



## ZENTRUM FÜR POSTINFEKTÖSE MULTISYSTEM-ERKRANKUNGEN

Individualized medicine for children, adolescents, and adults  
with ME/CFS, Long COVID, Post-Vac & related conditions

### Getting Started with the 321 Online Reception – Your Digital Connection to Us

Welcome to our online reception! Here, you can easily get in touch with us – 24/7, at your own pace and without waiting time. To help you find your way quickly, we've briefly explained the most important features:

#### Book an Appointment

Would you like to book an appointment with us at ZPIMS?  
Simply click on „Termin vereinbaren“ – and you'll be just a few steps away from securing your spot.

#### Cancel / Reschedule an Appointment

Something came up? No problem!  
Use the „Termin absagen / ändern“ option to easily adjust your appointment.  
Please let us know at least 48 hours in advance, so we can offer the time slot to someone else. Thank you!

#### Request a Prescription

Need a follow-up prescription?  
Select „Rezept anfordern“ and enter the medication name and dosage.  
We'll take care of it promptly.

#### Submit a General Inquiry

Have a question, need a certificate, or want to share something with us?  
Use the „Sonstige Anliegen“ option for anything else that's important.  
Feel free to describe your request as clearly as possible – it helps us respond quickly and precisely.

#### Send Us Documents

Want to send us test results, referrals, or other medical documents?  
Simply use the „Datei hochladen“ function.  
Please make sure your documents are easy to read – that way, nothing gets lost on our end.

All your data is, of course, transmitted securely and treated with strict confidentiality.  
If you have any questions, don't hesitate – we're here for you.

Your ZPIMS Practice Team