

ILLNESS AND EMERGENCY

MEDICAL CARE IN AUSTRIA

The Austrian health system guarantees the same right to high-quality health care for all citizens due to social health insurance. The health system is based on a social security model characterized by compulsory insurance. Access to individual benefits is governed by social security law. Therefore, all insured persons have a legal right to the solidarity benefits financed. Moreover, in Austria you can choose your family doctor (general practitioner) by your own, as well as other medical help (e.g. specialist).¹

SEARCHING FOR A DOCTOR

If you would like to search for medical treatment/check at your place of study (Graz or Oberschützen) and if you would like to find a doctor who has knowledge of your mother tongue, you can search online in the [search for a doctor of the Styrian Medical Association](#) ("Ärzttekammer Steiermark") or [search for a doctor of the Burgenland Medical Association](#) ("Ärzttekammer Burgenland"). Please consider in any case to take out your health insurance* and inform yourself in time about the benefits that your state or private health insurance would take over. Also note that the cost of treatment is partly or even entirely self-evident when choosing an elective or private physician.

* Please also mind the information about insurance provided on our website:

<https://www.kug.ac.at/en/insurance/>.

PHARMACY

In Austrian pharmacies you can get prescription as well as over-the-counter medicines. Doctors must prescribe certain medications that can be purchased in a pharmacy by means of the issued prescription. Over-the-counter medicines are available directly at the pharmacy.

If you want to know more about this topic, please consult the website of the "[Austrian Pharmacy Association](#)" (see also at the point "Further Information").

Here you can also [search online for a pharmacy](#) near your location.

¹ **Please mind:** Although the choice of a doctor is free in Austria, this does not necessarily mean that there will be a full reimbursement of the costs - this only takes place with physicians who have a contract with the health insurance funds and only in the context of a medical treatment. For example, elective doctors (so-called "Wahlärzte & -ärztinnen") have no contractual relationship with social insurance carriers!

EMERGENCY SERVICES OF PHARMACIES AND DOCTORS

If you are in a medical emergency situation on weekend or on a public holiday, in Graz there is the option of consulting the Standby Service (“Bereitschaftsdienst”) in **urgent and non-life-threatening emergencies**, which is responsible when other doctors are not on duty.

Furthermore, you can also get medical advice at any time on the health care call 1450 (“Gesundheitstelefon”).

You can find all ordinations on duty here: <https://ordinationen.st/>.

If you are in a **very serious acute emergency** situation, you should call the ambulance: 144 or the Europe-wide emergency number: 112.

If you need medication urgently at night, on weekend or on a public holiday, you will receive it in a pharmacy that is on duty. There will be additional costs if you buy medicines not during the opening hours. The nearest pharmacy on duty can be found online on the [pharmacy search](#) and you can also enquire at the “Apotheken-Ruf” (pharmaciescall): 1450.

IMPORTANT EMERGENCY PHONE NUMBERS

- Fire brigade **122**
- Police **133**
- Ambulance **144**
- Europe-wide emergency number **112**
- “Gesundheitstelefon” (Health care call) **1450**
- “Vergiftungsinformationszentrale” (Central for intoxication) **01/406 43 43**
- “Bergrettung” (Mountain rescue): **140**
- “Ö3-Kummernummer” (hotline when having emotional troubles) **116 123**

>>> Please note:

- Take your e-card and an ID (if initial visit) with you to every visit to the doctor
- Usually, a referral letter is required for a consultation with a medical specialist which is issued by general practitioners

FURTHER INFORMATION

- Medical association Styria (“Ärzttekammer Steiermark”): <https://www.aekstmk.or.at/>
- Medical association Burgenland (“Ärzttekammer Burgenland”): <http://www.aekbgl.d.at/>
- Austrian pharmacist association: <http://www.apotheker.or.at/>
- Health care portal Austria: <https://www.gesundheit.gv.at/>
- Dentist – Emergency- and weekend service:
<http://www.zahnaerzttekammer.at/patientinnen/notdienstsuche/>
- Doctor search: <https://www.aekstmk.or.at/46>
- Psychological counselling service for students: <https://www.studierendenberatung.at/en/>
- Hospital overview: <https://www.info-graz.at/krankenhaeuser-lkh-spital-landeskrankenhaus-krankenhaus-kliniken-therapien-hospital/>
- Federal Ministry of Health: <https://www.sozialministerium.at/en.html>



Status: July 2023

WELCOME CENTER
University of Music and Performing Arts Graz
Lichtenfelsgasse 21, 8010 Graz, Austria
T +43 316 389-1234
F +43 316 389-1231
E welcome@kug.ac.at
www.kug.ac.at
study.kug.ac.at
facebook.com/KUGWelcomeCenter
instagram.com/welcomecenterkug
Skype: KUG-WelcomeCenter