186 0	Bosnian- Croatian- Serbian Russian a little English a little Polish a little Slovak a little Czech	Bosnian- Croatian- Serbian English
Dr. Josef Kimeswenger Flussgasse 13, 4040 Linz Tel.: (0732)/732631	English	
Dr. Manfred Klar Vogelfängerweg 15, 4020 Linz Tel.: (0732)/370125	English	
Dr. Wolfgang Koits Zeppenfeldstr. 6, 4020 Linz Tel.: (0732)/660377	English	
Dr. Günther Lehner Rudolfstr. 15, 4040 Linz Tel.: (0732)/734081	English	
Dr. Joachim Leisch Kaarstr. 5, 4040 Linz Tel.: (0732)/731096	English Italian	English French Hungarian
Dr. Heinz Leyrer Oidenerstr. 75, 4030 Linz Tel.: (0732)/320144	English	
Dr. Wolfgang Marks Hillerstr. 10, 4020 Linz Tel.: (0732)/305376	English	
Dr. Michael Mayr Schiffmannstr. 7, 4020 Linz Tel.: (0732)/383686	English	





 optional physician


Physician	Foreign language	Receptionist
Dr. Heinz Mayrhofer Khevenhüllerstr. 23, 4020 Linz Tel.: (0732)/663656	English	
Dr. Georg Pfau Franckstr. 23, 4020 Linz Tel.: (0732)/603831	English French	
Dr. Christian Pisecky Landstr. 76, 4020 Linz Tel.: (0732)/664680	English French	
Dr. ⁱⁿ Barbara Riccabona  Goethestraße 27, 4020 Linz Tel.: (0732)/602429	English Italian a little Spanish a little French	
Dr. Eduard Sadjed Knabenseminarstr. 4, 4040 Linz Tel.: (0732)/737219	English a little French a little Italian a little Czech	a little English a little French
Dr. Herbert Schäffer Schulstr. 9, 4040 Linz Tel.: (0732)/711333	English Italian a little Spanish	
Dr. ⁱⁿ Gabriele Slenko-Atzmüller Liebigstr. 7, 4020 Linz Tel.: (0732)/658758	English	
Dr. Clemens Sigart Rainerstr. 15, 4020 Linz Tel.: (0732)/662667	English Czech	Czech Italian
Dr. Elmar Stockmair Keplerstr. 7, 4040 Linz Tel.: (0732)/731052	English	English Romanian
Dr. Andreas Zambarloukos Ferdinand-Markl-Str. 39, 4040 Linz Tel.: (0732)/250484	Greek	
Dr. Wolfgang Zillig Grundbachweg 42, 4020 Linz Tel.: (0732)/672107	English a little Spanish	English
Dr. ⁱⁿ Maria Zimmerleiter-Götzendorfer Scharitzerstr. 12, 4020 Linz Tel.: (0732)/660140	English French	English

 optional physician


Physician	Foreign language	Receptionist
Anesthesiology and intensive care medicine (pain relief therapy und acupuncture)		
Dr. Norbert Bauer  Hauptstr. 33, 4040 Linz Tel.: (0732)/732661	French English	English French
Dr. Krystyna Hofferer  Magazingasse 6, 4020 Linz Tel.: (0732)/772747	English Polish	
Ophthalmology (eye specialist)		
Dr. Felix Buder  Schubertstr. 6, 4020 Linz Tel.: (0732)/770006	English	English Italian
Dr. Christian Ebner Saporoshjestr. 3, 4030 Linz Tel.: (0732)/316450	English	
Dr. Markus Feichtinger  Harrachstr. 14, 4020 Linz Tel.: (0732)/775626	English French	English
Dr. Gerald Hommer Wiener Str. 4a, 4020 Linz Tel.: (0732)/653176	English Italian a little French a little Bosnian- Croatian- Serbian a little Turkish	
Dr. ⁱⁿ Ulrike Krimm Scharitzerstr. 3, 4020 Linz Tel.: (0732)/658298	English French	
Dr. ⁱⁿ Ulrike Nesser Schiffmannstr. 7, 4020 Linz Tel.: (0732)/380218	English	
Dr. Bernhard Wienerroither Promenade 7, 4020 Linz Tel.: (0732)/794575	English French	English

 optional physician

Physician	Foreign language	Receptionist
Surgery (vascular surgery / accident surgery) (surgeon)		
Dr. Damian Urban Rosenauerstr. 23, 4040 Linz Tel.: (0732)/710411	Bulgarian English Croatian Makedonian Russian Serbian	Romanian
Dr. ⁱⁿ Ulrike Enkner  Lederergasse 32, 4020 Linz Tel.: (0732)/772505	English	English
Dr. Osama Girgis** Einsteinstr. 5, 4030 Linz Tel.: 0676/6196070	Arabic English	
Dr. Klaus Humer**  Landstr. 66/3, 4020 Linz Tel.: (0732)/783783	English French Italian Spanish	English Italian
Dr. Kornelius Kreissl Mozartstr. 4, 4020 Linz Tel.: (0732)/783737	English	
Dr. Norbert Leithner* Blütenstr. 2, 4040 Linz Tel.: (0732)/700050	English	English
Dr. Christoph Tausch  Krankenhausstr. 1, 4020 Linz Tel.: (0732)/784999	English	English
Gynecology and obstetrics (gynecologist, specialist in women's health problems)		
Dr. ⁱⁿ Ursula Baumann Blumauerstr. 3-5, 4020 Linz Tel.: (0732)/662277	English French Italian	
Dr. Thomas Bohaumilitzky  Rudigerstr. 1/1, 4020 Linz Tel.: (0732)/772511	English French	English
Dr. Othmar Brandl Scharitzerstr. 9, 4020 Linz Tel.: (0732)/656057	English	English

 optional physician


Physician	Foreign language	Receptionist
Dr. Michael Bsteh Unionstr. 3a, 4020 Linz Tel.: (0732)/652313	English	English
Dr. ⁱⁿ Maria Dines  Franz-Kurz-Str. 11, 4030 Linz Tel.: (0732)/303776	English	
Dr. ⁱⁿ Astrid Duller-Dichtl  Ferihumerstr. 5, 4040 Linz Tel.: (0732)/737067	English	
Dr. ⁱⁿ Janina Fidler Saporoshjestr. 3, 4030 Linz Tel.: (0732)/313482	Polish	
Dr. ⁱⁿ Doris John  Europaplatz 7, 4020 Linz Tel.: (0732)/655600	English	Greek Italian
Dr. ⁱⁿ Regina Kesztele Gerstnerstr. 6, 4040 Linz Tel.: (0732)/701088	English French	English
Dr. Viktor Moser Goethestr. 61, 4020 Linz Tel.: (0732)/663462	English	English
Dr. Gerhard Mursch-Edlmayr Knabenseminarstr. 4, 4040 Linz Tel.: (0732)/733129	English	English
Dr. Helmut Nopp Vogelfängerweg 27, 4030 Linz Tel.: (0732)/376070	English	English French Dutch
Dr. ⁱⁿ Uschi Postl  Ferihumerstr. 5, 4040 Linz Tel.: (0732)/737067	English	English
Dr. Werner Schmutz Reindlstr. 3, 4040 Linz Tel.: (0732)/738035	English	
Dr. Axel Schreiber Weißenwolfstr. 7, 4020 Linz Tel.: (0732)/777177	English	English

 optional physician

Physician	Foreign language	Receptionist
Dr. Johannes Schnabel Einsteinstr. 3, 4020 Linz Tel.: (0732)/346396	English Swedish	English Swedish
Dr. Helmut Stöger  Schillerstr. 7, 4020 Linz Tel.: (0732)/667161	English French Italian, Spanish	English
Dr. Cemil Yaman  Bockgasse 2b, 4020 Linz Tel.: (0732)/680515	English Turkish	


Hals-, Nasen- und Ohrenkrankheiten (HNO-Ärztin, HNO-Arzt)


Dr. Reinhard Dengg  Rudigierstr. 8a, 4020 Linz Tel.: (0732)/773678	English	English Russian Czech
Dr. Georg Langmayr  Goethestr. 2, 4020 Linz Tel.: (0732)/7677-7340	English	English
Dr. Peter Löffler  Khevenhüllerstr. 23, 4020 Linz Tel.: (0732)/664659	Hungarian	English
Dr. Klaus Mally  Landstr. 32, 4020 Linz Tel.: (0732)/772870	English	English
Dr. ⁱⁿ Magdalena Margoc  Goethestr. 2, 4020 Linz Tel.: (0732)/7677-4731	English Slovak	
Dr. Johann Schmid Rudigierstr. 8a, 4020 Linz Tel.: (0732)/773678	a little Italian Czech Russian	English Czech Russian
Dr. Wolfgang Straka Dauphinestr. 58, 4030 Linz Tel.: (0732)/312477	English Danish	
Dr. Ernst Plöchl Stockhofstr. 1, 4020 Linz Tel.: (0732)/664091	English	
Dr. Walter Povysil Ecklweg 4, 4040 Linz Tel.: (0732)/759876	English French	

 optional physician

Physician	Foreign language	Receptionist
Skin diseases and sexual diseases (dermatologist)		
Dr. Franz Balouscheck Landwiedstr. 140, 4020 Linz Tel.: (0732)377100	English	
Dr. Reinhard Höfner Taubenmarkt 1, 4020 Linz Tel.: (0732)/784009	English	
Dr. Reinhold Kaisergruber Saporoshjestr. 3, 4030 Linz Tel.: (0732)/314000	English	
Dr. Johannes Neuhofer Wienerstr. 57, 4020 Linz Tel.: (0732)/652077	English Italian	English
Dr. ⁱⁿ Ulrike Schmidauer Rainerstr. 23a, 4020 Linz Tel.: (0732)/651452	English Italian	
Dr. Rudolf Wolf Mozartstr. 3, 4020 Linz Tel.: (0732)/782200	English	

Internal medicine (internal specialist)

Dr. ⁱⁿ Gabriela Eichbauer-Sturm  Freistädterstr. 16, 4040 Linz Tel.: (0732)/716060	English	English
Dr. Michael Felbermayer Saporoshjestr. 3, 4030 Linz Tel.: (0732)/302018	English	
Dr. Johannes Föchterle Rudolfstr. 23, 4040 Linz Tel.: (0732)/732229	English French	English Italian
Dr. Thomas Honsig Hauptstr. 83-85, 4040 Linz Tel.: (0732)/716511	English	English

 optional physician

Physician	Foreign language	Receptionist
Pediatrics (pediatrician, specialist in children's diseases)		
Dr. ⁱⁿ Ingrid Frenzel Scharitzerstr. 5, 4020 Linz Tel.: (0732)/ 600139	English French	English
Dr. ⁱⁿ Uli Holzmüller Franckstr. 26, 4020 Linz Tel.: (0732)/650349	English	
Dr. Peter Kahr Eisenhandstr. 46, 4020 Linz Tel.: (0732)/771699	English	English
Dr. ⁱⁿ Roswitha Krimm Saporoshjestr. 3, 4030 Linz Tel.: (0732)/303727	English French	a little English
Dr. ⁱⁿ Brigitte Marzy-Brandstetter Glimpfingerstr. 96, 4020 Linz Tel.: (0732)/330880	English French	English
Dr. ⁱⁿ Ulrike Rossegg  Werndlstr. 19, 4020 Linz Tel.: (0732)/332889	English	
Dr. Wolfgang Tiefenthaller Hauptstr. 61, 4040 Linz Tel.: (0732)/739877	English French Italian	English
Dr. ⁱⁿ Eva Ziebermayr  Johann-Strauß-Str. 2a, 4020 Linz Tel.: 0676/8456426	English French	
Laboratory diagnostics		
Dr. Hans Pilgerstorfer Europaplatz 7, 4020 Linz Tel.: (0732)/666566	English Spanish	Chinese French Dutch Cambodian Vietnamese
Dr. Konrad Rocchetti Wachrenergasse 8, 4021 Linz Tel.: (0732)/662898	English Italian	Bosnian-Croatian- Serbian Bulgarian Romanian Russian, Slovenian Hungarian


 optional physician


Physician	Foreign language	Receptionist
Dr. Rudolf Ruthensteiner Waltherstr. 5, 4020 Linz Tel.: (0732)/778688	English French a little Italian	

Lung or pulmonary diseases (pulmonary or lung specialist)


Dr. Albert Hainzl Schiffmannstr. 7, 4020 Linz Tel.: (0732)/383841	English	
Dr. Wolfgang Höller Mannheimstr. 9, 4040 Linz Tel.: (0732)/750666	English	
Dr. Martin Wiesenberger Eisenhandstr. 3, 4020 Linz Tel.: (0732)/777200	English French	
Dr. Wolfgang Wiesenberger Hauptstr. 16-18, 4040 Linz Tel.: (0732)/731400	English French	
Dr. Josef Würtz Hafferlstr. 7, 4020 Linz Tel.: (0732)/775160	Bosnian- Croatian-Serbian English	

Orthopedy (orthopedic surgeon)


Dr. Nikolaus Böhler  Promenade 6, 4020 Linz Tel.: (0732)/783528	English	English
Prim. Dr. Ingomar Heuberer Mozartstr. 25, 4020 Linz Tel.: (0732)/778112	English a little Italian	
Dr. Reiner Puchegger Landstr. 101, 4020 Linz Tel.: (0732)/661621	English	
Dr. Josef Zerobin Schiffmannstr. 7, 4020 Linz Tel.: (0732)/384490	English Spanish	

 optional physician


Physician	Foreign language	Receptionist
Psychiatry and neurology (psychiatrist, neurologist)		
Dr. Bernhard Bauchinger Gärtnerstr. 6, 4020 Linz Tel.: (0732)/611616	English	
Dr. Egon Haberfellner  Hauptstr. 83/85, 4040 Linz Tel.: (0732)/736293	English	English
Dr. ⁱⁿ Margarethe Pischläger-Blamberger  Rainerstr. 15, 4020 Linz Tel.: (0732)/661777	English	
Dr. ⁱⁿ Ulrike Rossegg  Werndlstr. 19, 4020 Linz Tel.: (0732)/332889	English	
Dr. ⁱⁿ Helene Wohlfartstädter Karl-Wiser-Str. 13, 4020 Linz Tel.: (0732)/664852	English	English
Radiology (Radiologist)		
Dr. Edwin Danzer Hauptstr. 16-18, 4040 Linz Tel.: (0732)/733123	English	English French Italian
Dr. Gerhard Schwarzl Saporoshjestr. 3, 4030 Linz Tel.: (0732)/313480	English	Bosnian- Croatian- Serbian French
Urology (Urologist)		
Dr. Fernand Goniva Mozartstr. 3, 4020 Linz Tel.: (0732)/770170	French	
Dr. Walter Kugler Gruberstr. 94, 4020 Linz Tel.: (0732)/781494	English	English
Dr. Hans Mayr Landstr. 15a, 4020 Linz Tel.: (0732)/771600	English Italian Swedish	

 optional physician


Physician	Foreign language	Receptionist
Orthodontics (Orthodontist)		
Dr. ⁱⁿ Margarete Osvaldik  Landstr. 15, 4020 Linz Tel.: (0732)/774867	English Spanish	
Dentistry, jaw and mouth diseases (dentist)		
Dr. ⁱⁿ Barbara Erben Rainerstr. 12/1, 4020 Linz Tel.: (0732)/660690	English	
Dr. Kurt Flohberger Wiener Str. 480, 4030 Linz Tel.: (0732)/309191	English	
Dr. ⁱⁿ Barbara Holdziewicz Bethlehemstr. 9, 4020 Linz Tel.: (0732)/770155	Polish	Bosnian- Croatian- Serbian
Dr. Rudolf Matheis Landstr. 70, 4020 Linz Tel.: (0732)/781818	English French	Bosnian- Croatian- Serbian Slovenian Hungarian
Dr. Manfred Mayr Unionstr. 39/6, 4020 Linz Tel.: (0732)/667788	English	
Dr. ⁱⁿ Heidmarie Pischel Goethestr. 22, 4020 Linz Tel.: (0732)/652224	English French	
Dr. ⁱⁿ Ilse Ranftl Römerstr. 80, 4020 Linz Tel.: (0732)/776162		Bosnian- Croatian- Serbian
Dr. Ewald Christoph Sacher Tegethofstr. 15, 4020 Linz Tel.: (0732)/793079	English a little French	
Dr. ⁱⁿ Martha Schneider Leonfeldnerstr. 152, 4040 Linz Tel.: (0732)/252277	Polish	
Dr. ⁱⁿ Elke Schiefersteiner Goethestr. 7, 4020 Linz Tel.: (0732)/662040	English	English

 optional physician

Physician	Foreign language	Receptionist
Dr. Gerhard Schwarz Wiener Str. 493, 4030 Linz Tel.: (0732)/318500	English	Polish
Dr. ⁱⁿ Angelika Steinbach Landstr. 42, 4020 Linz Tel.: (0732)/772465	English French	
Dr. ⁱⁿ Rosa Stransky Leharstr. 4, 4020 Linz Tel.: (0732)/655386	English Slovak Hungarian	
Dr. ⁱⁿ Veronika Strauß Hauptstr. 9, 4040 Linz Tel.: (0732)/731216	English French Italienisch	
Dr. Klaus Strasser Goethestr. 50, 4020 Linz Tel.: (0732)/668320	English Italian	
Dr. ⁱⁿ Margareta Strasser Hauptstr. 72, 4040 Linz Tel.: (0732)/700668	English French Greek	
Dr. Christian Taglieber Fabrikstr. 2, 4020 Linz Tel.: (0732)/772809	English a little French a little Italian	
Dr. ⁱⁿ Gabriele Tkalec-Hofreiter Sophiengutstr. 18, 4020 Linz Tel.: (0732)/772424	English	
Dr. Gunter Wahl Figulystr. 38, 4020 Linz Tel.: (0732)/668008	English	
Dr. Heinz Wiesinger Ferihumerstr. 14, 4040 Linz Tel.: (0732)/732606	English	
Dr. Klaus Wild Franckstr. 28, 4020 Linz Tel.: (0732)/655248	English French	
Dr. Wilfried Wolkerstorfer Froschberg 19, 4020 Linz Tel.: (0732)/657096	English French Spanish	

 optional physician

Dentistry, jaw and mouth diseases/ Oral surgery and plastic surgery of the face


DDr. Johannes Brücke  Spittelwiese 6/3, 4020 Linz Tel.: (0732)/793079	English French	Croatian
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(Information based on a survey of the Medical Association of Upper Austria together with the Integration Office, July/August 2004)

Specialists for dentistry, jaw and mouth diseases at the dental clinic of the OÖGKK (Upper Austrian Regional Public Health Insurance) in Linz

The dental clinic of the Upper Austrian Regional Public Health Insurance (Oberösterreichische Gebietskrankenkasse) is located at Derfflingerstr. 2a, 4020 Linz, Tel.: (0732)/7807-2149

Dentist	Foreign language
Dr. ⁱⁿ Elisea Adajar	English Filipino
Dr. ⁱⁿ Barbara Afeltowicz	Polish a little Russian
Dr. Armin Binder	English
Dr. Peter Brazda	Spanish
Prim. MR Dr. Josef Bukal	English
Dr. ⁱⁿ Dorothea Engleder	English
Dr. ⁱⁿ Alena Enzenhofer	Czech
Dr. ⁱⁿ Charlotte Herman	English Hebrew
Dr. ⁱⁿ Suzana Ilic	Serbian
Dr. ⁱⁿ Irene John	English
Dr. ⁱⁿ Dorota Ksen	Polish
Dr. ⁱⁿ Elzbieta Laudanska	Polish
Dr. ⁱⁿ Laukoter Pia	English French
Dr. ⁱⁿ Kerstin Lindh	Danish English Swedish Norwegian a little French a little Spanish

 *optional physician*

Dentist	Foreign language
Dr. ⁱⁿ Maria Violetta Lupusor	French Italian Romanian
Dr. ⁱⁿ Linda Malek	English
Dr. Tomasz Obolewski	Polish
Dr. ⁱⁿ Lea Polak	Czech
Dr. Jürgen Zehetmayr	English

(Information based on a survey of the OÖGKK, February 2005)

Unanswered questions?

Patient service of the Medical Association of Upper Austria

Tel.: 0810-200216 (local phone call rate)

Monday – Thursday 8.30 – 11.30am

**Zentrum für Integration
und Bildung**

Kostengünstige zertifizierte


Berufsförderungsinstitut OÖ

DEUTSCH - KURSE

am BFI Linz, Bulgariplatz 12
regelmäßig Tages-, Abend- und Wochenendkurse
alle Stufen für Anfängerinnen und Fortgeschrittene
Kosten ab € 30,00

Information: Frau dipl.-phil. Hazira Kapidzija, Tel.: 0732 / 6922-6238
Persönliche Beratung: Mo. 09:00 – 12:00 Uhr und 13:00 – 18:00 Uhr,
Di. bis Fr. 09:00 – 12:00 Uhr

INFORMATIONEN UND KURSBUCHUNGEN

BFI-Serviceline zum Ortstarif 24-Stunden Service im Internet
0810 / 004 005 www.bfi-ooe.at

3 INFORMATION CONCERNING HOSPITALS

Hospitals in Linz

- ➔ **Allgemeines Krankenhaus der Stadt Linz (General Hospital of Linz)**
 Krankenhausstr. 9, Tel.: (0732)/7806-0
 Internet: www.akh.linz.at
 Visiting hours: daily 1.30 – 3.30pm; 6 – 7pm
 Saturday, Sunday, holidays also 11am – 12 noon
 If necessary, the hospital can provide translators.
- ➔ **Diakonissenkrankenhaus Linz (Deaconess Hospital of Linz)**
 (Supplementary hospitalization insurance is required!)
 Weißenwolffstr. 15, Tel.: (0732)/7675-0
 Internet: www.diakonissen-krankenhaus.at
 Visiting hours: daily 8am – 12 noon; 1.30pm – 7.30pm
- ➔ **Krankenhaus der Barmherzigen Brüder (Hospital of the Merciful Brothers)**
 Seilerstätte 2, Tel.: (0732)/7897-0
 Internet: www.bb.linz.at
 Visiting hours: daily 1 – 3pm; 6 – 7pm
- ➔ **Krankenhaus der Barmherzigen Schwestern (Hospital of the Merciful Sisters)**
 Seilerstätte 4, Tel.: (0732)/7677-0
 Internet: www.bhs.at/linz
 Visiting hours: daily 1 – 3.30pm; 5.30 – 7pm
 Children's wards: 1.30 – 6.30pm
- ➔ **Krankenhaus der Elisabethinen (Hospital of the Order of St. Elizabeth)**
 Fadingerstr. 1, Tel.: (0732)/7676-0
 Internet: www.elisabethinen.or.at
 Visiting hours: daily 1.30 – 3.30pm; 6 – 7pm
 Saturday, Sunday, holidays also 11 – 12pm
- ➔ **Landesfrauenklinik Linz (State Women's Clinic)**
 Lederergasse 47, Tel.: (0732)/7674-0
 Internet: www.frauenklinik-linz.at/index.htm
 Visiting hours: daily 1.30 – 3.30pm, for working persons: 6 – 7 pm
 If necessary, the hospital can provide translators.

➔ **Landeskinderklinik Linz (State Children's Clinic)**

Krankenhausstr. 26, Tel.: (0732)/69 23-0

Internet: www.kinderklinik-linz.at/index.htm

Visiting hours: daily 2 – 4pm ; for parents at any time

Resting hours: 12 – 2pm; 8pm – 6am

If necessary, the hospital can provide translators.

➔ **Landesnervenklinik Wagner Jauregg**

(Wagner Jauregg State Neurological and Psychiatric Clinic)

Wagner-Jauregg-Weg 15, Tel.: (0732)/6921-0

Internet: www.wagner-jauregg.at/index.htm

Visiting hours: daily 2 – 3.30pm; 6 – 7pm

Saturday, Sunday, holidays also 9.30 – 10.30am

If necessary, the hospital can provide translators.

➔ **Unfallkrankenhaus (Accident Hospital)**

Blumauerplatz 1, Tel.: (0732)/6920-0

Internet: www.auva.sozvers.at

Visiting hours: daily 1 – 7pm

Saturday, Sunday, holidays also 9 – 11am

Which hospitals admit patients in cases of emergency?

- ➔ Landes-Frauen- und Kinderklinik Linz (State Women's Clinic and State Children's Clinic)
- ➔ Landesnervenklinik Wagner Jauregg (Wagner Jauregg State Neurological and Psychiatric Clinic)
- ➔ Unfallkrankenhaus (Accident Hospital)
- ➔ Unfallambulanz des Allgemeinen Krankenhauses Linz (AKH) (Outpatient Clinic for Accidents of the General Hospital of Linz)

You can find information as to which of the other hospitals are admitting patients in **a current edition of a local daily newspaper** or in the internet:

www.linz.at/AKH/akh_12648.asp

Stay in a hospital

When you are admitted to a hospital please take along your **green social insurance card/e-card** (or at least write down your social insurance number) as well as a transferral voucher, if you have one. Come punctually at the time that has been arranged!

(if you are in a special patient class – first class patient, for example – you must tell the hospital the number of your supplementary insurance policy and sign a declaration of commitment.)

The costs of a hospital stay

The health insurance covers almost all of the costs of your hospital stay, with the exception of a small fee.

Patient's fee

For insured persons: 8.13 euros per day

up to a maximum of 28 days per calendar year – you do not have to pay any more for additional days.

This fee is not charged for persons who are either freed from the prescription fee or are in a special patient class.

Patient's fee

For dependants covered by the policy: ranges from 13 euros to 14.40 euros a day

(for a maximum of 28 days within a calendar year).

In case of delivery of a child, no fee is charged.

These fees usually have to be paid on the day you are discharged from the hospital. If you go home on a Saturday, Sunday or holiday, the bill will be sent to you.

Out-patient clinics

In the hospitals there are some special departments (e.g. accident out-patient department: ear-, nose and throat out-patient department; out-patient dental department) which allow patients to return home immediately after treatment. After a stay in the hospital you usually have to go to the out-patient department for check-up visits.

Your physician may transfer you to the out-patient department for further examinations.

The out-patient departments of the emergency admission hospitals are open on weekends and holidays (no health insurance voucher is necessary!). Please keep your social insurance number (green insurance card/e-card) at hand when you come to the registration.

4 HELP FOR THE PSYCHE

Serious events (the loss of a job, the death of a close person, financial difficulties, separation from a spouse or partner) necessitate substantial changes in a person's life and disturb his emotional balance. If you feel desperate and do not know what to do or have the feeling that you are doing everything wrong, do not hesitate to avail yourself of professional help (psychologists, psychiatrists, psychotherapists).

Signs of a mental crisis

- Withdrawal, lack of drive
- Unpleasant, inexplicable behavior
- Thoughts that others cannot understand and feelings that seem strange or out of place
- Irritated, aggressive behavior
- Introversion (quiet, disinterested)

People in your surroundings who are having an emotional crisis need support. It is important that you do not turn away from them, but rather actively reach out to them. Proper behavior can prevent their condition from deteriorating.

How can you help?

- Do not turn your back and avoid the situation, but rather actively reach out to the other person.
- Accept the other person in his current situation and mood and look after him.
- Try to empathize with the other person and not to judge him.
- Distance yourself from your own system of values and behavior.
- Listen, take time for the other person.
- Do not give too much advice, just be there.
- Just take active measures, instead of talking about doing them.
- Get professional help when you do not know what else to do.

(Source: brochure "When things become unbearable", published by Pro Mente Austria)

❗ Please do not forget:

Any statements that a person makes to the effect that he **intends to commit suicide** are to be taken seriously!

In a critical situation get professional help!

Take care of your Mental health!

The following 10 points might prove helpful:

1. Accept yourself.
2. Talk about your problem.
3. Remain active.
4. Learn new things.
5. Remain in contact with friends.
6. Do something creative.
7. Participate.
8. Ask for help.
9. Become involved.
10. Do not give up.

(Source: brochure "When things become unbearable", published by Pro Mente Austria)

In emergencies:

➔ **Emergency psychosocial service**

Emergency call in cases of mental crises
Figulystr. 32, 4020 Linz
Tel.: (0732)/651015

➔ **Crisis Intervention Center**

Therapeutic center for persons undergoing a mental crisis
Hessenplatz 9, 4020 Linz
Tel.: (0732)/2177
Monday – Friday 8am – 7pm

➔ **Emergency spiritual aid (counselling in a mental crisis) by phone 142**

➔ **State Psychiatric Clinic Wagner-Jauregg**

Wagner-Jauregg-Weg 15, 4020 Linz
Tel.: (0732)/6921-0

**Counselling and personal support:
aid and assistance in mental crises**

➔ **Intercultural out-patient station, Wagner Jauregg State Psychiatric Clinic**

For acute or severe mental ailments the hospital offers special treatments with the help of translators (appointments must be made).
Wagner-Jauregg-Weg 15, 4020 Linz
Tel.: (0732)/6921-26531
Tuesday 1 – 3pm, Friday 9 – 11am

➔ **Psychosocial Counselling Office in central Linz, Pro Mente**

Scharitzerstr. 16, 4020 Linz
Tel.: (0732)/668238
e-mail: psb.linz.mitte@promenteoee.at

➔ **Psychosocial Counseling Office in the southern districts of Linz, Pro Mente**

Wiener Str. 486, 4030 Linz

Tel: (0732)/318924

e-mail: psb.linz.sued@promenteoee.at

Ms. **Olga Bruckmair** psychotherapist / consultations and psychotherapy in the **Bosnian-Croatian-Serbian language**

Ms. **Zarfina Helac**, M.A., psychotherapist / consultations and psychotherapy in the **Bosnian-Croatian-Serbian language**, currently on maternity leave

➔ **Point, consultation office for questions concerning addiction, Pro Mente**

Starhembergstr. 11/2, 4020 Linz

Tel.: (0732)/770895-0

(please arrange for an appointment by phone)

Opening hours:

Monday, Friday 10am – 4pm

Tuesday, Thursday 12 – 6pm

➔ **Psychosocial Center Linz-Urfahr, Exit social**

Consultation, intervention in cases of crisis, psychotherapy

Wildbergstr. 10a, 4040 Linz

Tel.: (0732)/719719 open round the clock

e-mail: psz.linz@exitsozial.at

➔ **Social-psychiatric out-patient clinic, Exit social**

Psychiatric examinations and therapy, medical consultations, psychotherapy, counselling by trained personnel (with diplomas), psychiatric emergency care, consultations for dependant persons

Wildbergstr. 10a, 4040 Linz

Tel.: (0732)/700595

e-mail: ambulanz@exitsozial.at

Opening hours

Monday, Wednesday 9am – 1pm

Tuesday, Thursday 2 – 6pm

Friday 9am – 3pm

➔ **Mobile Patient Care, Exit social**

Care and counselling in the patient's home
 Wildbergstr. 10a, 4040 Linz
 Tel.: (0732)/716963
 e-mail: mobet@exitsozial.at

➔ **migrare**

Center für Immigrants in Upper Austria
 Humboldtstr. 49, 4020 Linz
 Ms. Sebiha Muslu, **counselling for existential and social problems in Turkish and German**
 To arrange appointments call: (0732)/667365-12

➔ **„Volkshilfe“ Refugee Counselling in Upper Austria
 OASIS psychotherapeutic counselling for refugees**

Schillerstr. 34, 4020 Linz
 Tel.: (0732)/603099
 e-mail: therapieprojekt@volkshilfe-ooe.at

➔ **BILY: youth-, family- and sexual counselling**

Weißewolfstr. 17a, 4020 Linz
 Tel.: (0732)/770497
 e-mail: bily@cybertown.at

Opening hours

Monday 3 – 6pm

Wednesday 5 – 8pm

Thursday 12 – 3pm

Appointments can be arranged at other times.

➔ **PGA – Association for prophylactic health work**

Kaplanhofstraße 1, 4020 Linz

Psychotherapy Gratis

Telephone contact and arranging of appointments:

Tel.: 0699/177771239

Wednesday from 9 to 10am

5 RECUPERATION – RETURNING TO HEALTH...

Medicines, prescription

The image shows a standard German prescription form (Muster) with a large orange watermark 'MUSTER' overlaid. The form is divided into several sections: patient information (Name, Adresse), date (Datum), and doctor information (Name, Unterschrift). There are also fields for the pharmacy (Apothekenname) and the pharmacist's name (Apothekenpersonal). The form is labeled 'prescription' vertically on the left side.

When your physician prescribes medicines for your health, he writes a **prescription**.

When you present a (completely filled out) prescription to a pharmacy, you receive the necessary medicine. You do not have to pay the real cost of the medicine (which can be very high); you only have to pay the **4.45 euro prescription fee** directly in the pharmacy.

Exemption from prescription fee:

If your monthly net income does not exceed the following sum, you can apply to the health care insurance for an exemption from the prescription fee:

Euro 662.99 for single persons
Euro 1,030.23 for married couples

(This limit is raised for every child who lives in your household or if you show proof of above-average expenditures resulting from sicknesses or infirmities.)

Approval of Medicines

Many medicines can only be obtained after approval by the office of the medical superintendent at the public health insurance. Your physician will inform you if that is the case. (A permanent prescription can be written for medicines that have to be used over a longer period of time.)

Private prescriptions:

Medicines prescribed by an optional physician must be entirely paid for by the patient. He or she can then apply for a refund of the costs by the public health insurer. It is thereby necessary to present the bill along with the prescription.

❗ **Tip:** at the Upper Austrian Regional Public Health Insurance (OÖ Gebietskrankenkasse) these can be rewritten as a prescription of the public health service (in GB this is known as a panel prescription, in German “Kassenrezept”). If this is done, you incur no costs for the medicine other than the prescription fee.

Homeopathic medicines

Homeopathic pharmaceuticals are made entirely of plant material and can also be obtained from a pharmacy. The public health insurer does not pay for them, however, except in special cases in which the need for them is well-founded.

What you should know about medicines:

In the pharmacy they will write how often you should take the medicine and how often you have to take it on the package.

For example “(1 / 1 / 2)” means that you should take one pill in the morning, one at noon and two in the evening. “(1 / - / 1)” means one in the morning, none at noon and one in the evening.

- ➞ Please adhere strictly to the dosages prescribed by your physician! If you do not tolerate the medicine (due to side effects) please inform your physician as soon as possible!
- ➞ Please take the medicine during the entire period of time it has been prescribed for. You must not simply stop taking it without the consent of your physician!
- ➞ Many medicines have to be kept in the refrigerator – please follow the instructions on the package!
- ➞ If a medicine has been prescribed for you that you have to keep on taking, please remember to get a new prescription for it before the old one runs out.
- ➞ When using medicines that you keep at home, please pay attention to the expiration dates on the packages!
- ➞ Medicines that have already expired should not be discarded with the household garbage. Please return them to a pharmacy!

Over-the-counter medicines (ones that require no prescription)

There are medicines for temporary minor complaints that you can obtain without a prescription at a normal, fair price from the pharmacy (pain pills, pills for a sore throat, cough syrup,....). Your pharmacist will gladly advise you!

Pharmacies in Linz

The following sign indicates the presence of a pharmacy:

You can find the addresses of the pharmacies that are open **at night, on weekends or on holidays** in a current edition of a local daily newspaper. They are also posted on signs on the pharmacies in the area where you live. Telephone information:

Samariterbund (Samaritan organization): (0732)/2124

Rotes Kreuz (Red Cross): (0732)/7644-0

Rettungsleitzentrale (Central Ambulance Station): (0732)/2144

Ask at your pharmacy for a plan of the pharmacy service (a list showing which pharmacies have night, weekend or emergency service).

If you go to a pharmacy at night, on the weekend or on a holiday, you must pay **an additional fee of 1.20 euros** (during the daytime) or **3.60 euros** (at night from 8pm to 8am).

6 STAYING HEALTHY ...

In Austria various services are available to help you maintain your health.

Preventative medical examination (= health check-up)

Even if you feel healthy, a regular health check-up should be part of your normal routine. Many illnesses can be prevented or cured more easily or more rapidly if they are detected at an early stage.

If you are over 19 years old, you have the right to a gratis annual health check-up; there is no health insurance voucher fee.

The basic preventative examination includes the following:

- Blood examination
- Urine examination
- Examination of the stool for traces of blood
(for patients who are 40 or older).
- Discussion about previous illnesses and current complaints.
- General physical examination (including breast/prostate gland)
- Measurement of blood pressure
- Concluding discussion

In the concluding discussion you are informed of the results of the examination and receive tips from the physician on how to reduce risk factors and lead a more healthy life.

The special prophylactic examination of a gynecologist includes a discussion of the medical history of the patient and a vaginal smear – a test for cancer. From the 40th year of life on, an x-ray examination of the breast (mammography) is also performed.

Therefore you should make use of your right to an annual medical examination! This can, for example, be performed by the Upper Austrian Public Health Insurance (OÖGKK):

➤ Prophylactic examinations

Gruberstr. 77, 4020 Linz

Tel.: (0732)/78 07-22 98

(please arrange for an appointment by phone)

e-mail: vorsorgeuntersuchung@oegkk.at

Consultations for parents (mothers): child-welfare center

As far as the health of your baby or young child is concerned, the child-welfare center (Eltern-Mutterberatungsstellen) of the city of Linz in your neighborhood offers **gratis counselling** by a **pediatrician** concerning nutrition, child care and vaccinations.

- 
- ➔ **Am Bindermichl**, Am Bindermichl 66, 4020 Linz
Tel.: (0732)/344249
Friday 9 – 11.30am
 - ➔ **Auwiesen**, Allendeplatz 4, 4030 Linz
Tel.: (0732)/311742
Monday 2.30 – 5pm, Thursday 9 – 11.30am
 - ➔ **Biesenfeld**, Dornacher Str. 7, 4040 Linz
Tel.: (0732)/243561
Monday, Wednesday 2 – 4.30pm, Friday 9 – 11.30am
 - ➔ **Ebelsberg-Ennsfeld**, Hofmannsthalweg 8, 4030 Linz
Tel.: (0732)/301056-18
Monday, Friday 9 – 11.30am, Wednesday 2.30 – 5pm
 - ➔ **Europastraße**, Europastr. 12, 4020 Linz
Tel.: (0732)/371375
Monday 2.30 – 5pm
 - ➔ **Franckstraße** (Dorfhalle), Franckstr. 68, 4020 Linz
Tel.: (0732)/654541-14
Wednesday 2.30 – 5pm
 - ➔ **Hertzstraße**, Hertzstr. 18, 4020 Linz
Tel.: (0732)/331406
Tuesday 2.30 – 5pm
 - ➔ **Karl-Steiger-Straße**, Karl-Steiger-Str. 2, 4030 Linz
Tel.: (0732)/302071
Thursday 2 – 4.30pm
 - ➔ **Landeskinderklinik (State Children's Clinic)**, Krankenhausstr. 26,
4020 Linz, Tel.: (0732)/6923-0
Thursday 9.30 – 11.30am
 - ➔ **Leonfeldner Straße**, Leonfeldner Str. 102a, 4040 Linz
Tel.: (0732)/731269
Wednesday 2.30 – 5pm

- ➔ **Neues Rathaus (New City Hall)**, Hauptstraße 1 – 5, 4041 Linz, Entrance on Fiedlerstraße
Tel.: (0732)/7070-2656
Thursday 2.30 – 5pm
- ➔ **Pichling**, Heliosallee 84, 4030 Linz
Tel.: (0732)/320071
Tuesday 2 – 4.30pm
- ➔ **Rohrmayrstraße**, Rohrmayrstr. 1, 4030 Linz
Tel.: (0732)/82008
Tuesday 2.30 – 5pm
- ➔ **Tegetthoffstraße**, Tegetthoffstr. 23, 4020 Linz
Tel.: (0732)/653568
Tuesday, Thursday 2.30 – 5pm
- ➔ **Zaunmüllerstraße**, Zaunmüllerstr. 4, 4020 Linz
Tel.: 0664/4745002
Tuesday 2.15 – 4.45pm

Vaccinations

Vaccinations afford the most effective protection from dangerous infections – for example, from ticks (CEE), polio, diphtheria, measles-mumps-German measles,... A certificate of vaccination gives you an overview of all of your vaccinations. When an illness occurs, the physician treating you can quickly check, whether you have had a particular vaccination or not.

Tick vaccination (CEE)

If a tick bites you, you can come down with CEE. This disease can lead to paralysis and death. The only effective way to prevent an infection is to have yourself vaccinated.

- ➔ Possible after completion of the first year of life, the basic vaccination consists of 3 separate injections.
Duration of protection: at least 3 years, after that a booster vaccination is recommended.

Hepatitis A/Hepatitis B

Transmission of hepatitis A viruses: in contaminated water or drinks or by close contact with infected persons.

- ➔ Combined vaccination (A+B)
You are protected from hepatitis A for at least 10 years, from Hepatitis B for a number of years.

Tetanus

The spores occur in the soil everywhere in the world and are viable for an unlimited period of time. They can get into the body through a dirty wound.

- Possible after completion of the 7th year of life.
 - 2 partial vaccinations in intervals of 4 weeks,
 - a third vaccination 6 – 12 months later.
 - Booster vaccinations every 10 years.

Flu-vaccination

Especially recommendable for persons over 60 and chronically ill persons.

- A single infection confers protection for one year.

(Overview of vaccinations based on the brochure „Gesund bleiben und mit Krankheiten umgehen“ [“Staying Healthy and Dealing with Illnesses”]; Red Cross, 2003)

Children and adolescents have a high risk of infections, therefore protective vaccinations are particularly important for them. Getting vaccinated on time keeps your family healthy!

The vaccination service of the Health Office of the city of Linz offers vaccinations for:

- Diphtheria, tetanus
- Whooping cough
- Haemophilus influenzae b (Pfeiffer's bacillus)
- Polio
- Measles-mumps-German measles
- Hepatitis B
- Ticks (CEE)
- Flu

With the exception of the tick and flu vaccinations, these vaccinations are gratis for children under 15. To find out the costs for adults, please call the Health Office.

Health Office of the City of Linz, Vaccination Service

Neues Rathaus (New City Hall), Hauptstr. 1-5, 4041 Linz

Tel.: (0732)/7070-2631

e-mail: impfservice@mag.linz.at

Monday-Friday: 7.30am – 12 noon

Monday and Thursday: 2 – 5pm

Protection from AIDS

AIDS (acquired immune deficiency syndrome) designates an infectious illness that is caused by a virus (HIV= human immune deficiency virus). HIV-infected or HIV-positive means that a person has been infected by the virus. As a result of the infection a weakening of the immune system occurs, a process that can be gradual and take many years. During this period of time the infected person does not feel ill, but he can transmit the virus to others. It is not yet possible to cure AIDS, but if a person finds out about the infection in time, he can enhance his immune system by taking appropriate medication. Doing so delays (inhibits) the outbreak of the illness.

An **infection with the virus** can only occur when blood, semen or vaginal fluid containing the virus gets into the body through open wounds or mucous membranes. Other bodily fluids (saliva, perspiration) do not transmit infections. Unprotected sexual intercourse is the most common means of transmission; therefore one should use a **condom**.

There is also a very great risk of infection if the same syringe and needle are used by many persons (drug addicts).

No risk is incurred by mere skin and body contact (for example shaking hands and petting), or when a person is coughed or sneezed on or when people use the same dishes, cups and silverware.

If you administer **first aid** and thereby come into contact with bleeding wounds, be sure to use **disposable gloves** (take them with you in your car). After you have used them once, throw them away and replace them with new ones. Also use a **disposable cloth** (for one-time use) when you perform artificial respiration, either mouth-to-nose or mouth-to-mouth.

An **AIDS test** can be obtained **gratis and anonymous** from the Upper Austrian AIDS-Hilfe (AIDS Help). This test determines whether or not a person is infected with HIV. If the test is positive (the virus is present) the organization "AIDS-Hilfe" offers advice and counselling.

➔ „Aidshilfe“ (AIDS Help) of Upper Austria

Langgasse 12, 4020 Linz

Tel.: (0732)/2170

e-mail: office@aidshilfe-ooe.at

Monday 2 – 6pm, Wednesday 4 – 8pm, Friday 10am – 2pm.

Physical activity

Motion is very important for your health. It does not always have to be sports; working in the garden also strengthens your muscles. It is in any case important to have enough physical activity in the course of a day to prevent a one-sided straining of the body. Motion is relaxing, keeps you fit and does not have to cost very much.

A few tips concerning motion:

- ➔ Avoid elevators, climb the stairs.
- ➔ Make use of short-distance walks, every little bit of exercise counts.
- ➔ For going short distances, do not use your car.
- ➔ Ride a bike to work.
- ➔ Find a kind of sport that you enjoy.
- ➔ Go walking or jogging for at least 15 minutes 3x a week.
- ➔ At your place of work contract and relax your muscles repeatedly for two-minute periods. Do this often.
- ➔ Ten minutes of motion is better than none at all.

Nutrition

A balanced diet is important for your health.

The body should be supplied with all important nutrients (proteins, carbohydrates, vitamins, ...).

A good diet reduces the risk of illnesses. If you, for example, eat too much fat, your risk of high blood pressure (heart attack), circulatory ailments, rheumatic diseases, metabolic diseases (gout, diabetes) and cancer increases.

It is not, however, necessary to strictly avoid certain foods, nor to consume others in extremely large amounts. A division into “good” and “bad” foods is also not very useful. Instead, good nutrition involves the right doses and amounts of fats, sugar, salt, etc. etc..

If you have any questions about nutrition, the personnel of the health office will be glad to advise you. Please arrange an appointment by telephone!

➔ Health Office of the City of Linz

Neues Rathaus (New City Hall), Hauptstr. 1-5, 4041 Linz

Tel.: (0732)/7070-2617

e-mail: gesundheitservice@mag.linz.at

The Nutritional Pyramid

Eat more of the foods at the bottom, limit the amounts of those on top!

Sweets and alcohol

Too much of these can cause or intensify health problems.

Fats, oils, nuts

These provide stored energy and make many fat-soluble vitamins utilizable. One to two tablespoons of salad or cooking oil fills our daily requirements. Nuts do contain valuable fatty acids, but they have a high caloric content.

Meat, fish, sausage (cold cuts), eggs

contain large amounts of fat and cholesterol. Meat and fowl should only be eaten 2 or 3 times a week. Fish is a low-fat alternative to meat.

Milk, cheese and dairy products

provide calcium and protein. Pay attention to the fat content – low-fat products contain the same amount of calcium, but less fat and fewer calories.

Vegetables, salad, fruits

contain very large amounts of vitamins, minerals and fibers. Eat at least 5 portions of fruits/vegetables a day and make use of seasonal offerings.

Bread and cereal products, legumes (beans)

Bread and cereal products satisfy your hunger and provide energy. They contain vegetable proteins, vitamins, minerals and fibers. Whole-grain products should be preferred. Legumes (peas, beans) have high contents of vegetable proteins.

Water, tea, coffee

Drink at least 2 liters of tap water and mineral water and unsweetened or slightly sweetened herbal and fruit teas a day. Pop and fruit juice drinks as thirst quenchers are poor choices. No more than 2 cups of coffee, black and green tea a day (Caffeine removes liquid from the body)!

(Source: Salzburger Gebietskrankenkasse (Salzburg Regional Public Health Insurance), <http://esv.sgkk.at>)

Tips for healthy nutrition:

- Regular meals
- Fruit, vegetables and salads every day
- Eat slowly and chew well.
- Dark bread with a thin layer of low-fat spread
- Satisfy your hunger with bread and side dishes; then eat some meat for enjoyment.
- Do not nibble between meals. It is better to eat fruit than sweets.
- Sufficient low-calorie liquids.
- Alcohol should be drunk for pleasure, not to quench thirst!

Smoking

In addition to nicotine and tars, tobacco smoke contains carbon monoxide and other chemical substances. Possible consequences of smoking are chronic bronchitis, diseases of the heart and circulatory system, cancer of the airways, the root of the tongue or the lung.

Since it is not always easy to stop smoking, the public health insurance offers gratis courses to break you of the habit. As far as nicotine replacement therapy is concerned (for example nicotine patches), consult your family physician.

Healthy teeth

Caries is the most widespread illnesses in the world. With proper prophylaxis (oral hygiene, sufficient fluoride, good nutrition and regular dental check-ups) diseases of the gums and the teeth can be prevented.

In order to keep one's teeth healthy and attractive, one must learn proper dental care in childhood and then consequently adhere to it.

By following these tips, you can prevent caries

- Eat more vegetables, bread and milk instead of soft, sweet snacks and juices.
- Brush your teeth twice a day (after meals and especially in the evening before going to sleep).
- After eating remove pieces of food from between your teeth and rinse your mouth with water, especially after eating acidic foods and juices.

- The ideal toothbrush is rather soft and has a small brush head and plastic bristles. Replace your toothbrush with a new one at least 4x a year.
- Toothpaste with fluoride enhances the resistance of the tooth material to caries.
- Go to a dentist twice a year.

Sick teeth are a hiding place for bacteria. From there they can spread via the blood throughout the entire body. Ailments of the heart, circulatory system, muscles and joints can then result.

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Dr. Johann Kaltschek, AK-Präsident

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7 FOR WOMEN ...

Pregnancy



If you are expecting a child, you should regularly consult a gynecologist from the beginning of pregnancy on. You receive a **pregnancy report or mother-child-passport (in German: Mutter-Kind-Pass)** from this specialist.

This pregnancy report entitles you to a **gratis program of examinations** during pregnancy and the first years of life of your child. These examinations are the only way to diagnose illnesses at an early stage and to treat them on time.

The report is issued at the beginning of a pregnancy.

During pregnancy, 6 gynecological examinations, two ultrasonic examinations and an internal examination should be completed within particular intervals of time.

For your child there are nine examinations which should be performed from its first weeks of life until its 5th birthday.

The physician who performs each examination (gynecologist, pediatrician or general practitioner) records the results in the report.

Please remember, that having all of the examinations during pregnancy and bringing the child for all of its examinations up to its 14th month of age are prerequisites for receiving the complete child care benefits even after the 21st month of your child's life!

Where can you obtain a pregnancy report?

- ➔ From your gynecologist
- ➔ From a general practitioner
- ➔ At the Health Office of the city of Linz
- ➔ From hospital out-patient departments that have maternity wards

You do not have to pay for a health care voucher!

It is important to remember:

- ➔ It is in your own interest, always to have your pregnancy report with you during your pregnancy. If you do, you can be helped more easily in an emergency situation!
- ➔ Have all of your examinations done within the stipulated period of time and recorded on the report!
- ➔ The examinations in the pregnancy report are prerequisites for a claim to child care benefits.
- ➔ During your pregnancy you should take it easy and avoid physically overexerting yourself.
- ➔ If you are working, the law states that you may not work during the period of time from eight weeks before until eight weeks after the birth (protection of the mother).

Child protection benefit of the state of Upper Austria

The state of Upper Austria confers a child protection benefit amounting to 370 euros (in the form of two payments of 185 euro apiece).

A prerequisite for receiving this financial support is the completion of the prophylactic medical examinations required in the **“prophylaxis booklet”**. You can obtain this booklet from a general practitioner, a pediatrician or a gynecologist. (If your main residence is in Linz, you do not need a confirmation of your residence by the municipality on your application form).

Support during your pregnancy

➔ Birth preparatory course

If possible you should attend a birth preparatory course!

There you can get to know other women who are also expecting children and get important tips for the time of your pregnancy, your delivery and the first phase of your life with your new child.

Such courses are offered by all hospitals with a birth ward, but also by gynecologists, the Volkshochschule Linz (VHS) and mother-child centers. You will easily be able to find a course for yourself, so be sure to inquire!

Pregnancy counselling

If you need advice while you are pregnant, you can find help at the following institutions:

➔ Allgemeines Krankenhaus der Stadt Linz (General Hospital of Linz)

Gynaecological Department

Krankenhausstr. 9, 4020 Linz

Tel.: (0732)/7806-0

Monday – Friday 9 – 10am

Tuesday – Thursday 2 – 3pm

(If necessary the hospital can provide a translator)

➔ Institut für Familien- und Jugendberatung der Stadt Linz (Institute for the Counselling of Families and Adolescents of the City of Linz)

Pfarrgasse 7, 4th floor, 4020 Linz

Tel.: (0732)/7070-1660

e-mail: inst.fjb@ajf.mag.linz.at

Please arrange an appointment!

(If necessary the institute can provide a translator)

➔ Zoe Schwangerschaftsberatung (Zoe Pregnancy Counselling)

Bürgerstr. 1, 4020 Linz

Tel.: (0732)/778300

Internet: www.zoe.at; e-mail: office@zoe.at

Monday-Thursday 8.30am to 12 noon

(Appointments for counselling must be arranged by telephone)

When your child arrives ...

Delivery in a hospital

In Linz you can deliver your baby in the following hospitals:

- ➔ Landes- Frauen- und Kinderklinik
(State Women's and Children's Clinic)
- ➔ Allgemeines Krankenhaus der Stadt Linz
(General Hospital of Linz)
- ➔ Krankenhaus der Barmherzigen Brüder
(Hospital of the Merciful Brothers)
- ➔ Diakonissen-Krankenhaus (Deaconess Hospital)
(supplementary insurance is necessary!)

(You can find all the addresses and telephone numbers on page 31 of this brochure)

When you have chosen a hospital, register for your delivery in good time – at best in the first months of your pregnancy!

Make use of the opportunity to visit the maternity ward and the delivery room beforehand!

You can also choose to have an **„outpatient birth“**:

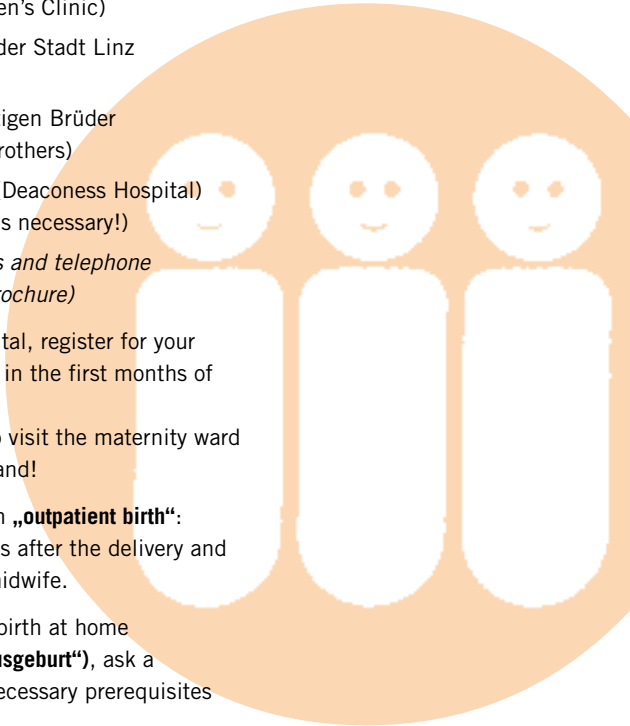
You leave the hospital 24 hours after the delivery and are counselled at home by a midwife.

If you would like to have your birth at home (**home delivery, in German: „Hausgeburt“**), ask a freelance midwife about the necessary prerequisites as early as possible:

- ➔ **Oö. Hebammengremium** (Upper Austrian Midwives' Organization)
(Tel. 0676/ 6841844, Frau Spornbauer)

Precautionary gynecological examinations

In order to recognize and treat special ailments of women as soon as possible, it is important to have an examination by a gynecologist (physician specializing in the problems of women) **every six months**. The tests thereby performed include vaginal smears (to detect cancer) and breast examinations.



Further information about the theme “women’s health“:**➔ Linzer Frauen Gesundheitszentrum (Women’s Health Center of Linz)**

Kaplanhofstr.1, 4020 Linz, Tel.: (0732)/774460

e-mail: office@fgz-linz.at; Internet: www.fgz-linz.at

Opening hours:

Monday, Thursday, Friday 9 – 12am

Tuesday 1 – 4pm, Wednesday 3 – 7pm

Birth prevention and family planning (not only for women ...)

There are a number of different methods currently available to prevent an unplanned pregnancy.

Birth control method • For whom?	Safety
Pill • Woman	Very safe, but unpleasant side-effects are possible
Condom • Man	Best protection for AIDS infection! Relatively safe if correctly used
Sterilization • Woman /Man (severing the oviducts or the seminal ducts)	Very safe: only for couples who do not want any more children
Depot injection • Woman (Hormone injection four times a year)	Very safe: only for women over 40 years old who do not want any more children
Coil • Woman	Relatively safe
Suppository • Woman	Very unsafe!
Coitus Interruptus • Man (Withdrawal of the penis shortly before ejaculation)	Very unsafe!
Rhythm method • Woman	Very unsafe!

(Overview of vaccinations based on the brochure „Gesund bleiben und mit Krankheiten umgehen“ [“Staying Healthy and Dealing with Illnesses”]; Red Cross, 2003)

Let your gynecologist advise you, which method is best suited for you!

Abortions

A planned termination of pregnancy (abortion) ist can be performed in Austria before completion of the third month of pregnancy (abortion permitted up to the stage of viability of the fetus).

In Linz a termination of pregnancy can be performed in the General Hospital.

8 APPLICANTS FOR POLITICAL ASYLUM

Since 1.5.2004 foreigners in Austria who are in need of help and protection (applicants for political asylum, persons entitled to political asylum, displaced persons who cannot immediately return to their native countries and other persons who cannot be deported for particular reasons) are accorded basic care. This basic care includes **medical health insurance**.

In order to lay claim to benefits of the health system (treatment by physicians, necessary medicines ..), applicants for political asylum need a **health care voucher**, as do all persons with health insurance. These can be obtained from a branch of the Upper Austrian Regional Public Health Insurance (OÖ Gebietskrankenkasse). (Often a health care voucher can be obtained from the place of accommodation.)

➔ Linz office- main branch

Gruberstraße 77, 4020 Linz
Tel.: (0732)/7807-0
e-mail: ooegkk@ooegkk.at
Opening hours
Monday – Thursday 6am – 5pm
Friday 6am – 3pm

➔ Linz Urfahr Branch Office

Hauptstraße 16 – 18, 4040 Linz
Tel.: (0732)/710261
e-mail: urfahr@ooegkk.at
Opening hours
Monday – Friday 6.45am – 3pm

➔ Linz Kleinmünchen Branch Office

Zeppelinstraße 58, 4030 Linz
Tel.: (0732)/303741 oder 303742 oder 301899
e-mail: kleinmuenchen@ooegkk.at
Opening hours
Monday – Friday 6.45am – 3pm

For the issuing of a health insurance voucher please have your social insurance number (green insurance card/e-card) at hand. Ask the persons in charge at your place of accommodation for help!

As an applicant for political asylum **you do not have to pay any prescription fee** for medicines that are prescribed for you. You also **do not have to pay any care fees** when you stay in a hospital.

9 IN CASE OF AN EMERGENCY ...

When you report an emergency, please provide the following information:

Where did it happen?

What happened?

How many wounded/ill persons are there?

What kinds of injuries/illnesses have occurred?

Telephone numbers in case of an emergency

*Ambulance	144
*Fire department	122
*Police	133
Worker's Samaritan Organization	2124
*Emergency physicians service (only on weekends from Saturday 7am to 7am of the next working day)	141
Emergency call in case of poisoning	01/406 43 43
*Quick advice (Counselling for children and adolescents for any kind of problem)	147
*Help-line in case of violence to women	0800/222 555
Emergency call for raped women	(0732) 602200
Psychosocial Emergency Call	(0732) 651015
Crisis Intervention Center	(0732) 2177
*Emergency call for Spiritual Aid (counselling in mental crisis situations)	142

**These emergency numbers can be dialled throughout Austria gratis and without an area code!*

You can find out which hospitals are currently accepting patients from a local daily newspaper or on the internet site www.linz.at/AKH/akh_12648.asp.



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Bethlehemstr. 3
4020 Linz
TEL/FAX:0732/79 06 16

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