

What to do in case of illness?

AU-PAIR24

Your health insurance for foreign au pairs in Germany and Europe

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)



No

Treatments requiring approval?

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

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



i Preventive dental care is included in the XL tariff

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

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

! 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.