

Emergency Numbers

Emergency numbers are in service 24 hours a day, every day. The short numbers (3 digits) are always free. In general, the other numbers cost as much as a regular phone call.

General Emergency Number: 112

This is the number for the police emergency unit. Depending on the nature of the emergency, the police may alert additional services (e.g. fire department).

Police: 117

This is the emergency number for the police.

Fire Department: 118

This number is for the fire department.

First Aid / Rescue Service: 144

This number is for the rescue service. It should be dialled only if help is needed immediately, an ambulance is necessary or if the gravity of the situation is unclear (e.g. accident). Other medical problems should be discussed with a family doctor. In non-life-threatening situations, the Medical Emergency Hotline (Medizinische Notrufzentrale, MNZ) can also be called at any time on 061 261 15 15, including outside the opening hours of family doctors. This helpline provides medical advice and information on the appropriate and nearest available service (doctor, hospital). Another option is directly contacting an emergency unit (hospital / emergency doctor's office).

Emergency Pharmacy: 061 263 75 75

You can call this number to reach the emergency pharmacy (Notfallapotheke) in Basel-Stadt. The emergency pharmacy at Petersgraben 3 is also always open at night and on weekends, providing access to medication even in emergencies.

Emergency Dentist: 061 261 15 15

In the event of a dental accident, call your dentist immediately. You can call the Medical Emergency Hotline (MNZ) on 061 261 15 15 outside of the opening hours. This number provides information regarding which dentist is available for emergency service in Canton Basel-Stadt.

Poison Control Center: 145

If one has swallowed or suspects that one has swallowed something poisonous, this number contacts doctors and trained staff. They explain how to proceed in cases of poisoning. In life-threatening situations one should dial 144 immediately. The website offers detailed information on the subject of poison/poisoning.

Counselling for Adults: 143

The number 143 (Extended Hand, Dargebotene Hand) is for people who wish to talk about any type of difficulty (in German, French, Italian and English). It is for crisis situations and all other problems and worries. Consultations are confidential and anonymous. Information on additional helpful resources is available. The Extended Hand can also be contacted via email or chat.

Counselling for Children / Young People: 147

The number 147 is for children and young people who wish to discuss any type of difficulties (in German, French and Italian). It is for crisis situations and all other difficulties and worries. Trained staff are available round the clock. Consultations are confidential and anonymous. Calls are free and do not appear on your telephone bill. The helpline can also be contacted via email, text, or chat.

Parent Helpline: 0848 35 45 55

The parent emergency helpline (Elternnotruf) connects persons who seek advice on parenting with trained staff. They help when one feels overwhelmed or overburdened with childcare, or when one is worried about one's own or someone else's children. One may also contact the parent helpline when one suspects that one's child or someone else's is being mentally or physically abused. Consultations are confidential and, upon request, anonymous. Contact is also possible via email. The parent helpline does not provide medical advice.

Domestic Abuse (Women): 061 681 66 33

The women's shelter (Frauenhaus) in the two Basel cantons offers round-the-clock advice and support for women who are affected by domestic violence. Family, friends and specialists can also contact the women's shelter. Consultations are confidential and, upon request, anonymous. Extensive information on domestic violence, including information for affected men, and contact information regarding other counselling services can be found in the section on domestic violence on hallo-baselstadt.ch.



**Additional information (links, addresses, information sheets,
brochures)**

www.hallo-baselstadt.ch/en/emergencies-and-counselling-services/emergency-numbers