

## In an emergency

If you are in an acute crisis, feel that you or others are in danger or have specific suicidal thoughts, please contact our emergency outpatient clinic immediately. It is available for you around the clock.

- Telephone: 0621 1703-7777
- Address: J 5 · first floor · 68159 Mannheim

## Contact person

**Dr. Suna Su Aksay-Gut**

Senior physician

Specialist in psychiatry and psychotherapy

[sunasu.aksay@zi-mannheim.de](mailto:sunasu.aksay@zi-mannheim.de)

## Contact for children and adolescents

**Mahmud Ben Dau**

Specialist in child and adolescent psychiatry and psychotherapy

[mahmudamer.bendau@zi-mannheim.de](mailto:mahmudamer.bendau@zi-mannheim.de)

**Zentralinstitut für Seelische Gesundheit**  
**Transcultural outpatient clinic**  
**K 3, 21 · 4th floor · 68159 Mannheim**  
**[zi-mannheim.de](http://zi-mannheim.de)**

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**zi**

**Transcultural  
outpatient clinic**

We understand you  
and help you

Zentralinstitut  
für Seelische  
Gesundheit

## Are you not feeling well?

Do you often have negative thoughts that do not stop? Do you feel hopeless, tired or listless? Do you have fears or worries? Have you experienced things that you can no longer get out of your head? Or do you sometimes think that you don't want to go on?

It is not easy to deal with these feelings and thoughts on your own. It is even more difficult to find your way out alone. If these feelings and thoughts continue for several weeks, it is important that you share these with someone and seek professional help. There are effective ways to overcome such inner crises. We can support you in this.

## Fast and empathetic help

The Transcultural Outpatient Clinic helps people with a history of migration or refugee experience who are experiencing emotional stress or crises. We offer you fast and sensitive support, considering your cultural background.

Perhaps you have had negative experiences with doctors or therapists in the past because you did not feel properly understood or had language difficulties. Also then, you are welcome to contact us. Anyone can turn to us, regardless of his or her mother tongue. We speak and treat in Arabic, German, English, Russian, Turkish and Ukrainian. In addition, (telephone) interpreters help with other languages.

## Also for children and young people

We also provide comprehensive support for children and adolescents, regardless of whether they are accompanied or unaccompanied. We treat underage refugees or migrants in the Transcultural Outpatient Clinic. We work closely with families, schools and youth welfare services to clarify perspectives and offer the best possible support.

In the Transcultural Outpatient Clinic of Child and Adolescent Psychiatry, we offer treatment in Arabic, German, English and Russian. Interpreters are called in for other languages.

## How we help

You can talk to us about your worries, fears and feelings in a calm and trusting environment. We will listen to you and find out together how you can get better. Together we will decide how to proceed and what treatment might help you.

We provide advice and treatment on an outpatient basis. This means that you come to us for your appointment and can go home afterwards.

## How can I make an appointment?

Call us on 0621 1703-2850 or send an e-mail to [zentralambulanz@zi-mannheim.de](mailto:zentralambulanz@zi-mannheim.de). Please mention the keyword Transcultural Outpatient Clinic.

Or come and see us directly for a brief initial consultation. Please contact our colleagues at the registration desk.

### Short consultations without appointment

**When?** Tuesdays between 2 and 4 pm

**Where?** K 3, 21, 4th floor, 68159 Mannheim

## What do you need to bring to your appointment?

- Health card and referral slip (Überweisung)
- If you have a treatment certificate issued by the social welfare office (Sozialamt), please use this to obtain a referral certificate for our outpatient clinic from your GP practice
- Preliminary findings and doctor's letters (ECG findings, blood values, medication plan)
- Previously sent and completed questionnaires, if applicable
- For minors (children and adolescents under the age of 18) not accompanied by a custodial parent: the written consent of the custodian or guardian.
- **Please arrive at the registration desk 15 minutes before your appointment**