

## What will happen after your appointment today:

- **If we take over the costs for your visit to the doctor, we will give you a certificate confirming that we are covering you.** Sometimes it can take a couple of days before we can issue this certificate (KÜ-Schein). We will then call you and you can pick it up from us.
- **We will look for the right doctor for you and make an appointment.** To do so, we have to be able to contact you. Please give us your contact details so that we can inform you about your doctor's appointment.
- **Before treatment, you must hand in the certificate at your doctor's reception.** Then you will be treated without having to pay for it.
- **If you need medicine, the doctor will give you a prescription.** You must take this prescription to a chemist's (Apotheke) within three days. Then you will get your medicine for free.
- **If you are told to go to the doctor again after your appointment, you will usually have to come back to us beforehand to get a new certificate.**
- **As medical insurance often depends on residency status, we also offer residency consultation.** For this, you have to make a new appointment with us!

If anything is unclear, you are welcome to call or write us an email.

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clearingstelle@berliner-stadtmission.de

### Walk-in hours

Monday	10–12:30
Wednesday	13–16:30
Thursday	17–19:30

Supported by:

Senatsverwaltung  
für Gesundheit, Pflege  
und Gleichstellung



Your next appointment:

Notes: