What to do in case of illness?

provisit multipass

Your travel health insurance for Schengen visa

Procedure in the event of illness

During the day

Visit general practitioner

At night & on weekends

Call 116117

Present your Ärzte-Info-Ticket (medical info card)

Treatments requiring approval?

No

Yes

Ask for a medical costs projection and send it to DR-WALTER

The doctor bills us directly
or
you pay the doctor‘s bill and then submit it using our online form.

Procedure in a medical emergency

Acute

Call 116117

Go to a hospital

Life-threatening

Go to a hospital

Call 112

Present your Ärzte-Info-Ticket (medical info card)

Outpatient

Inpatient

Hospital sends admission notification to DR-WALTER

The doctor bills us directly
or
you pay the doctor‘s bill and then submit it using our online form.

Procedure for dental treatment

Visit dentist

Present your Ärzte-Info-Ticket (medical info card)

If costs exceed €250, request a medical costs projection for further treatment.

i covered **a maximum of €500** for the entire insurance period.

! **Professional dental cleaning is never insured.**

The doctor bills us directly
or
you pay the doctor‘s bill and then submit it using our online form.

Notes:

- *Provide your insurance number and bank account details for reimbursement.*
- *Sign waiver of physician-patient privilege directly for faster processing.*
- *If you have any questions, please do not hesitate to contact us: +49 2247 9194-31.*

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