

Information Sheet on the AOK Family Doctor Programme

1. What is the AOK Family Doctor Programme?

The main aim of this programme is to shift the focus to family doctor centered medical care, with the family doctor as a “guide” and interface to all the therapists, consultants and other providers involved in your treatment. Participation in this program is voluntary for AOK members.

2. What are the core elements of the AOK Family Doctor Programme?

- Your chosen family doctor (search: <https://www.mediarztsuche.de/hausarzt/AOK/AOKBadenWuerttembergHzv>) is your first contact and guide in all matters relating to your treatment.
- You are initially obliged to remain with your chosen family doctor for at least 12 months.
- To obtain treatment from a consultant, you need a referral from your family doctor (exceptions: gynecology, ophthalmology, pediatrics and emergencies).

3. What advantages does the AOK Family Doctor Programme have for you?

- Your family doctor is a central contact who holds all the threads of your medical treatment and therapy.
- You do not have to pay supplements for many discounted medications (exemption from prescription fees).
- You benefit from shorter waiting times at your doctor's office.
- If you are in work, you can make appointments for the evening.
- You also get to enjoy attractive additional benefits.

4. How can you join the AOK Family Doctor Programme, and for how long do you have to be a member?

- If you would like to participate in the AOK Family Doctor Programme, please tell your participating family doctor.
- You will initially be a member of the AOK Family Doctor Programme for 12 months. Your membership will be automatically extended for another 12 months unless you give notice one month before the respective 12-month period is up. Please submit your notice of withdrawal in writing to the AOK Baden-Württemberg.

5. How and when can you change your family doctor?

- In principle, you can only change your family doctor after a period of 12 months has elapsed.
- However, you can change your family doctor earlier in certain circumstances, for example
 - if there are difficulties in the doctor/patient relationship
 - if you change your place of residence
 - if your family doctor moves to an office in another location
 - or if your chosen family doctor withdraws from the AOK Family Doctor Programme

You can change your family doctor at the beginning of the quarter.