

Looking for the right place*

Looking for easy ways to understand health information on the internet...

„Was hab‘ ich?“	 www.washabich.de	• Translating your results into simple language
IQWiG – (Institut für Qualität und Wirtschaftlichkeit im Gesundheitswesen)	 www.gesundheitsinformation.de  www.informedhealth.org (English)	• Online dictionary (medical terms) • Easy-to-understand information on different health topics
AWMF – (Arbeitsgemeinschaft der Wissenschaftlichen Medizinischen Fachgesellschaften e.V.)	 www.awmf.org/leitlinien/leitlinien-suche.html	• Treatment guidelines and information on different diagnoses

Looking for advice centres in health offices and district offices...

Gesundheits- und Bezirksämter im ganz Berlin Health and district offices in Berlin	 www.service.berlin.de/standorte/gesundheitsaemter/ (Overview of health offices)  www.service.berlin.de/bezirksaemter/ (Overview of district offices)  030 115 (Citizens' hotline)	• Advice, referral and arranging support • Submitting applications (e. g. for financial aid) • Rehabilitation, care and support • Care planning • Hospice and palliative care
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Looking for advice e.g. care, co-payments, insurance...

Bürgertelefon zur Kranken- und Pflegeversicherung und gesundheitlichen Prävention (Bundesministerium für Gesundheit) Helpline for health and long-term care insurance and preventative care (Federal Ministry of Health)	 www.bmg.bund.de  030 3406066-01 (health insurance)  030 3406066-02 (long-term care insurance)  030 3406066-03 (preventative care)	• For questions about the German health system • Health insurance and care insurance • Preventative care • Written enquiries through contact form • Sign language & simple language • Explanation of terms (for health and healthcare systems) • Online advice
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*This list is not exhaustive.

Pflegestützpunkte in ganz Berlin Care support centers throughout Berlin	 www.pflegestuetzpunkteberlin.de  0800 5950059 (service hotline)	• Advice for people with statutory health insurance and their relatives • For people in need of care, people at risk of needing care, people with disabilities and their relatives • Care advice and support • Referrals to support services • Support with applications (e. g. for financial aid) • Joint development of support plans (case management)
Kompetenzzentrum Pflegeunterstützung (kpu)	 www.pflegeunterstuetzung-berlin.de  kompetenzzentrum@sekis-berlin.de  030 89028532 (service telephone)	• Support services for people in need of care so that they can be cared for and looked after at home for as long as possible • Support and assistance for family members providing care close to home > Daily support services: care and support for people in need of care and household services (assistance in accordance with § 45b SGB XI) > Contact points for care: self-help care groups and voluntary visiting services, information events
Weg zur Pflege (Bundesministerium für Familie, Senioren, Frauen und Jugend)	 www.weg-zur-pflege.de  info@weg-zur-pflege.de  030 20179131	• For questions and support on care and support in old age • Family caregiver calculator, service materials, sample forms etc. • Written enquiries through contact form • Sign language & Easy to read language
Stiftung ZQP (Zentrum für Qualität in der Pflege)	 www.zqp.de  info@zqp.de	• Search for nearby caregiving consultation services in your area (you can set specific search filters) • Information Informational materials on caregiving topics in easy to read language • Tips for family caregivers, and more.

Looking for advice e.g. care, co-payments, insurance...

[cont.]

Compass – Private
Pflegeberatung

 www.compass-pflegeberatung.de
 info@compass-pflegeberatung.de
 0800 1018800
 (service telephone)

- Advice for privately insured individuals and their relatives
- Care allowance, dementia, end-of-life care, care for children and adolescents, prevention for caregivers
- Support with applications (e.g., financial assistance)
- Video calls for the deaf

Looking for information on retirement, rehabilitation and post- rehabilitation care...

Deutsche
Rentenversicherung

 www.deutsche-rentenversicherung.de
 kundenservice@drv-berlin-brandenburg.de (local)
 drv@drv-bund.de
 0800 100048025 (nationwide)
 (local service telephone)
 0800 10004800

- Retirement, Rehabilitation, and Prevention (Applications, Information, Consultation)
- Information and counseling centers (appointment required)
- Easy-to-read language & Sign language interpreters, Real-time text transcribers

Deutsche
Rentenversicherung
(Reha-Nachsorge-
Finder)
(Rehabilitation After-
care Finder)

 www.nachderreha.de

- Search for aftercare services and programs in your area
- General Questions about rehabilitation aftercare
- Written enquiries via contact form
- Online Glossary - Definitions of Terms (in the context of Health, Rehabilitation, Retirement, and Healthcare System)

BAR (Bundesarbeits-
gemeinschaft für
rehabilitation e.V.)

 www.ansprechstellen.de

- Referral to accessible contact points or info offers in your area
- Topics including Regarding vocational rehabilitation, integration offices for assisting severely disabled people in the workplace, job centers, health insurance, long-term care insurance, and pension insurance.

Looking for information on retirement, rehabilitation and post- rehabilitation care...

Bürgertelefon des BMAS (Bundesministerium für Arbeit und Soziales)	 www.bmas.de/DE/Service/Kontakt.html  030 115 (Citizen's hotline)  030 221 911 006 (Topic: Disability)  030 221 911 001 (Topic: Pension) and other direct dial numbers for specific topics	• For questions about topics related to disability, retirement, labor law, and more. • Video relay service and support for deaf and hard-of-hearing individuals.
LAGEso – (Landesamt für Gesundheit und Soziales) (Versorgungsamt)	 www.berlin.de/lageso/behinderung/schwerbehinderung-versorgungsamt/  infoservice@lageso.berlin.de  030 115 (citizens' hotline)	• Application aids • Counseling: Severe disability
LAGEso – (Landesamt für Gesundheit und Soziales) (Inclusion Office)	 www.berlin.de/lageso/behinderung/arbeit-und-behinderung-integrationsamt/  poststelle@lageso.berlin.de  030 902293304	• Counseling and placement: Work and training for people with disabilities • Vocational rehabilitation services (VRS): Support for participation in working life for people with disabilities
EUTB – (Ergänzende unabhängige Teilhabeberatung)	 www.teilhabeberatung.de  fachstelle@teilhabeberatung.de  030 28409-140 oder  030 28409-139	• Counseling and Support Regarding Rehabilitation and Inclusion (e.g., at the workplace) • For people with disabilities and their families • Offer: Counseling from peers for peers • Note: Counseling is provided through a local EUTB® service. Easy-to-understand language and sign language, as well as written language interpreters are available. Explanation of terms (in the context of participation).

In search of enhancing your quality of life...

Berliner Mobilitätsdienste	 www.berliner-mobilitaetshilfedienste.de  030 9028 2847 (initial information) and phone number for specific offers by district (see website)	• For people aged 60 and over who cannot leave their home without assistance (e.g., due to illness or disability) • Accompaniment to appointments of all kinds (e.g. visits to friends/relatives, cultural events, shopping, walks, etc.) • Companion and wheelchair assistance; guide for the blind; stair transport when stairs need to be overcome • There is an administrative fee for using the service (see website).
Berliner Hausbesuche (Malteser Hilfsdienste e.V.)	 www.berliner-hausbesuche.de  berliner-hausbesuche@malteser.org  030 348003 255	• Information Session for People Aged 70 and Older • Information about offerings in the district in the areas of education & culture, leisure & sports, age-appropriate living, volunteer work, care needs, and dealing with digital media • Free and personal, at home or in a public place, such as a café, community center, etc.
Landessportbund Berlin e.V.	 www.lsb-berlin.net  info@lsb-berlin.de  030 300020	• Addresses: Sports activities near you (for seniors and those with various conditions, e.g. heart or muscle diseases) • Offers for health, prevention, and rehabilitation sports (further websites)
Sport-Gesundheitspark Berlin e.V. und Zentrum für Sportmedizin	 www.sportgesundheitspark.de  kontakt@sport-gesundheitspark.de	• for various illnesses, e.g., diabetes, mental illnesses, heart diseases, cancer, respiratory and lung diseases, Parkinson's disease, muscle diseases • information, counseling and sports medicine care, training plans, etc.
AG Lungensport in Deutschland e.V.	 www.lungensport.org  lungensport@atemwegsliga.de  0049 (0) 52529370603	• For respiratory and lung conditions, such as asthma, COPD, cystic fibrosis • Information about Pulmonary Rehabilitation • Addresses: Database for pulmonary rehabilitation groups near you

In search of enhancing your quality of life...		[cont.]
BGPR – (Berliner Gesellschaft für Prävention und Rehabilitation von Herz-Kreislauf-erkrankungen e.V.)	 www.bgpr.de  www.herzgruppen-berlin.de (addresses)	• Information about cardiac groups • Addresses: Database for cardiac support groups near you
Netzwerk OnkoAktiv e.V.	 www.netzwerk-onkoaktiv.de	• Exercise and sports programs for cancer patients (and professionals): Counseling, placement, and networking • Addresses: Database for cardiac support groups near you
Psychoonkologie in Berlin (Tumorzentrum Berlin e.V.)	 www.psychoonkologie.berlin	• Addresses: Psychotherapists, Physicians, Psychologists, and Alternative Practitioners in Berlin, psychosocial counseling centers • Psycho-oncological Counseling in Multiple Languages
Onkomap – „Ihr digitaler Onkolotse für Berlin“	 www.onkomap.de  onkolotse@tzb.de  030 2853890	• Information, events, and addresses in Berlin for cancer patients and their families • Addresses: Physical Therapy, Self-Help Groups, Workshops, Counseling, Psycho-oncology, and more
DFKGT – (Deutscher Fachverband für Kunst- und Gestaltungstherapie e.V.)	 www.dfkg.de  info@dfkg.de  030 61203208	• Addresses: ‚Therapist Search‘ for Art and Creative Therapists (DFKGT Members)
DAGTP – (Deutscher Arbeitskreis Gestaltungstherapie / Klinische Kunsttherapie e.V.)	 www.dagtp.de  buero@dagtp.de  030 8935903	• Addresses: List of Art/Creative Therapists (see list of therapists for download)

Looking for help with worries and anxieties...

Telefonseelsorge Berlin e.V.	 www.telefonseelsorge-berlin.de  0800 1110111  030 440 308 454 (Russian - Doweria Telephone Counseling Service)  030 443 509 821 (Turkish, Arabic, Urdu - Muslim Telephone Counseling Service)	• Telephone counseling offered for people with worries, fears, grief, loneliness, and problems (e.g., for serious illness) • Available 24/7 • Anonymously • Also available in easy to read language
Notfallseelsorge / Krisenintervention Berlin	 www.notfallseelsorge-berlin.de  online.telefonseelsorge.de (Counseling via email and chat)  0800 1110111 (24-hour hotline)  0800 1110222 (24-hour hotline)  0049 116 123 (24-hour hotline)	• Chat counseling • Email counseling • Telephone counseling • Available 24/7 • Anonymously
Berliner Krisendienst	 www.berliner-krisendienst.de  030 39063 - .. (ending of the phone number depends on the district, see website)	• for people experiencing emotional distress (e.g., in case of serious illness) • Counseling and assistance by phone, with on-site support if needed • Available 24/7 • Anonymously
Nummer gegen Kummer	 www.nummergegenkummer.de  116111 (counseling for young people and children)  0800 1110550 (counseling for parents)  0800 500 225 0 (Ukrainian, Russian)	• Assistance with all questions, worries, and problems • Online Counseling for Children and Adolescents (via Email or Chat) • Anonymous • also available in easy-to-read language

Looking for support and information on advance care planning...

Home Care Berlin e.V.	 www.homecareberlin.de  info@homecareberlin.de  030 4534348	• Patient directive, care directive, and emergency directive, advance directive • Hospice and Palliative Care (especially Specialized Ambulatory Palliative Care) • Addresses: SAPV in Berlin
ZAH – (Zentrale Anlaufstelle Hospiz) (Unionhilfswerk)	 www.hospiz-aktuell.de  www.hospiz.beranet.info (online counseling, individual and group chat)  post@hospiz-aktuell.de  030 40711113	• Information and advice • Grief, dying and death, hospice and palliative care • Living Will, Emergency Plan, Power of Attorney • Phone counseling, in-person counseling, and online counseling
BMJ (Bundesministerium der Justiz)	 www.bmj.de	• Advance Directives, Power of Attorney (Forms, Templates, Information) • Forms also available in English, French, Russian, Turkish, Italian • Sign Language & Easy to read language

Looking for ways to help yourself...

NAKOS – (Nationale Kontakt- und Informationsstelle zur Anregung und Unterstützung von Selbsthilfegruppen)	 www.nakos.de  selbsthilfe@nakos.de  030 31018960	• Self-Help Groups: Addresses and Information, etc.
SEKIS – (Selbsthilfe Kontakt- und Informationsstelle)	 www.sekis-berlin.de  sekis@sekis-berlin.de  030 8926602	
Onkomap – „Ihr digitaler Onkolotse für Berlin“	 www.onkomap.de  onkolotse@tzb.de  030 2853890	

Looking for additional resources...

Hilfelotse Berlin

 www.hilfelotse-berlin.de
 0800 5950059 (service telephone)

- Support in finding health and social services in Berlin
- Cooperation with Berlin care coordination centers

Wegweiser Hospiz-Palliativmedizin
 (Deutsche Gesellschaft für Palliativmedizin e.V.)

 www.wegweiser-hospiz-palliativmedizin.de

- Hospice and palliative care for adults, children, and adolescents (addresses and information)
- Services specifically for immigrants
- Content and contacts are also available in other languages. Please adjust the ending of the website address as follows: Turkish (.../tr), English (.../en), Arabic (.../ar), French (.../fr), Romanian (.../ro), Polish (.../pl), Vietnamese (.../vi), Russian (.../ru), Ukrainian (.../uk)

Krebsinformationsdienst
 dkfz – (Deutsches Krebsforschungszentrum)

 www.krebsinformationsdienst.de
 krebsinformationsdienst@dkfz.de
 0800 4203040

- Help in coping with illness
- Assistance in finding links, contacts, and addresses (e.g., psycho-oncologists, physicians, clinics)
- Sign language & easy to read language

Looking for us...

Berliner Begleitmappe

 www.begleitmappe.de
www.tzb.de/patienten-begleitmappe/
 berliner-begleitmappe@tzb.de

- For self-printing: sheets from the accompanying folder and additional sheets
- Explainer video for the folder
- Further information
- Addresses
- also partial translations into different languages and easy language