



## Helpful contacts in critical situations – Incoming students

This paper should help you to find individual help in special situations. Please consider to handles these contacts with care, as the contacts are intended for emergencies!

We would like to emphasize that you should not be shy to seek help from us in certain situations. We, the Kunstuniversität Linz, will handle your personal matters seriously and confidentially!

### Important telephone numbers

**International code to Austria** from abroad: **0043 or +43**

Dial **0732** to Linz within Austria

Dial **0043 732** OR **+43 732** from abroad

### For any problems with your stay at the Kunstuniversität Linz contact the International Office

**Contact: Ms. Michaela Ortner**  
E-mail: [international.office@ufg.at](mailto:international.office@ufg.at)  
Phone: **+43 732 7898 – 2283**

**Office hours:**

Monday 9am – 12pm and 1:30 – 3pm  
Tuesday 1:30 – 3:30pm  
Wednesday 9am – 12pm

**Address:** Hauptplatz 6, 4020 Linz (2<sup>nd</sup> entrance right hand side), 3<sup>rd</sup> floor

## Emergency numbers (24 hours)



**Fire Emergency – 122**



**Police Emergency – 133**



**Ambulance Emergency – 144**

**For all emergency cases (fire, police, ambulance) you can also use the Euro Emergency number (24 hours): works without credit on the mobile phone and without area code from any telephone (except payphones)**



**EURO Emergency – 112**

**Explanation: EURO Emergency Number**

**In Europe** the **EURO Emergency Number** is used in the [Europäischen Union](#), [Andorra](#), [Färöer-Inseln](#), [Island](#), [Liechtenstein](#), [Norwegen](#), [San Marino](#), [Schweiz](#), [Türkei](#), [Vatikanstadt](#),<sup>[2]</sup> [Bosnien und Herzegowina](#)<sup>[3]</sup> und in [Russland](#).<sup>[4]</sup>

## Further Austrian Emergency Numbers

### **Medical Service: 141**

[Ärztfunkdienst](#) medical radio service (on-call service of general practitioners outside regular surgery hours |

Bereitschaftsdienst praktischer Ärzte außerhalb regulärer [Ordinationszeiten](#))

### **Poisoning centre: +43 (0)1 4064343**

[Vergiftungsinformationszentrale](#) (Vienna)

### **Women's emergency hotline Linz (24 hours hotline)**

+43 (0)732 606700

E-mail: [office@frauenhaus-linz.at](mailto:office@frauenhaus-linz.at)

## Hospital in case of accidents and dental emergency:

### **Allgemeines Unfallkrankenhaus (AUVA) LINZ**

Garnisonstraße 7

4010 Linz

<https://www.auva.at/cdscontent/?contentid=10007.671091&portal=auvportal&viewmode=content>

**Phone: +43 732 69 20-0** free hotline

Fax: +43 732 69 20-1509

E-Mail: [ULV@auva.at](mailto:ULV@auva.at)

#### **Reachability of the hospital:**

Bus Line No 45 Stop P. Scherleitner-Weg

Bus Line No 46 Stop Garnisonstraße

[linkFahrplanauskunft \(EFA\) - linzag.at](#)

[linkVerkehrslinienplan - linzag.at](#)

Print version: „[how to find the hospital](#)“

### **Dental emergency service centre Linz at the UKH/AUVA LINZ:**

**Works only outside of the opening hours of a dentist!**

In the NDZ of the Upper Austrian Dental Association at the UKH (AUVA) Linz, pain and emergency patients are treated outside the opening hours of their dentist.

**FIRST STEP:**

PLEASE ALWAYS TRY TO FIND A DENTIST under 141 (Medical Service – Ärztenotdienst)

**SECOND STEP:**

Phone: Emergency telephone: 0732 / 78 58 77

**opening hours:**

Monday to Sunday: 20-24 pm

In addition on Saturdays, Sundays and public holidays: 8 am to 2 pm

Holders of an e-card can take advantage of necessary health insurance services in the dental emergency service centre without any additional costs!

**In case of problems concerning your studies**

If you face any **problems concerning your studies** during your stay, you can contact the **ÖH – Austrian National Students Union**

<https://www.ufg.at/Vorsitzteam.2113+M52087573ab0.0.html>

**Office:**

Location: Domgasse 1, 4010 Linz , 2. Floor, room no. 2.51

Phone +43 (0)732 7898 2320

Email [oei.office@ufg.at](mailto:oei.office@ufg.at)

**Office hours:**

Monday 8.30 am – 12.00 pm

Tuesday 8.30 am – 12.00 pm

Wednesday 8.30 am – 12.00 pm

Thursday 8.30 am – 12.00 pm

**Psychological Counseling Center** at [Johannes Kepler University Linz](https://www.jku.at):

The **Psychological** Counseling Center is a **student support** service of the Ministry of Science designed to assist students and prospective students.

**Location:** Johannes Kepler University

University fund building 1<sup>st</sup> floor, Altenbergerstraße 69, 4040 Linz

**Phone:** 0732 2468 – 7930

**Web site:** <http://www.studentenberatung.at/standorte/linz.html>

**Email:** [Psychol.studber@jku.at](mailto:Psychol.studber@jku.at)

**Phone:** +43 (0) 732 - 2468 – 7930

**Opening hours:**

from Monday to Thursday from 7:15 am to 3 pm

Friday from 7:15 am to 1:30 pm

**The psychological student counselling service is also open during the holidays!**

**Outside of the office hours you can use in urgent cases:**

the pastoral telephone service phone: +43 (0)732 - 17 70-0

**OR**

**Psychological counselling** in critical situations

**Krisenhilfe Upperaustria** 24 hours hotline +43 (0)732 2177

quick and professional help and support in **mental crises** [link](#)

**At the Kunstuniversität Linz****Coordination Office for Gender Issues**

<https://www.ufg.at/Koordinationsstelle-fuer-Genderfragen.1302+M52087573ab0.0.html>

(in German only)

**Contact:** Ms. Karina Koller

Email: [karina.koller@ufg.at](mailto:karina.koller@ufg.at)

Phone: +43 (0) 732 7898 2271

**Location:**

2nd floor, room number H6.02.23

Hauptplatz 6, 4020 Linz

**Working Group on Equal Treatment Issues | Arbeitskreis für**

**Gleichbehandlungsfragen** <https://www.ufg.at/Arbeitskreis-fuer-Gleichbehandlungsfrage.1303+M52087573ab0.0.html>



**Contact:** Ms. Amina Lehner

Email: [AKG.Anfragen@ufg.at](mailto:AKG.Anfragen@ufg.at)

**Mobile:** +43 (0) 676 84 7898 473