



Fatima from Iraq is telling her best friend about the headaches she is having very often and intends to visit the doctor tomorrow.

Her friend Simone points out that in Austria she needs to see the General Practitioner first and asks Fatima if she is registered with one and has an e-card.

At the doctor's, Fatima is asked to remove the headscarf for an MRI, this makes Fatima feel very uncomfortable because her nurse is a male.

Simone suggests asking the doctor if she can be attended by a same gender nurse.



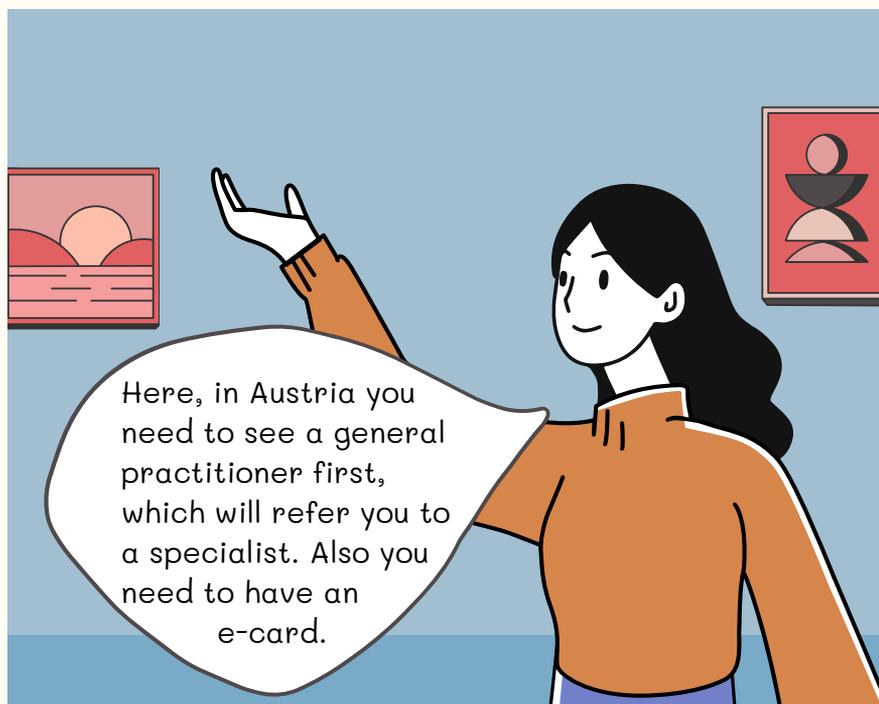


I have been having terrible headaches lately, I am thinking of going to the doctor tomorrow.



Are you registered with a general practitioner?

Do you have an e-card?



Here, in Austria you need to see a general practitioner first, which will refer you to a specialist. Also you need to have an e-card.



Oh, thank you, I do have an e-card but I am not registered with a General Practitioner.



I can help you register with a general practitioner. Here is the phone number for my General Practitioner.

Thank you! I will call right away.

AT THE DOCTOR

What is MRI?
Would it hurt?

We need to do an MRI for a more detailed investigation. For that you need to visit a specialist. I will give you a referral to a specialist.



AT THE DOCTOR

Thank you!!

Magnetic Resonance Imaging (MRI) is a wonderful test that lets you see inside the body with amazing clarity. The best part is an MRI can do this with no harmful radiation and it doesn't hurt.



AT THE SPECIALIST:



Please, take off your headscarf and come into the next room.



Simone, I feel uncomfortable to remove my headscarf in front of male doctors. Do you think I can be attended by a female nurse?



We can ask the doctor, I am sure he will understand



I'm Monica, the doctor send me to attend you.
Don't be scared, it only takes a few minutes.



Make sure you are drinking at least 2l of water/day and please keep a headache diary.

Here are your results, it doesn't seem to be anything serious.

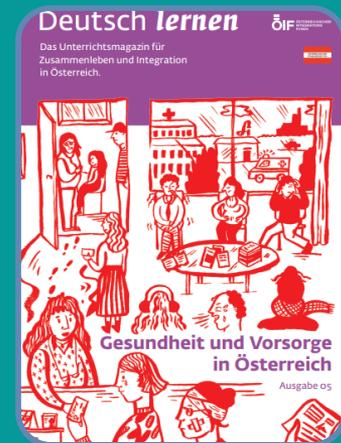
Come back for a check in 2 weeks, we might need to check your eyes also. I will make sure that Monica is here to attend you.

An illustration of a woman wearing a dark blue hijab and a light beige long-sleeved top, sitting in a hospital room. She has her hand to her chin in a thoughtful pose. Behind her is a hospital bed with blue and white striped curtains. To her right is a white sink with a blue faucet and a blue bottle on the counter. In the background, there are white cabinets and a framed picture of a human head with internal organs highlighted in pink and purple. A speech bubble above her contains the text: "Thank you very much for your understanding and help. I am feeling much better already."

Thank you very much for your understanding and help. I am feeling much better already.

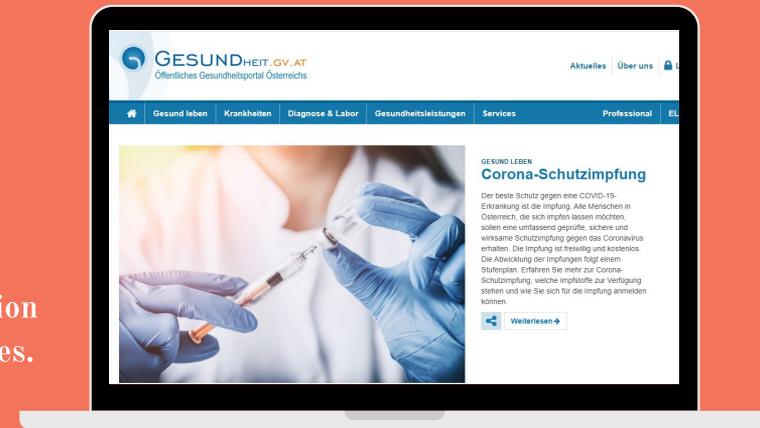
Medical checks can be stressful in any country. Communication is the key!

Health related vocabulary in German



Public Health Portal in Austria

Be sure to check the Health Care Portal for more information about appointments, pharmacies and medical care good practices.



More information about
the e-card:



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For more information, please visit: <https://healthwithoutborders.eu>

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