

301160 12/2018V

We are here to help!

You can reach the TK-Appointment-Service team on

Tel. 040 - 46 06 61 92 20

Further information is also available at **tk.de**, search number **2009696**.

You can also visit us at:



TK-Appointment-Service

See a doctor quickly

The easy way to get an appointment

It is not always easy to get an appointment with your family doctor or specialist. The TK-AppointmentService can help you if things don't work out as planned.

Virtually all specialities The TK-AppointmentService will take care of all your appointments on request. This includes all medical specialities except for those that treat of psychiatric disorders, for instance neurologists or psychologists.

Just one call away!

Just give us a call if you would like the TK-Appointment-Service to help you get an appointment: **Tel. 040 - 46 06 61 92 20**. Our business hours are Monday to Friday 7 a.m. to 10 p.m.

Online booking any time You can also ask us to book an appointment in the password-protected area "Meine TK" (My TK).

All the necessary data will immediately be registered and forwarded directly to the TK-AppointmentService. We will contact you within two working days at the latest.

We'll keep going until it's done Even the TK-AppointmentService may have difficulties in booking a suitable appointment for you – particularly with radiologists, neurologists, orthopaedists and ophthalmologists.

We see to it that you get an appointment as soon as possible. We will certainly inform you if we cannot book an appointment within the time frame indicated and will then look for suitable alternatives with your cooperation.



We will try to make you an appointment with a suitable specialist as soon as possible.

Around 100 specialists await you on the phone

Physicians in all significant specialisms work at TK-Medi-Call, for instance:

- Alternative medicine
- Cardiology
- Dentistry
- Dermatology
- Diabetology
- Ear, nose, throat (ENT)
- Emergency medicine
- Family medicine
- Gynaecology and pregnancy counselling
- Mental health problems
- Neurology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Psychiatry including child and adolescent psychiatry
- Psychosomatic medicine
- Sports medicine
- Surgery
- Travel health and tropical medicine
- Urology



301292 3/2019

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TK
Die
Techniker

TK-MediCall

Rely on us – the right choice
for all health issues



For TK insurees only

We all want to get answers to health-related questions as soon as possible, for instance, if something is not yet clear after a consultation or a patient information leaflet is difficult to understand.

TK insurees can always call TK-MediCall (TK-ÄrzteZentrum) on **040 - 46 06 61 91 40** to talk immediately to specialists and paediatricians who will give you expert answers to your questions. This service is available 24 hours a day, 7 days a week, 365 days a year, i.e. including weekends and public holidays, even when most surgeries and pharmacies are closed.

Always an expert answer You can ask the specialists at TK-MediCall about any health issue such as:

- Conditions and their possible symptoms
- Examination and treatment methods
- Medication and its effects
- Prevention and preventive health care



For families

How to clean grazes? What to do if a child cannot sleep through the night? How to cope with a hyperactive child?

Many parents suddenly have to face these issues, sometimes even in the middle of the night or over the weekend.

The physicians at TK-MediCall are also available for all issues relating to the health of babies, children and teenagers.

Older children and teenagers prefer to talk privately about certain health topics such as sexuality and can therefore make their own calls.

Callback service We always offer sound answers and individual support even in the case of more complex enquiries. It may sometimes be necessary to consult other specialists. The physicians at TK-MediCall will call you back.



Special service for travellers

Are you preparing to travel and need information on medical care at your destination? Do you need country-specific recommendations on what to keep in your travel first-aid kit?

Our service:

- Medical information prior to and during your holiday or business trip from expert physicians
- Information attuned to your requirements – depending on your destination, duration and the kind of holiday or business trip
- Support in several foreign languages
- Free callback service to your destination on request

Confidentiality guaranteed We established TK-MediCall in cooperation with an independent telemedical centre. The physicians at TK-MediCall are just as subject to medical confidentiality as your general practitioner and keep your personal information strictly private and confidential.

A complimentary service from TK Please have your TK eHealth Card and your insurance number available when calling. You can, of course, also contact TK-MediCall if your dependants have any issues.