

"Covid 19 (Corona) – Line of Action"

Helpline Dresden is an emergency and information number for migrants* in Dresden in German, English and Arabic. The Helpline is run by volunteers. In the following you will receive information about the novel coronavirus and our recommendations for action. Please call us, IF you are stuck at the following responsible telephone numbers. Otherwise we ask you to keep the Dresden Helpline free for its actual task: for emergencies.

What the volunteers of the Helpline Dresden can do on the phone:

1. We can **not** make a **diagnosis**.
2. We refer to the general information of the **Robert Koch Institute** and the **city of Dresden**.
These are:

Symptoms:

- fever, cough, sore throat, breathing problems, aching limbs and exhaustion
- In individual cases diarrhoea can occur.

Line of action:

- **Risk area AND symptoms:** If you returned from a risk area defined by the Robert Koch Institute (RKI)
https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogebiete.html
AND have symptoms, please contact the **municipal health department of Dresden** immediately (**info hotline +49 (0351) 4885322** , mainly in German. **Or Facebook messenger:** <https://www.facebook.com/stadt.dresden/> Additionally, please call your family doctor (hints for finding a doctor further down *)
- **Risk area WITHOUT symptoms:** If you returned from risk area and have **no symptoms**, testing is obligatory within 72 hours after being returned from the risk area. Stop contact with your fellow human beings and go into **domestic quarantine** (e. g. home office) for 14 days until getting a negative test. Observe your state of health and contact your family doctor if symptoms occur (hints for finding a doctor further down *)
- **Contact:** If you have had contact with an infected person, please contact the **municipal health department of Dresden** immediately. You can also get a free test (payed by your health insurance and the state) there or at your family doctor provided that you can proof to have had contact with an infected person.
- **Contact and symptoms:** You need to call the municipal health department of Dresden (**+49 (0351) 4885322**) and your doctor immediately. You also need to do a free test (payed by the state and your health insurance).
- **ONLY symptoms:** All other citizens with symptoms should **call their family doctor or another doctor** and should get a free test (payed by the state and your health insurance) there.

* Help finding a doctor:

- If you do not have a family doctor, please call another registered doctor.
- Here you will find a list of physicians* who speak languages other than German. It is sorted alphabetically by language: https://www.mpi-cbg.de/fileadmin/UPLOAD/CoreFacilities/InternationalOffice/documents/doctorslist_m_pi_280519.xls
- On-call service for panel doctors, telephone: [116 117](tel:116117) (7 p.m. to 7 a.m. as well as weekends and public holidays)

Coronavirus test:

- Every person **returning from abroad can get a free test** (payed by the government and your health insurance) within the first 72 hours after the return. Test-centres are to find at the airports Leipzig/Halle and Dresden as well as at the highway A17 parking spot Heidenholz, at the Highway A4 parking spot An der Neiße. You can also go to your family doctor to do the test.
- **People returning from risk areas are obliged to be tested**
- It is also possible to get a test without any relevant requirements. The test needs to be payed by your own then.
- For more information about the possibilities on testing see the following webpage: <https://www.bundesgesundheitsministerium.de/corona-test-vo.html>

Protective measures:

- Wash your hands thoroughly (30 seconds/for children: sing „Happy Birthday" twice)
- cough and sneeze into the crook of your arm
- immediate disposal of disposable handkerchief; wash your hands afterwards
- keep your hands out of your face
- keep a distance of two metres to other persons
- no handshaking
- air the rooms regularly

Further telephone numbers:

- **Information telephone of the Kassenärztliche Vereinigung Sachsen (Association of panel physicians in Saxony) for information in suspected cases: [116 117](tel:116117)**
- **Hotline of the Saxon Ministry of Health on the subject of coronavirus: [+49 \(0351\) 564 55855](tel:+49035156455855)**
- **Information hotline of the municipal health department of Dresden: [+49 \(0351\) 4885322](tel:+4903514885322)** Monday and Wednesday from 9 a.m. to 4 p.m., Tuesday and Thursday from 9 a.m. to 6 p.m., Friday from 9 a.m. to 2 p.m., mainly in German. **Or Facebook messenger:** <https://www.facebook.com/stadt.dresden/>

Links:

- **Robert Koch Institute:**
https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/nCoV_node.html

- **Landeshauptstadt Dresden: German:**
<https://www.dresden.de/de/leben/gesundheit/hygiene/infektionsschutz/corona.php>
English: https://www.dresden.de/en/city/corona_en.php
Español: <https://www.dresden.de/es/Nuevo-virus-Corona-SARS-CoV-2.php?fbclid=IwAR3KnmSTqkj9u2uMIT6-jnxDLMfflCyRRi848JekI2NDfB0o6mlo8tFbcKE>