

# Mental Health in Potsdam

## SELF-HELP AND COUNSELLING

First of all, it's important to know that you do not have to go through any mental health issues alone. Consider talking to your family, close friends or other individuals that you trust.

### Advice and crisis counselling

Berliner Krisendienst (Berlin crisis service) +49 30 390 630 0

Telefonseelsorge (Phone counselling) +49 800 111 0 111

Suchttelefon (Addiction phone) +49 1805 313 031

Peer counselling (Suicidality) [www.u25-deutschland.de](http://www.u25-deutschland.de)

Psychosocial care for refugees [www.ueberleben.org](http://www.ueberleben.org)

Mädchennotdienst (Counselling for girls) +49 30 61 00 63

MuTeS (Muslim counselling) +49 30 44 35 09 821

BIG e.V. (Domestic violence) +49 30 611 03 00

LARA (Rape crisis counselling) +49 30 216 88 88

### LGBTQ

Lesbian Counselling Center

[www.lesbenberatung-berlin.de/englisch.html](http://www.lesbenberatung-berlin.de/englisch.html)

Violence against Lesbians [www.l-support.net](http://www.l-support.net)

Gay Counselling Center

[www.schwulenberatungberlin.de/index.php](http://www.schwulenberatungberlin.de/index.php)

Violence against Gays

[www.maneo.de/en.html](http://www.maneo.de/en.html)

### Self-help groups

Search for 'English' to get list of self-help groups in English

<https://www.sekiz.de/>

[www.nakos.de](http://www.nakos.de)

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### Your General Practitioner

(Hausarzt) can be your first point of contact when it comes to mental health concerns. Your GP can refer you to mental health professionals (psychotherapists and psychiatrists). Although legally a referral from your GP is not required, it helps to explain the type and urgency of the symptoms you are dealing with to your psychotherapist or psychiatrist. To find an English speaking GP you can consult [www.sanego.de](http://www.sanego.de) (the language competence of each physician is mentioned in their profile).

### HEALTH INSURANCE

There are two types of health insurance in Germany: public health insurance (*Gesetzliche Krankenversicherung*) and private health insurance (*Private Krankenversicherung*).

**Public health insurance** covers all costs of visits to psychiatrists. Psychotherapy is only covered if the therapist has a public health insurance authorisation (*Kassensitz*), which is the case for most. As of 2017 this insurance covers depth therapy, psychoanalysis and behavioural therapy. Other therapy methods are not covered. Medication and hospital stays are generally covered with a small deductible.

**Private health insurances** have differing policies. It is recommended to check with the health insurance provider directly to find out what therapy methods and treatments are covered. For many private insurances, patients are asked to pay for treatments up front and can usually be reimbursed by their insurance at a later date.

Ambulances are generally covered in emergencies.

### THERAPY

**Finding the right therapist** may take a while but do not lose faith. The following resources are meant to help you find as many options as possible so that you can make an informed decision on the right therapist for you. Be aware that therapists usually have long waiting lists so it can sometimes

take up to a few months to get your first appointment.

The Brandenburg public health insurance association (*KVBB*) is legally required to provide you with a therapist appointment within four weeks of your call.

KVBB Appointment service  
(*Terminvermittlung*)  
Tel.: +49 116117 or  
<https://www.kvbb.de/patienten/terminservice/ter>

Directories of therapists with English language search option:  
[www.psych-info.de](http://www.psych-info.de)  
<https://arztsuche.kvbb.de/ases-kvbb/ases.jsf?t=psychotherapeut>

Or via postal code:  
[www.therapie.de/](http://www.therapie.de/)  
Universities for psychotherapy and training institutes also offer long-term therapy led by therapists in training. Quality is ensured through supervision by licensed therapists. Ask your University's psychological counselling center for addresses or:

[www.psychotherapeutenkammer-berlin.de/links/ausbildungsinstitute](http://www.psychotherapeutenkammer-berlin.de/links/ausbildungsinstitute)

**The therapy procedure** is similar for all types of therapy and insurances. The very first meeting is an

opportunity for therapist and patient to get to know each other. After that, patients have the possibility to continue treatment with that therapist in 4-5 so-called probationary sessions (*Probatorische Sitzungen*). During this time period, the therapist will, with the approval of the patient, apply to the public health insurance for cost takeover for a longer therapy of 24-300 sessions, depending on the treated methods.

Should you not be able to find any therapist in Potsdam with free appointments and a public health insurance authorisation (*Kassensitz*), you can apply for the reimbursement (*Kostenerstattung*) of a licensed private therapist.

### PSYCHIATRY

**Psychiatrists are medical specialists**, who can prescribe mental health medication. Some public health insurances (such as TK) offer an appointment service, where staff will make an appointment with a specialist for you.

Alternatively you can consult the following directory of specialists to find one in your area. The language competence of each psychiatrist is mentioned in their profile.

[www.sanego.de](http://www.sanego.de)

**Psychiatric hospitals** also have walk-in psychiatric clinics (*Psychiatrische Institutsambulanz*), most of which have English speaking doctors and staff. Appointments are required.

### MENTAL HEALTH EMERGENCIES

**Ambulance/Fire 112**

**Police 110**

**Berlin crisis service (*Krisendienst*)**

+49 30 390 630 0

[www.berliner-krisendienst.de](http://www.berliner-krisendienst.de)

Phone / on-site consultations

**Socio-psychiatric services:**

Hegelallee 6-10, Haus 2, 14467  
Potsdam

Tel. 0331 289-2428

Mo-Th: 9-12 a.m. and 1-4 p.m.

Fr 9 a.m. -13 p.m.

E-Mail: [spdi@rathaus.potsdam.de](mailto:spdi@rathaus.potsdam.de)

**Psychiatric hospitals (inpatient and outpatient), 24/7 h**

Center for Psychiatry, Psychotherapy and Psychosomatics at the **Ernst von Bergmann Clinic** (in- and outpatient)

**Ambulance 1:**

An der Aue 59-61, Potsdam

Tel.: +49(0)331/241 -37525

**Ambulance 2:**

Charlottenstraße 72 , Potsdam

Tel.: +49(0)331/241 -37586