

Doctors

Merck BKK



Do I need a general doctor (GP) / family doctor?

Yes, the GP should be the first point of contact for all medical matters. That's why you should look for a GP first. He has a pilot function for your entire treatment. This avoids unnecessary and duplicate examinations and ensures optimal treatment by all involved practitioners.

It is recommended to search for a GP near your home. If the nearest doctor has his office in another federal state you can choose him/her, as well.

How can I find a doctor?

You have a free choice of accredited doctors. For your search you can use the following link

www.arztsuche.hessen.de/arztsuche/arztsuche.php



If you plan to get in touch with a doctor that cannot be found under this link, please contact your Merck BKK in advance.

Online-Option via KRY

If you prefer an online appointment, you can use the app "KRY". This option is free of charge and easy to use. Just download the app and enter your personal insurance and medical information. You can then make an online appointment. Please note: The KRY app provides sick notes in PDF format, which you can then either print out or forward electronically. This arrangement will apply initially until March 31, 2021. Free prescriptions are not possible via KRY but Merck BKK will reimburse you for the cost of your prescription medicines at the contract rates.

* Special regulations for online sick leave exist during the Covid-19 pandemic.

What do I need to see a doctor?

In general, only your personal health card (with photo) – if you are not carrying the card with you or it cannot be found in the practice system, the Merck BKK can fax a replacement certificate directly to the doctor. A referral/prescription may be necessary for services such as (MRI, follow-up examinations by specialists, laboratory...). You will receive this referral from the doctor who commissioned the referral.

May a doctor reject me?

Doctors only have a limited number of appointments. If a loss of quality is expected by admitting more patients, new patients may be rejected.

What to do if I can't find a doctor with free time?

In general, the above-mentioned link helps with the search. It may be necessary to call several doctors. Appointments cannot be influenced by the BKK.

What to do if I get sick outside opening hours, but do not have to go to the emergency room (e.g. cold, rash, nausea...)?

In this case, patients can contact the medical on-call center ☎ **116 117**. There you will find addresses of doctors who are open, or you can contact the nearest medical on-call service (e.g. Darmstadt, located at Klinikum Darmstadt).

What to do if I can't find a specialist in urgent cases?

In urgent cases when a specialist is needed, the family doctor can issue a re-

ferred with an urgency code (not required for appointments with an ophthalmologist, gynaecologist or for an initial consultation with a psychotherapist). This code can be used to contact the appointment service on

☎ **069 400 50000** (Hessen). They can arrange appointments (no desired doctor) within one month (also psychotherapists). Psychotherapeutic acute treatments will be arranged within two weeks.

Since 11th of May 2019 appointments at general practitioners and paediatricians are available, too. For this no referral is needed.

Do I have to pay the costs myself (in advance)?

No, generally not unless you choose additional treatment or examination options. The doctor must inform you in advance that the health insurance company will not cover the costs for a certain service, and which costs you will have to pay. As a rule, the patient must confirm his or her wish in writing in advance. In case of questions, the doctor should always be contacted directly. Merck BKK can also be contacted if there are any uncertainties.

If I have decided for additional treatment or examination options, that come with costs, will Merck BKK reimburse this (partially)?

In general, no private costs will be reimbursed. Everything that is paid for by the health insurance will be charged directly to the health card. But it is worth asking. For some treatments or examinations there are grants in various programs from which you could benefit.

Any Questions?
Free to contact us.

☎ **06151 – 72 8942**

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