

What to do in case of illness?

provisit 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



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

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

i Preventive dental
care is included
in the XL tariff

! 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.