

Medical Care

People who are ill or have been involved in an accident are advised, in most cases, to consult a doctor as a first measure. In minor cases it may suffice to visit a pharmacy. Only in case of a serious emergency should one go directly to hospital.

Pharmacies

Pharmacies sell prescription (as prescribed by a doctor) as well as over-the-counter medicine. It is advisable to consult a pharmacist as a first measure for minor illnesses. Pharmacists are well-trained and provide their customers with advice. The emergency pharmacy at Petersgraben 3 is also open at night and on the weekend, providing access to medication even in emergencies.

Family Doctor / Paediatrician

Many people in Switzerland have a family doctor (Hausarzt/Hausärztin) who is aware of the patient's personal health history and who is the first contact when medical problems arise. For children there are paediatricians. If necessary, a doctor will refer a patient to a specialist or to hospital. One should only go to hospital directly in case of a serious emergency. For other emergencies, there is the Medical Emergency Hotline Centre (Medizinische Notrufzentrale, MNZ) which operates after hours. The number is 061 261 15 15 and is available 24 hours a day. For emergencies with children and youths outside of the opening hours of paediatrician practices, the Medgate Kids Line can be reached on the paid hotline 0900 11 44 11.

Dentist

In general, dental care must be paid for by the patient. There is the option of getting additional insurance which covers dental care. Children in school have a right to one free dental check-up per year. Information will be provided by the school.

Hospital / Accident and Emergency Units

Persons who must go to hospital are, in most cases, signed in by a doctor. Serious emergencies are an exception and should be taken directly to the hospital's accident and emergency unit. The emergency number 144 should be dialed in life-threatening situations or when the patient needs to be picked up. The family doctor is responsible in less serious cases.

Care at Home

People who are ill or who are in need of care and help at home can benefit from the home nursing service (Spitex). Trained staff visit patients at home and provide care as well as help with housework. The service is made available for people who are in need of support following illness, accident, pregnancy, childbirth, or who are having difficulties related to ageing. Part of the costs are covered by basic health insurance (Grundversicherung). In addition to Spitex Basel, there are many private providers of home nursing.

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

www.hallo-baselstadt.ch/en/health/medical-care