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## Medical support

**Medical care is guaranteed everywhere in Switzerland. There are many hospitals and doctors – the quality is very good. Waiting times for patients are usually short.**

Here you will find an overview of how medical assistance is regulated in the Canton of St.Gallen. If you have any medical questions, your health insurance company will also help you and can provide you with contacts.

### Pharmacies

Pharmacists in Switzerland are highly qualified specialists in medicines.

They will advise you competently on health issues. They will recommend medication and help with the initial treatment of minor ailments and injuries.

Pharmacies are open during business hours (8.00-12.00, 14.00-18.00, Saturday until 16.00/17.00). There are emergency pharmacies where you can get medication at night or on Sundays and holidays. At all pharmacies, there is a list of local emergency pharmacies in the shop window.

Take your health insurance card with you when you buy medication. Depending on the insurance, you will be reimbursed part of the costs.

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### Medical assistance

The [Hausarzt oder die Hausärztin](#) (👉 [General practitioner in his own doctor's office or in the medical center / family doctor](#)) is the first point of contact in the event of illness or accident. You will receive medical treatment in the family doctor's office. They know your medical history and can help you quickly and effectively.

For an appointment, you must call the doctor's office in advance. Bring your health insurance card with you to every appointment.

For more complex problems, you will be referred to a specialist. You can take your child to a paediatrician.

You can find a doctor here:

### Medical Directory Doctor FMH

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### Medical emergencies

In the event of an emergency (injuries, accidents, illnesses, etc.), contact your family doctor's office. If the doctor's office is not available, you can reach the emergency medical service around the clock.

In some cities there are also doctor's stations (= permanence) for emergencies where you do not need an appointment, e.g.:

- [Permanence Polipraxis St.Gallen](#)
- [Permanence Rapperswil-Jona](#)
- [Emergency practice at Wil Hospital](#)

### Emergency medical service if the family doctor's office is not available:

#### Children's emergency

Entire Canton of St.Gallen

0900 144 100

(CHF 2.90 / min.)

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#### Sarganserland

Pfäfers, Vadura, Vättis, Vasön, Valens, bad Ragaz, Vilters, Wangs, Mels (with Heiligkreuz, Plons, Weisstannental), Sargans

0800 740 743

<b>Werdenberg</b>	<b>0800 740 742</b>
Azmoos, Buchs, Fontnas, Frümsen, Gams, Grabs, Gretschins, Haag, Malans, Oberschan, Räfis, Rans, Salez, Sax, Sennwald, Sevelen, Trübbach, Weite, Werdenberg	
<b>Upper Rhine Valley</b>	<b>0900 144 441</b>
Rüthi, Oberriet, Ecihberg, Hinterforst, Kriessem, Montlingen, Altstätten, Lüchingen, Marbach, Rebstein	
<b>Lower Rhine Valley</b>	<b>0900 144 441</b>
Balgach, Heerbrugg, Berneck, Widnau, Diepoldsau, Berneck, Au, St.Margrethen	
<b>Rheineck</b>	<b>0844 55 00 55</b>
Rheineck, Thal, Altenrhein, Eggersriet, Appenzell, Vorderland, Obereggen	
<b>Rorschach</b>	<b>0900 144 144</b>
Rorschach, Rorschacherberg, Goldach, Untereggen, Tübach, Möschwil, Steinach	<b>(CHF 2.80 / min.)</b>
<b>City of St.Gallen, Wittenbach, Engelbrug, Abtwil</b>	<b>0900 144 144</b>
	<b>(CHF 2.80 / min.)</b>
<b>Gossau, Andwil, Arnegg, Waldkirch, Bernhardzell</b>	<b>0900 144 144</b>
	<b>(CHF 2.80 / min.)</b>
<b>Flawil, Degersheim</b>	<b>071 914 61 11</b>
<b>Uzwil, Nieder-Oberuzwil, Niederwil, Niederstetten, Oberbüren</b>	<b>071 914 61 11</b>
<b>Wil and surroundings</b>	<b>071 914 61 11</b>
Wil, Bazenheid, Braunau, Bronschhofen, Busswil, Dietschwil, Gähwil, Hosenruck, Kirchberg, Müselbach, Rickenbach, Rossrüti, Schalkhausen, Schwarzenbach, Wilen, Wuppenau, Züberwangen, Zuzwil	
<b>Linth area 1: Rapperswil Jona</b>	<b>0848 144 111</b>
<b>Linth area 2:</b>	<b>0848 144 222</b>
Kaltbrunn, Benken, Uznach, Schmerikon, Eschenbach, Goldingen, St.Gallenkappel, Emetschwil, Gommiswald, Rieden, Schänis, Weesen, Amden	
<b>Toggenburg</b>	<b>071 987 33 00</b>
Ebnat-Kappel, Krummenau, Nesslau, Stein, old and new St.Johann, Unterwasser, Wildhaus, Lütisburg Station, Mosnang, Bütschwil, Libiingen, Lichtensteig, Wattwil, Krinau, Ricken incl. Neckertal, Oberhelfenschwil, Mogelsberg, Brunnadem, Schönengrund, St.Peterzell, Hemberg	

In serious cases, most hospitals have an emergency department.

Please make a short phone call to the **hospital** beforehand to register. There you will be assessed and classified according to the urgency of your injury or illness.

In the event of a serious emergency, dial 144 for emergency services.

### Available around the clock:

Medical emergencies	144
REGA Rescue Helicopter	1414
Children's Emergency Practice - Children's Hospital of Eastern Switzerland	0900 144 100 (CHF 1.92/min)
Emergency dental service	0844 144 001
Poisoning emergency	145
Emergency aid after sexual violence	071 494 94 94

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## Hospital

If you need detailed examinations, surgery or therapy because of a health problem, you will be admitted to a hospital.

In the Canton of St.Gallen, hospitals are organised regionally:

- **Cantonal Hospital of St.Gallen**
- **Spital Region Rheintal, Werdenberg, Sarganserland**
- **Linth Hospital**
- **Spital Region Fürstenland, Toggenburg**

In most cases, your family doctor will refer you to hospital.

In the event of an emergency (injuries, accidents, illnesses, etc.), report to the emergency room of the hospital. Please make a short phone call to the hospital beforehand to register. There you will be assessed and classified according to the urgency of your injury or illness.

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## Dentistry

If you have a toothache, the dentist will help you. You have to pay the costs for the treatment yourself – unless you are specifically insured for this.

Regular appointments for examinations and screening are useful.

In case of emergencies outside opening hours, contact an emergency service:

**List of emergency services**

**Note for refugees:** The costs for necessary treatment are paid by the social welfare office of your municipality of residence. Ask the municipal office beforehand about a commitment to cover costs.

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## Alternative medicine

Alternative medicine offers natural diagnostic procedures, healing methods and remedies. It is used as a supplement to treatment for physical and mental complaints. These include homeopathy, osteopathy and traditional Chinese medicine.


Alternative medicine is often used, for example, to treat hay fever, rheumatic diseases or other chronic diseases.

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## Red Cross transport service


Do you have a medical appointment? Is it difficult for you to use public transport or do you need a companion? Then the Red Cross transport service will help you.

Volunteers will accompany you to your medical appointment. You will be chauffeured comfortably in a private car.

 [Transport service of the SRC St.Gallen](#)

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## Counselling centre for patients

The [Patientestelle Ostschweiz](#) ( non-profit organization) offers:

- Advice and support in the entire field of health care
- Informing patients of all ages about their rights and obligations and helps them to exercise and enforce their rights.
- Decision support before the start of treatment and before planned surgery
- Mediation in the event of conflicts
- Advice on insurance issues, cost coverage, change of health insurance company
- Clarification of medical malpractice

## > Patient Center Eastern Switzerland

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### Health guide in 19 languages

A brief explanation of the Swiss healthcare system - a guide for migrants in Switzerland



### Medical terms explained in multiple languages

german, English, Spanish, French, Italian, Japanese, Korean, Portuguese, Russian, Chinese, Arabic



### Find a doctor

Doctors near you



### Search for a doctor by specialty

General practitioners / specialists / surgeons / dentists / alternative medicine



### Emergency medical service 24/7

If the GP's office is not available, contact the emergency doctor in your area.



### Self-help groups

There are self-help groups on many topics / problems / questions.

## Contact points

Find the right contact point, advice or authority in your area: [Contact points](#)

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