

Corona Virus Helplines:

Hessen state government helpline: 0800-5554666 (daily 08-00-20.00 hrs.)

NRW state government helpline: 0211-91191001 (Mo-Fr 08.00-18.00 hrs.)

RLP state government helpline: 0800-5758100 (Mo-Thu 09.00-16.00 hrs., Fr 09.00-12.00 hrs.)

Saarland state government helpline: 0681-501-4422 (Mo-Fr 07.00-24.00 hrs., Sat-Sun 09.00-15.00 hrs.)

German health ministry helpline: 030-346 465 100

'Unabhängige Patientenberatung Deutschland (UPD)' (Independent Patients' Consultancy Office Germany) helpline: 0800-0 11 77 22

The Robert Koch Institute has a Website for people to check which local health authority is responsible in their respective area. It works across Germany. All you need to do is enter your postcode <https://tools.rki.de/PLZTool/>.

For Frankfurt am Main, this would imply:

Stadt Frankfurt am Main (City of Frankfurt am Main)
Gesundheitsamt (Local Health Authority)
Breite Gasse 28
60313 Frankfurt am Main

Tel: +49 (0)69-212-33970

Fax: +49 (0)69-212-45073

Email: info.stadtgesundheitsamt@stadt-frankfurt.de

Various towns, cities, and municipalities have also set up their own helplines and contact offices. The relevant information would be available on the website of the respective town, city and municipality.

Alternatively, people may ring 116117 ('Ärztlicher Bereitschaftsdienst' – medical service hotline, available across Germany) or 115.

However, people are also requested not to block the standard medical emergency number 112, which is exclusively reserved to actual emergencies!

Hessen

Wiesbaden: 0611-31-8080
Frankfurt am Main: (069-212-33970)
Offenbach am Main: 069-84004-375
Darmstadt: (06151-3309-0)
Gießen: 0641-9390-3560
Kassel: (0561-787-1920)
Hanau: (06051 85-11650 – Main-Kinzig District Local Health Authority)

North Rhine-Westphalia (NRW)

Düsseldorf: 0211-8996090
Cologne: 0221-221-33500
Dortmund: 0231-50-13150
Duisburg: 0203-940049
Bonn: 0228-7175
Aachen: 0241-510051
Bochum: 0234-910-5555
Gelsenkirchen: 0209-169-5000
Essen: 0201-123-8888
Münster: 0251-492-1077
Wuppertal: 0202-563-2000
Bielefeld: 0521-51-2000

Rhineland-Palatinate (RLP)

Mainz: (06131-69333-0)
Kaiserslautern: 0631-7105-563
Trier: 0651-715-555
Koblenz: 0261-108-730
Ludwigshafen am Rhein: 0621-504-6000

Saarland

Saarbrücken: 0681 506-5305
Homburg: 06841-104-7132, 06841-104-8375
Saarlouis: 06831-444-6655, (06831-444-700)
Neunkirchen: (06824 906-8828)