

# Emergency services 112

In the case of life-threatening conditions or injuries, call the emergency number 112 immediately.

Indications of life-threatening conditions or injuries may be:

- Loss of consciousness
- Acute shortness of breath
- Acute, newly-occurring chest pains
- Severe stomach pains
- Severe headache
- Acute paralysis
- Serious injuries
- Acute cases of poisoning

## Other emergency numbers:

### Out-of-hours pharmacy service

080000 22833 (mobile phone 22833)

### Poison control centre – North

0551 19240

### Out-of-hours dentistry service (Hanover)

0511 311031

Landeshauptstadt

Hannover

Region Hannover



### State capital Hanover

Fire Services Department  
Public Relations department  
Feuerwehrstrasse 1  
30169 Hannover

### REGION OF HANOVER

Specialist department for  
public safety  
Hildesheimer Strasse 20  
30169 Hanover

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Region of Hanover Department of Public Safety

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# 116117



## Out-of-hours medical care services

For urgent but not life-threatening conditions (flu-like infections with high temperature, severe lower back pain, or similar) which arise outside of the normal surgery hours of your general practitioner – at night or at the weekend.

# 112



## Fire service / ambulance / emergency doctor

For **life-threatening** emergencies. Typical signs include loss of consciousness, acute shortness of breath, acute chest pains, severe stomach pains, acute paralysis, serious injuries, acute cases of poisoning.

# 0551 19240



## Poison control centre – North

# 110

## Police



# 0800 / 0 02 28 33

or 2 28 33 from a mobile phone\*

## Emergency pharmacy service



Information on which pharmacies are open on the emergency duty rota in your local area.

\*free of charge from German landlines; from mobile networks max. 69 cents/minute



**WHO CAN HELP & WHEN?**  
Important Phone Numbers

**HANNOVER**

# Out-of-hours medical care services

# 116117

In cases of illness which arise outside of the normal surgery hours of your general practitioner and where the treatment cannot wait until the next working day, please go to a walk-in centre or call the out-of-hours medical care services on 116117.

If you need medical help outside of the normal surgery hours of your general practitioner, you can go directly to one of the walk-in centres at the hospitals in the Hanover region. They will decide there whether further examinations are needed or whether hospital treatment may be necessary.

Please go directly to the walk-in centres during their opening hours.

You do not need to phone them before going.

## Walk-in centre at the KRH Clinic Siloah

Stadionbrücke 4  
30459 Hanover

**Opening hours:** Mon to Thu:  
7.00 pm - 12.00 midnight

Fri: 4.00 pm - 12.00 midnight,

Weekends, public holidays: 9.00 am - 12.00 midnight

## Walk-in centre at the KRH Clinic Nordstadt

Haltenhoffstrasse 41  
30167 Hanover

**Opening hours:** Wed and Fri: 5.00 - 10.00 pm  
Weekends, public holidays: 10.00 am - 10.00 pm

## Walk-in centre at the KRH Clinic Grossburgwedel

Fuhrberger Str. 8  
30938 Burgwedel

**Opening hours:** Wed, Fri: 5.00 - 9.00 pm  
Weekends: 10.00 am - 2.00 pm and  
5.00 - 8.00 pm

## Walk-in centre at the KRH Clinic Robert Koch

Von-Reden-Strasse 1  
30989 Gehrden

**Opening hours:** Mon, Tue, Thu: 7.00 - 9.00 pm

Wed, Fri: 5.00 - 9.00 pm,

Weekends, public holidays: 9.00 am - 12.00 midday and  
5.00 - 9.00 pm

## Walk-in centre at the KRH Clinic Neustadt

Lindenstrasse 75  
31535 Neustadt

**Opening hours:** Wed and Fri: 5.00 - 9.00 pm

Weekends, public holidays: 10.00 am - 2.00 pm and  
5.00 - 8.00 pm

## Walk-in centre at the KRH Clinic Lehrte

Manskestrasse 22  
31275 Lehrte

**Opening hours:** Mon, Tue, Thu: 7.00 - 9.00 pm

Wed, Fri: 6.00 - 9.00 pm

Weekends, public holidays: 10.00 am - 2.00 pm  
and 5.00 - 8.00 pm

## Children's walk-in centre at the Paediatric Hospital auf der Bult

Janusz-Korczak-Allee 12  
30173 Hanover

**Opening hours:** Mon, Tue, Thu: 7.00 - 10.00 pm

Wed, Fri: 4.00 - 10.00 pm

Weekends, public holidays: 9.00 am - 10.00 pm

## Walk-in centre for ophthalmology services at the KRH Clinic Nordstadt

Haltenhoffstrasse 41  
30167 Hanover

**Opening hours:** Mon, Tue, Thu: 8.00 - 10.00 pm

Wed, Fri: 6.00 - 10.00 pm

Weekends, public holidays: 10.00 am - 4.00 pm

If you need

- a home visit by a doctor or
- a telephone consultation or
- medical help outside of the opening hours of the walk-in centre in your area,

then please dial the following number:

# 116117

(nationwide telephone number for  
out-of-hours medical care services)

## The telephone number 116117 is manned:

Mondays, Tuesdays, Thursdays: 7.00 pm - 07.00 am

Wednesdays and Fridays: 3.00 pm - 07.00 am

Saturdays, Sundays and  
public holidays: 8.00 am - 07.00 am

In these cases, please

**do not call the emergency number 112,**

as this line needs to be kept  
free for people with life-threatening  
conditions or injuries!

All telephone numbers and addresses of the out-of-hours medical care services for the Hanover region can also be found online under [www.hannover.de/werhilftwann](http://www.hannover.de/werhilftwann). This flyer can also be found there in digital form, in several languages, and is available to download.

