

Courses of Action

in the Event of Racist Incidents

Look after yourself: What do you need? What do you want to do? Show clear boundaries.

Take notes of the names of those involved and witnesses, secure **evidence** and prepare a **memory log**.

Find **allies** and get emotional support. For the situation itself and/or the time after.

In any case, if you feel that you have been treated unfairly or discriminated against, speak up directly. You can also contact the local **complaints office**.

State Medical Association (Landesärztekammern) are responsible if the professional staff behave in a racist or discriminatory manner. Contact the chamber in your state.

Consultation Centers

Consultation centers support those affected and witnesses of discrimination. They advise on intervention options and/or legal action after discriminatory incidents and attacks. They also record the cases.

- The consultation is:
- in person or by phone,
 - free of charge
 - anonymous
 - on request, with interpreters

We recommend contacting us promptly, as legal claims may expire after two months.

Federal Consultation Finder



Community-based Consultation Centers

Mehr Informationen



Handbook Germany: Information and Explanation about Healthcare

Publication of DeZIM: Racism and its symptoms



Federal Anti-Discrimination Agency: Health and Care

The QR codes will lead you to a page in German language.

Other languages: Arabic, German, Farsi, French, Russian, Turkish, easy language in German



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Racism in Healthcare

Initial information for Patients



with experiences of
racism in healthcare

Racism in Healthcare

Racism is an ideology that devalues people based on their appearance, name, (supposed) culture, origin or religion. Racism happens every day.

Racism in the healthcare system can happen inside the structures but also on an institutional and individual level.

Examples are:

- Patients are not greeted because of their origin.
- Patients are not sufficiently informed about their services because they hardly speak German.
- The patients' pain is not taken seriously because of his/her/they appearance



More information about the topic racism

You are not alone with experiences of racism. Get support. This flyer will give you initial information.

Your Rights

The health personnel is generally obliged to participate in the medical care of patients with statutory health insurance. The obligation to treat applies in accordance with Section 95 (3) SGB V. They may only refuse treatment in justified cases.

Examples are Overworking of the doctor or lack of trust between doctor and patient.

This means: If there is no justified case, doctors are not allowed to send you away and must treat you.

In emergencies, doctors may never refuse treatment.

The General Equal Treatment Act (Allgemeine Gleichbehandlungsgesetz **(AGG)** section1 aims to prevent or eliminate discrimination based on ethnic origin, gender, religion or belief, age, disability, or sexual identity.

If you have been disadvantaged, you are entitled to **injunctive relief** under section21 AGG.

This applies, for example, if there is a treatment error.

Examples:

You have been denied emergency assistance and have permanent damage to your health.

Your pain was not taken seriously, you were therefore treated incorrectly and suffer consequential damage to your health.

In **serious cases**, such as insult or slander, you can file a complaint according to section192a German Criminal Code (StGB).

Asylum seekers and **tolerated persons** receive a limited entitlement to health services in accordance with section4 Asylum Seekers Benefits Act (AsylbLG) in the first 36 months of their stay. This includes acute pain care during pregnancy and childbirth as well as vaccinations.

Depending on the municipality/city, you will receive a health insurance certificate or an electronic health card. The responsible **social welfare office** will **cover the costs**.

More information on health care for refugees



In case of **language difficulties**, a person can come along for the **translation** in any case.

In addition, translation tools can be used. In many municipalities and cities, there are associations that provide volunteer language mediators.

There are separate points of contact for **people in precarious living situations**. These include, for example, undocumented people, people, with few financial resources, welfare recipients, those released from prison, etc.

More information on support:



Your health is a human right. There are associations that **treat** people with limited or no insurance coverage -- **anonymously and free of charge**.

Nationwide contact points:

