

Health matters

Note: Be aware that the health institutions mentioned in this chapter are the ones that we know of or that have been recommended to us. This is not a complete list.

1. Introduction

How stressful is it to move to a new country and not know the level of understanding you might get from the locals when you are in physical pain or distress. Let me reassure you, most medical professionals in Switzerland have a good or high standard of English. However please find below a few translated sentences that could come in handy.

I need an appointment with a doctor.	Ich brauche einen Arzttermin.
I have fever.	Ich habe Fieber.
I have a cold.	Ich habe eine Erkältung.
I have a sore throat.	Ich habe Halsweh.
I have stomach ache.	Ich habe Bauchweh.
I have diarrhea.	Ich habe Durchfall.
I am going to be sick.	Ich muss mich erbrechen.
I am pregnant.	Ich bin schwanger.
I am in pain.	Ich habe Schmerzen.
I have a toothache.	Ich habe Zahnweh.
I feel dizzy.	Mir ist schwindlig.
I need a doctor.	Ich benötige einen Arzt.
I broke something.	Ich habe mir etwas gebrochen.
I am bleeding.	Ich blute.
I need help.	Ich brauche Hilfe.
I cannot see anymore.	Ich kann nichts mehr sehen.

Tip to choose your family doctor when you arrive:

- Ask a friend/colleague/neighbor/kindergarten or school parents to recommend one to you.
- Check with your insurance company if they can provide a list of the general practitioners (GPs) in your area.
- Other ways: check on www.doktor.ch (site available in English) as it is updated on a regular basis.

2. Emergency contacts and numbers

Medical emergencies call 144

Emergencies are life-threatening situations which require quick action. You should go to the emergency unit when the situation is very serious or life threatening. In all other cases you should consult your family doctor first.

- Tel** 117 Police (**Polizei Notruf**)
- Tel** 118 Fire Department (**Feuerwehr Notruf**)
- Tel** 144 Medical Emergency / Ambulance (**Sanitäts Notruf**)
- Tel** 112 European Emergency number
- Tel** 1414 Helicopter Rescue (**REGA – Rettungsflugwacht**)
- Tel** 1415 Mountain Helicopter Rescue (**Air-Glaciers**)
- Tel** 140 Emergency Road Service (**Strassenhilfe**)
- Tel** 145 Poisoning Emergencies (**Vergiftungsnotfälle**)
- Tel** 143 Crisis intervention hotline (**Die Dargebotene Hand**, www.143.ch)
- Tel** 147 Helpline for children and teenagers (**Kinder-/ Jugendhilfe**, www.147.ch)

3. Other useful numbers for non-life threatening situations, when family GP is closed

Permanence Zürich Hauptbahnhof

This is the first private medical station in Zürich providing urgent out patient care for local residents of the Zürich area and for tourists without an appointments. Located on **Bahnhofplatz** in the central railway station building, it is open on an outpatient basis every day of the year, including weekends and holidays 07:00 to 22:00. Medicine can be obtained at the pharmacy next door.

Bahnhofplatz 15, 8001 Zürich

Tel 055 215 44 44

W www.permanence.ch

C Every day 07:00–22:00

SOS-Doctors Zürich

SOS Ärzte Zürich.
Tel 044 360 44 44

SOS Ärzte Winterthur
Tel 052 213 43 44

SOS Dentists Zürich

SOS Zahnärzte.

A Zahnärzte Haus Bellevue Apotheke, Theaterstrasse 14, 8001 Zürich
Tel 044 262 11 11
W www.sos.ch

Zahnärztliche Notfall-Nummer

Dental emergency number for canton Schwyz.

Tel 0840 840 810

Ärztefon

Medical services, if you need a GP, pediatrician, gynecologist or dentist outside normal opening hours.

Tel 044 421 21 21
W www.aerztefon.ch

Ärztlicher Notfalldienst March, Kanton Schwyz

Medical services for Lachen, Altendorf, Tuggen, Wangen, Galgenen, Siebnen, Vorderthal, Innerthal, Schübelbach, Reichenburg.

Tel 0840 51 51 51

Ärztlicher Notfalldienst Höfe, Kanton Schwyz

Medical services for Wollerau, Freienbach, Pfäffikon and Feusisberg.

Tel 0840 81 81 81

St. Gallen Kantonaler Notfalldienst

Emergency for canton St. Gallen.

Tel 0900 55 35 55 (1.50 CHF/Min.)

Zürich Kantonaler Notfalldienst

Emergency for canton Zürich.

Tel 0900 55 35 55 (1.50 CHF/Min.)

Pharmacies opening hours

W <http://sos-apotheke.ch>

Apotheken Notfalldienst (Emergency pharmacies – extended opening hours)

A Volks-Apotheke zum roten Ochsen, Vorstadt 50, 8200 Schaffhausen

Tel 052 634 01 20

C 24h/365 days

A Central-Apotheke, Gotthardstrasse 16a, 8800 Thalwil

Tel 044 720 06 92

C Every day 08:00–20:00

A Apotheke im Bahnhof, Topwell-Apotheken AG, Bankstrasse 10, 8610 Uster

Tel 044 905 19 00

C Monday–Friday 07:00–20:00 and weekends 08:00–18:00

A Adler-Apotheke, Untertor 39, 8400 Winterthur

Tel 052 269 08 51

C Monday–Wednesday and Friday 07:45–19:00, Thursday 07:45–20:00, Saturday 07:45–17:00, Sunday and holidays 11:00–16:00)

A Bahnhof Apotheke Drogerie AG, Bahnhofplatz 5, 8400 Winterthur

Tel 052 203 55 55

C 24h/365 days

A Apotheke Sammet, Bahnhofstrasse 106, 8001 Zürich

Tel 044 221 31 33

C Every day 06:30–22:00

A Bahnhof-Apotheke, Bahnhofplatz 15, 8001 Zürich

Tel 044 225 42 42

C Every day 07:00–24:00

A Bellevue-Apotheke, Theaterstrasse 14, 8001 Zürich

Tel 044 266 62 22

C 24h/365 days

A Odeon Apotheke AG, Limmatquai 2, 8001 Zürich

Tel 044 252 59 59

C Every day 07:00–23:00

A St. Peter-Apotheke, St. Peterstrasse 16, 8001 Zürich

Tel 044 211 44 77

C Every day 08:00–20:00

A Berg-Apotheke, Stauffacherstrasse 26, 8004 Zürich

Tel 044 241 10 50

C Monday–Saturday 07:00–19:00, Sunday and holidays 08:00–20:00

A Apotheke Terminal A im Flughafen Zürich

Tel 044 816 41 21

C Every day 06:00–21:00

Women's refuge/shelter (Frauenhaus)

Information and contact details if you need psychological, legal and/or administrative support and/or temporary housing for you and your children. First contact recommended by telephone. Most **Frauenhäuser** will answer your call 24/7.

Umbrella organization women's shelters Switzerland (DAO)

A Dachorganisation Frauenhäuser, Postfach 2543, 5001 Aarau

Tel 079 435 16 08

E dao@frauenhaus-schweiz.ch