HAMBOORG.CITY

Free platform for foreigners in Germany

✓ 24/7 Assistant in Your Language
✓ Official Document Scanner
✓ Deadline Reminders
✓ Benefit Calculators

hamboorg.city — is and will be FREE

Emergency Numbers in Germany — Who to Call and When?

All important emergency numbers: 112 Feuerwehr/Rettung, 110 Polizei, 116117 Ärztlicher Bereitschaftsdienst and more.

Deutsche Begriffe: Notruf | Feuerwehr | Rettungsdienst | Polizei | Ärztlicher Bereitschaftsdienst | Giftnotruf | Sperrhotline

---

The Most Important Emergency Numbers

Germany has several emergency numbers for different situations. All Notruf calls are **free** — even without credit or a SIM card.

112 — Feuerwehr and Rettungsdienst

112 is the most important Notruf and applies throughout the **entire EU**:

• **Fire and burning** — apartment fire, forest fire

• **Medical emergencies** — heart attack, stroke, severe injuries, loss of consciousness

• **Traffic accidents** with injuries

• **Poisonings** with acute life-threatening danger

How to report a Notruf (5 W-questions):

1. Where did it happen? (address, street, floor)

2. What happened? (fire, accident, cardiac arrest)

3. How many injured?

4. What injuries?

5. Wait for follow-up questions — don't hang up!

110 — Polizei

You call **110** for:

• **Crimes** — burglary, theft, robbery, threats

• **Traffic accidents** without injuries (with property damage)

• **Domestic violence** — police can immediately remove the perpetrator from the apartment

• **Suspicious situations** — if you feel unsafe

Non-emergency: For complaints and questions without urgency, visit your local **police station** or your state's online Polizei office.

116 117 — Ärztlicher Bereitschaftsdienst

If you **are sick but it's not an emergency**:

• Fever, severe pain, vomiting — outside office hours

• **Evenings, nights, weekends and holidays**

• The on-call service arranges a doctor or house visit

• **Online appointment booking:** 116117.de

Important: 116 117 is **not a substitute for the 112 Notruf**. Always call 112 in life-threatening situations.

Other Important Numbers

Number	Service	When to Call?
Giftnotruf (regional)	Poison center	Accidental ingestion of chemicals, medications, mushrooms
116 116	Sperrhotline	Block bank card, credit card, SIM card — **24/7**
0800 111 0 111	Telefonseelsorge	Psychological crisis, suicidal thoughts — **free, anonymous, 24/7**
0800 111 0 222	Telefonseelsorge	Alternative number (same service)
08000 116 016	Hilfetelefon Gewalt	Violence against women — **free, anonymous, 17 languages**

Giftnotruf — Regional Numbers

The Giftnotruf is organized regionally. The main numbers:

- **Berlin:** 030 19240
- **Munich:** 089 19240
- **Göttingen (North):** 0551 19240
- **Freiburg:** 0761 19240
- **Bonn:** 0228 19240

Tips for Emergency Calls

- **Speak slowly and clearly** — the dispatch center speaks German, and often English for 112
- **Share your location** — enable location sharing on your smartphone
- **Teach children** — children as young as 5 should know 112
- **Misuse is punishable** — false emergency calls can result in fines or imprisonment