



Honoring Warriors and the Army Family Covenant

U.S. Army Health Clinic, Livorno

# Guide to Host Nation Health Care



Routine and Specialty Care



Maternity Care



Patient Liaisons



Emergencies and Surgery

*and much more.....*



The “Guide to Host Nation Healthcare” is a field manual to enhance your comfort when navigating your local medical community.

You will also get a lot of help from your Military Treatment Facility staff.

Be sure to visit your clinic page on the Europe Regional Medical Command Web site to view or download a the most current version of this guide.  
<http://ermc.amedd.army.mil>



## Resources on the Web

**United States Army Health Clinic Livorno**  
<http://ermc.amedd.army.mil/livorno>

**Army Wounded Warrior Program**

[www.AW2.army.mil](http://www.AW2.army.mil)

(Assists severely wounded, injured and ill Soldiers, Veterans and their Families)

**Army Behavioral Health**

[www.behavioralhealth.army.mil](http://www.behavioralhealth.army.mil)

(Tools to adjust, cope, get ready to deploy, transition to return home, and more)

**Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

(Reliable health information, updates on pandemics, flu's, vaccinations, etc.)

**Europe Regional Medical Command**

<http://ermc.amedd.army.mil>

(ERMIC updates and access to U.S. Army Health Clinics Europe)

**Military OneSource**

[www.militaryonesource.com](http://www.militaryonesource.com)

(Support system and access to community resources)

**TRICARE**

<http://www.tricare.mil/mybenefit> or <http://www.tricare.mil/tma/EurasiaAfrica/>

(Complete access to TRICARE benefits and coverage information)

**U.S. Army Center for Health Promotion and Preventive Medicine—Europe**

[www.chppmeur.healthcare.hqusareur.army.mil](http://www.chppmeur.healthcare.hqusareur.army.mil)

(Information on military public health programs, force health protection and readiness )

**World Health Organization**

[www.who.int/en](http://www.who.int/en)

(Updates and information on worldwide health trends)

## Reference Phone Numbers

### U.S. Army Health Clinic Livorno

<b>Nurse Advice Line:</b>	1-800-877-660
<b>Ambulance:</b>	DSN 633-7575    Comm 050.54.7575
<b>Military Police (emergencies):</b>	DSN 633-7575    Comm 050.54.7575
<b>Clinic duty day number:</b>	DSN 633-7357    Comm 050.54.7357
<b>Emergency care:</b>	DSN 633-7575    Comm 050.54.7575
<b>MP Desk:</b>	DSN 633-7575    Comm 050.54.7575
<b>Patient Advocate:</b>	DSN 633 –7896    Comm 050.54.7896
<b>EDIS:</b>	DSN 633-7357    Comm 050.54.7357
<b>Immunization Clinic:</b>	DSN 633-7884    Comm 050.54.7884
<b>Behavioral Health:</b>	DSN 633-7077    Comm 050.54.7077
<b>Optometry:</b>	DSN 633-7357    Comm 050.54.7357
<b>Pharmacy:</b>	DSN 633-7338    Comm 050.54.7338
<b>Pharmacy refills:</b>	DSN 633-7338    Comm 050.54.7338
<b>Physical therapy:</b>	DSN 633-7357    Comm 050.54.7357
<b>Preventive Medicine:</b>	DSN 633-7884    Comm 050.54.7884
<b>Community Health Nurse:</b>	DSN 633-7886    Comm 050.54.7886
<b>Social Work Services:</b>	DSN 633-7077    Comm 050.54.7077
<b>TRICARE Service Center:</b>	DSN 633-7357    Comm 050.54.7357
<b>Patient Liaison:</b>	DSN 633-7357    Comm 050.54.7357



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For a current online version of the Livorno  
Guide to Host Nation Care, visit our clinic site  
at <http://ermc.amedd.army.mil>

## Letter from the Landstuhl Regional Medical Center Commander

An assignment in Europe allows you the opportunity and excitement of learning and experiencing new cultures. Part of that experience may include receiving healthcare from a host Nation medical provider— if the treatment you need is not available at your Military Treatment Facility.

Landstuhl Regional Medical Center (LRMC) maintains robust specialty care medical services and will continue to be a priority for our Active Duty and Family Members. It is important to note that when your medical needs are provided for by our Host Nation medical partners, the care delivered by our Belgian, German and Italian medical counterparts is also outstanding.

Your local TRICARE Service Center stands ready to facilitate your visit as part of a comprehensive system that is in place to guide you through the medical care process.

The Guide to Host Nation Healthcare is designed to answer frequently asked questions about Host Nation Healthcare treatment in your local area to include: how to schedule appointments, how to get to the clinic or hospital, and what to expect upon arrival.

This guide should cover all aspects of host nation medical treatment. If you feel something is missing or needs correction, please let us know. The mantra of LRMC is one of quality through continual process improvement and provider-patient collaboration and communication. Sharing your thoughts and suggestions is encouraged and will help us serve you better. Selfless service!

LRMC Commander  
Landstuhl Regional Medical Center

### ***I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

### ***When will TRICARE NOT pay my bills?***

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than emergency)
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.
- If you are TRICARE-ineligible. This may apply to parents and parents-in-law who are command-sponsored. Command sponsorship does not include TRICARE coverage unless the parent/in law is eligible for TRICARE in his/her own right, for instance as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
- When the care was provided more than a year ago. TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. Be sure to inform TRICARE of any non-referred care you received from a host nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

### **TRICARE Area Office-Eurasia– Africa**

DSN 496-7412  
Civilian 49(0) 6302.67.7432  
E-mail [teoweb@europe.tricare.osd.mil](mailto:teoweb@europe.tricare.osd.mil)

### **International SOS (Eff. Sept. 1, 2010)**

800.785795 (toll-free from Italy)  
0044.20.8762.8133 (someone will call you back)

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

#### ***How can Host Nation Patient Liaisons help?***

Host Nation Patient Liaisons are fluent in English and in Italian. They are familiar with medical terminology and can assist you with communication. That ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies after hours and on weekends.

If you are a Soldier or active duty Family member and are admitted to a host nation hospital for an emergency, please notify the sponsor's unit as soon as possible. The unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

#### ***What can the Host Nation Patient Liaison do for me?***

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you what to bring to the hospital.
- Help plan your transfer from a military medical facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

**Please note:** Host Nation Patient Liaisons *cannot* transport patients in their private cars.

#### ***What can I do to help myself?***

Write down questions you have about your condition, care, or discharge. Visit your local TRICARE Office for information about payment of hospital bills.

#### **TRICARE**

***I am a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back).

## Letter from the Clinic Commander

Dear Beneficiary,

The U.S. Army Health Clinic Livorno serves as a highly trained, customer-focused team – providing world class healthcare to our beneficiaries. We are a primary care clinic, with limited special care services, that prides itself on prevention. We are also committed to ensuring that you receive well-coordinated and easy-to-access emergency and specialty care services through our 24/7 translators, patient liaisons and Preferred Provider Network of community providers.

We invite you to become familiar with our health clinic by scheduling a Livorno Health Clinic orientation appointment, enrolling in our local TRICARE program, and registering for TRICARE on-line.

Your concerns and comments are valuable to us and help our team ensure that we meet your expectations and our goals. You may provide comments in person, via phone, in writing or email through our webpage. Contact information is provided in this handout.

We are proud to serve such an incredible population in an amazing location.

Clinic Commander  
Livorno Clinic



## Livorno Army Health Clinic

#### **Mission**

Serving as a highly trained, customer-focused team - providing world class healthcare for our beneficiaries

#### **Vision**

To become the Military Health System (MHS) recognized clinic leader in primary and preventive care



## Our Services for You

You can make an appointment at the U.S. Army Health Clinic Livorno at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 633-7357 or civilian 050-54-7357. If an appointment is not readily available or if you need specialty care not provided by the health center, you may be referred to a host nation provider.

### TRICARE Prime Access Standards

It is extremely important that all Active Duty military and their command-sponsored Family Members enroll in TRICARE Prime at their servicing medical treatment facility. Enrollment can be accomplished either at in-processing or the MTF TRICARE Service Center. One significant benefit to Prime enrollment is the access to care standards that assure you receive timely, quality care. If timely care is unavailable at the U.S Army Health Clinic Livorno, you may be referred to another MTF or to a Host Nation provider or hospital. A Health Care Finder at the TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

**Important:** Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

Active duty military and their Family members will be scheduled for appointments in accordance with these standards:

Appointment Type	Required within:
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

Non-TRICARE Prime beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees may be seen on at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

### Host Nation Preferred Provider Network

In Italy, the TRICARE Europe Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

## Frequently Asked Questions

### Host Nation Providers

#### ***What is the Preferred Provider Network?***

The TRICARE Europe Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

#### ***Why should I use a PPN provider?***

PPN providers provide routine and specialty care that may not be readily available at your local Army medical treatment facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

#### ***How can I locate a PPN provider?***

Your local TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa web site (see below) or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010 you may call the International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back).

### Complaints / Compliments / Feedback

#### ***What if I have a complaint, compliment or concern about host nation care?***

If you provide your e-mail address to the TRICARE Service Center during the referral process, a host nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Heidelberg Patient Representative at 06221-17-2666, or use the "Contact Us" feature on the TRICARE Europe web site, or contact the clinic commander.

### Host Nation Patient Liaisons

#### ***What do I do if I am in the hospital and don't speak the local language?***

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

#### ***Where do I get follow-up care after being hospitalized in a Host Nation facility?***

Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a host nation hospital. If you were seen as an outpatient in a Italian facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the host nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will be translated.

Medicina 1 Degenza - MEDICINE 1 HOSPITALIZATION  
PAVILION #6: Chirurgia 1&2/Urologia Ambulatori - SURGERY 1&2/UROLOGY OFFICES  
Orl./Ocul./Chir. 1 Degenza - ENT/OPHTHALMOLOGY/SURGERY 1 HOSPITALIZATION  
Orl./Ocul./Chir. 1 Day Surgery - ENT/OPHTHALMOLOGY/SURGERY 1 DAY SURGERY  
Chirurgia 2/Urologia Degenza - SURGERY 2/UROLOGY HOSPITALIZATION

PAVILION #7: Pediatria Medica Degenza - MEDICAL PEDIATRICS HOSPITALIZATION  
Pediatria Medica Ambulatorio - MEDICAL PEDIATRICS OFFICE  
Ambulatori Libera Professione - FREE LANCE OFFICES  
Pediatria Ambulatori - - PEDIATRICS OFFICES

PAVILION #9: Malattie Infettive Ambulatori - INFECTIOUS DISEASES OFFICES  
Malattie Infettive Day Hospital - INFECTIOUS DISEASES DAY HOSPITAL  
Malattie Infettive Degenza - INFECTIOUS DISEASES HOSPITALIZATION  
Dialisi Peritoneale - PERITONEAL DIALYSIS

PAVILION #10: Psichiatria - PSYCHIATRY  
Neurologia - NEUROLOGY

PAVILION #11: Nefrologia Day Hospital - NEPHROLOGY DAY HOSPITAL  
Nefrologia Ambulatori - NEPHROLOGY OFFICES  
Emodialisi - HEMODIALYSIS

PAVILION #14: Farmacia - PHARMACY  
Laboratorio Analisi - LABORATORY  
Anatomia Patologica - PHATOLOGICAL ANATOMY

PAVILION #15: Pronto Soccorso - EMERGENCY ROOM  
Radiologia - RADIOLOGY  
Cardiologia Degenza - CARDIOLOGY HOSPITALIZATION  
U.T.I.C. - ICU INTENSIVE CARE UNIT  
Anesthesia e Rianimazione - ANESTHESIA & REANIMATION

PAVILION #16: Neuroradiologia Rmn/Tac - NEURORADIOLOGY MRI/CT SCAN  
Radiologia Rmn/Tac - RADIOLOGY MRI/CT SCAN  
Neuroradiologia Rx - NEURORADIOLOGY X-RAY  
Radiodiagnostica Rx - RADIOLOGY X-RAY

BUILDING #17: Edicola - NEWSSTAND  
Bar - BAR

BUILDING #18: Chiesa - CHURCH

PAVILION #20: Fisiopatologia Respiratoria Ambulatori - RESPIRATORY PHYSIOPATHOL-  
OGY OFFICES

PAVILION #21: Cardiologia Ambulatori - CARDIOLOGY OFFICES  
Centro Trasfusionale Ambulatori - TRANSFUSION CENTER OFFICES  
Sala Donatori Sangue - BLOOD DONATORS ROOM  
Immunoematologia - IMMUNOHEMATOLOGY

PAVILION #24: Ambulatori specialistici - SPECIALIST OFFICES  
Centro Prelievi - BLOOD DRAWING CENTER  
Diabetologia Endocrinologia Ambulatori - DIABETOLOGY ENDOCRINOLOGY OFFICES  
Odontostomatologia Ambulatori - ODONTOSTOMATOLOGY

PAVILION #A: Ginecologia - GYNECOLOGY  
Ginecologia/Ostetricia Ambulatori - OB/GYN OFFICES  
Sala Operatoria - OPERATING ROOM  
Sala Parto - DELIVERY ROOM

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- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file cashless, claimless basis, filing claims for patients. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get **authorized**, covered care from a PPN provider.

Your local TRICARE Service Center staff will help you find a PPN provider or hospital when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Europe Web site.

### TRICARE Eurasia-Africa

The TRICARE Europe Web site at [www.tricare.mil/tma/EurasiaAfrica/](http://www.tricare.mil/tma/EurasiaAfrica/) offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Europe area, Preferred Provider Network contact information and much more.

### Your local TRICARE Service Center

Be sure to visit your local TRICARE Service Center during in-processing to verify clinic, The phone number is DSN 633-7306 or civilian 050.54.7306. Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at [www.tricare.mil/DEERS/](http://www.tricare.mil/DEERS/)

Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions and other useful information. They can also help you understand required medical documentation and medical bills.



### Host Nation Patient Liaisons

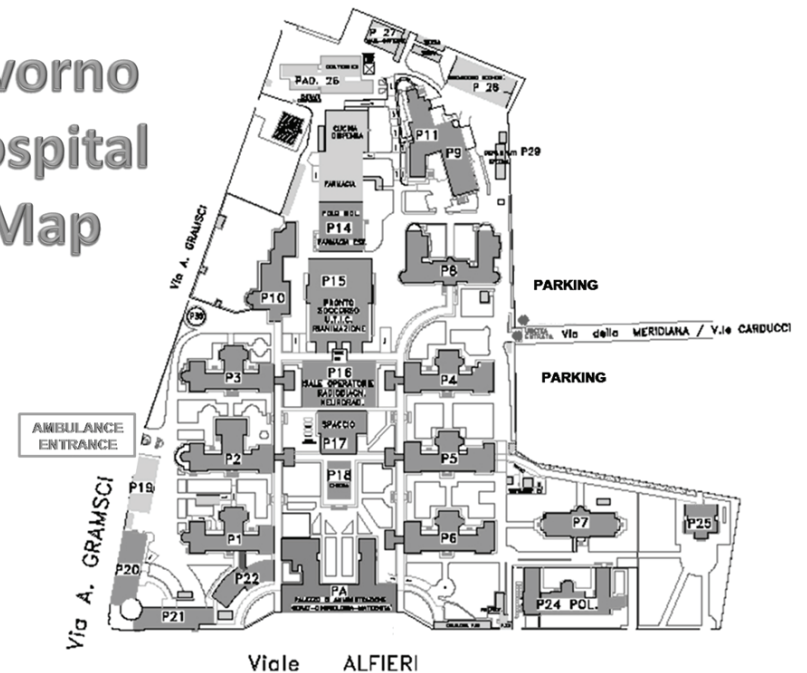
Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities. In Pisa and Livorno, you may also use their services for outpatient visits scheduled at Pisa University Hospital (Santa Chiara), Livorno Hospital, San Rossore Hospital and Cisanello Hospital .

Patient Liaisons can be contacted at DSN 633-7357/7245/7485 or civilian 050-54-7357/7245/7485. The Health Clinic Host nation Liaisons are available from 0730 to 1630 Mon-Fri. On after hours and weekends we utilize an Interpreter on Call system. They may be reached by calling the MP desk at DSN 633-7575 or commercial 05.-54.7575.

### Host Nation Patient Liaisons can:

- Help plan your transfer from Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.
- Ease language barriers between the patient and Host Nation Providers and provide you with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- Assess and interpret patient concerns to determine specific assistance needs.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies.
- Provide on-site assistance at the local hospital for outpatient encounters (ER visits, consultations, diagnostic procedures, etc.)
- Conduct daily visits to inpatients to assess treatment progress and address evolving concerns
- Ensure that the USAHC-L Medical Director is informed on the status of all patients receiving care at the HN facility
- Assist all patients (inpatients and outpatients) with the discharge process; furnish written Discharge Summary Plan (DSP) outlining the events of care received at the HN facility and detailing recommended treatment and follow-up plans
- At discharge, schedule follow-up appointments at the USAHC-L with the designated HCP
- Maintain an information link between events at the HN hospital and the patient's HCP/USAHC-L
- Translate and transcribe in a timely fashion, all pertinent medical documentation generated by each patient encounter at a HN facility
- Assist patient with obtaining medical supplies at local pharmacies/health care supply stores
- Coordinate in association with other DOD agencies, patient transfer to other MTFs
- POC during clinic non-operating hours for all medical concerns to the Camp Darby community
- More...much more....

## Livorno Hospital Map



PAVILION #1: Oncologia Day Hospital - ONCOLOGY DAY HOSPITAL  
Medicina Nucleare - NUCLEAR MEDICINE  
Cure Palliative - PALLIATIVE CARE  
Oncologia Degenza - ONCOLOGY HOSPITALIZATION  
Radioterapia Degenza - RADIOTHERAPY HOSPITALIZATION

PAVILION #2: Chirurgia Ambulatoriale - SURGERY OFFICES  
Ambulatori Ortopedici - ORTHOPEDIC OFFICES

PAVILION #3: Riabilitazione Ortopedica - ORTHOPEDIC REHABILITATION  
Ortopedica Degenza - ORTHOPEDIC HOSPITALIZATION  
Neurochirurgia Degenza - NEUROSURGERY HOSPITALIZATION

PAVILION #4: Chirurgia Ambulatoriale Cataratta - CATARACT SURGERY OFFICES  
Ambulatorio Orl./Ocul./Chirurgia 1 Amb. Pediatrico - ENT/OPHTHALMOLOGY/SURGERY PEDIATRIC OFFICES  
Dermatologia Ambulatori - DERMATOLOGY OFFICES

PAVILION #5: Endoscopia Digestiva - GASTRONINTESTINAL ENDOSCOPY  
Medicina Interna 1&2 Ambulatori - INTERNAL MEDICINE OFFICES  
Medicina d'Urgenza Amb. Eco-doppler - EMERGENCY MEDICINE ECO-DOPPLER OFFICES  
Medicina d'Urgenza Degenza - EMERGENCY MEDICINE HOSPITALIZATION  
Medicina 2 Degenza - MEDICINE 2 HOSPITALIZATION  
Medicina 1&2 Degenza - MEDICINE 1&2 HOSPITALIZATION  
Pneumologia - PNEUMOLOGY



## Visiting ours

Each department has its visiting hours. However, the most general and common visiting hours are:

Morning: 1245 - 1345 hrs

Afternoon: 1900 - 2000 hrs.

It is recommendable to ask the department's chief nurse about visiting hours.

## Food

The menu during hospitalization changes from patient to patient depending upon the procedure performed. There is a bar inside the three Hospitals where you can also buy newspapers, books, magazines, etc.

## Telephone Use

Generally there are no phones in the patients' rooms. Cellular phones are permitted inside the hospital, however in some areas the use of cellular phones is forbidden in order to avoid any interference with the electronic medical devices.

## Television

Televisions are not always available in every room and they do not have a satellite connection.

## Other Services

Religious assistance is available on request.

## Smoking Policy

Smoking is forbidden inside the buildings. Smoking outside the buildings on the grounds is permitted, however.

## Health Care Overseas Can Be An Adventure

Talk to your Patient Liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call DSN 633-7245 or civilian 050.54.7245



## Emergency Medical Care

A medical emergency is one in which life, limb or eyesight may be in immediate danger.

Time may be a critical factor during a medical emergency. Getting familiar with Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.



The Livorno clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial DSN 633-7575 on post, 118 off post, or call the MP station at 050.54.7575. If you go to an Italian clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 633-7883 or 050.54.7883 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to an Italian clinic or hospital without a referral, you must call the International SOS emergency line at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 800.877660.

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out what emergency services are available on and off post. When a number shows a DSN listing, you are calling an Army agency.

### Pisa/Livorno area Emergency Phone Numbers 24/7

	DSN	Civilian	
Ambulance	633-7575	050.54.7575	
Police		112 or 113	Carabinieri or Polizia
Fire Dept.	633-7575		Off post
Military Police	633-7575	050.54.7575	Emergencies only

In the event that you need to call an ambulance, call the MPs desk for the dispatch of the call and the assistance of an interpreter.

While traveling, all TRICARE beneficiaries can call International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back).

If you cannot obtain assistance locally, call the U.S. Army Europe Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian 0049.6221.67.7099 from anywhere in Europe.

### Civilian Ambulance Service

The U.S. Army does not provide ambulance service. You must be prepared to call and communicate with a Host Nation ambulance service. Some have English-speaking medical personnel. Some do not. It is your responsibility to know which one to call in an emergency. Your local Military Police will be able to help. The universal phone number for requesting an ambulance in Italy is 118. From an on-post DSN phone, call the MPs at 633-7575.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

### **Emergency Rooms**

Know which Host Nation hospitals offer emergency care *before* you need to use one. The Host Nation hospital section in this guide lists services, including emergency care, offered at each facility. If you are not near one of those hospitals, go to the nearest one with an emergency room.

In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison. Many times interpretations can be conducted by phone. In situations that warrant the presence on the interrupter, one will join you at the hospital. Be certain to provide a mobile phone number, to the MP desk along with a clear explanation of the situation. Bring a minimum of € 30 for incidental costs. Most emergency visits are charged € 25. Parking will cost approximately € 5. Only cash is accepted.

If you (Soldier or Family Member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a Patient Liaison if you have not done so already. The patient liaison will contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

Viale Vittorio Alfieri  
57124 Livorno (LI), Italy  
Reception Desk Tel. (0039) 0586.223.111 (24 hrs a day)  
Emergency room for all emergencies and medical care  
Emergency Room Tel. (0039) 0586.223.329

### **Hospitalization**

Prior to admission beyond one day, to a host nation hospital, a documented referral must be made to the treating physician and the patient must give written consent of admission. The Admissions office will review the patient's information packet checking for the patient referral, notice of consent, and DoD Identification Card.

### **Day Hospital**

Day hospital differs from ordinary hospitalization since the patient is not going to stay overnight. To be admitted, patient has to go to the department with the referral of the doctor, the department will accept the request for the admission and then the patient will have to go to the Administration Office/Tickets with the ID card. He will be given a paper to bring back to the department.

### **Day Surgery or One-Day Surgery Hospitalization**

Day surgery or one day surgery hospitalization is a type of hospitalization used when patients have to undergo surgical procedures, diagnostic procedures, semi-invasive or invasive procedures that do not necessary require an overnight stay. As far as one day surgery concerns, it is used in particular cases when the patient has to stay overnight.

## Livorno Hospital



**Livorno Hospital**  
**Viale Vittorio Alfieri**  
**57124 Livorno**

### Driving Directions:

Turn right at the main gate and continue on Via Livornese/SP22 (1,9 km - 2 min)

Turn right to Via Aurelia Sud/SS1 (6,1 km - 7 min)

Continue on Via Aurelia (0,8 km - 1 min)

Continue on Via Firenze passing the traffic circle (3,1 km - 5 min)

Go on until you pass four traffic lights; then continue on Viale Ippolito Nievo (1 km - 2 min)

Turn right to Viale Giosu  Carducci, (0,9 km - 2 min)

Turn left to Via Della Meridian. The Livorno hospital vehicle entrance gate will be to your front (0,2 km - 1 m)



## The Host Nation Health Care Experience

The use of host nation medical facilities is not new. For many years, host nation hospitals have provided emergency care and treatment unavailable at U.S. Military Treatment Facilities.



Host nation medical clinics and hospitals have much in common with those in the United States. Host nation providers and staffs are highly educated professionals who provide excellent medical services. The last World Health Organization health system rating placed Italy, France, Luxembourg, the Netherlands, the United Kingdom, Germany, and Spain in the top 25 of the world's health systems of overall patient satisfaction. The U.S. was number 37.

Because we are overseas, remember that healthcare delivery follows cultural norms of the host country. Do not expect their medical system to be like ours.

### Here are a few general observations about Host Nation health care practices:

- **Language:** Though many host nation doctors may speak English, their staff may not. English is less prevalent in Italy than in other European countries. If you do not speak the host nation language, take a bilingual dictionary. Although your Host Nation Patient Liaison will provide you with a medical terminology translation booklet, your stay in the hospital can be an excellent opportunity to learn a few words of the host nation language.
- **Asking questions of your physician:** During rounds, junior physicians often accompany attending physicians. This can make it difficult for patients to feel comfortable asking questions. Write down your questions. During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some host nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.
- **Privacy:** Host nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
  - Host nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
  - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
  - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.



## Overnight Visitors

When visiting someone in the hospital, it is inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request an additional bed to sleep in at night only if space is available. Respect the privacy and personal space of other patients who share the same room. Hospitals may charge for an extra bed and meals. Because they are not directly related to the patient's care, those charges will not be reimbursed by TRICARE.

## Packing for a Hospital Stay

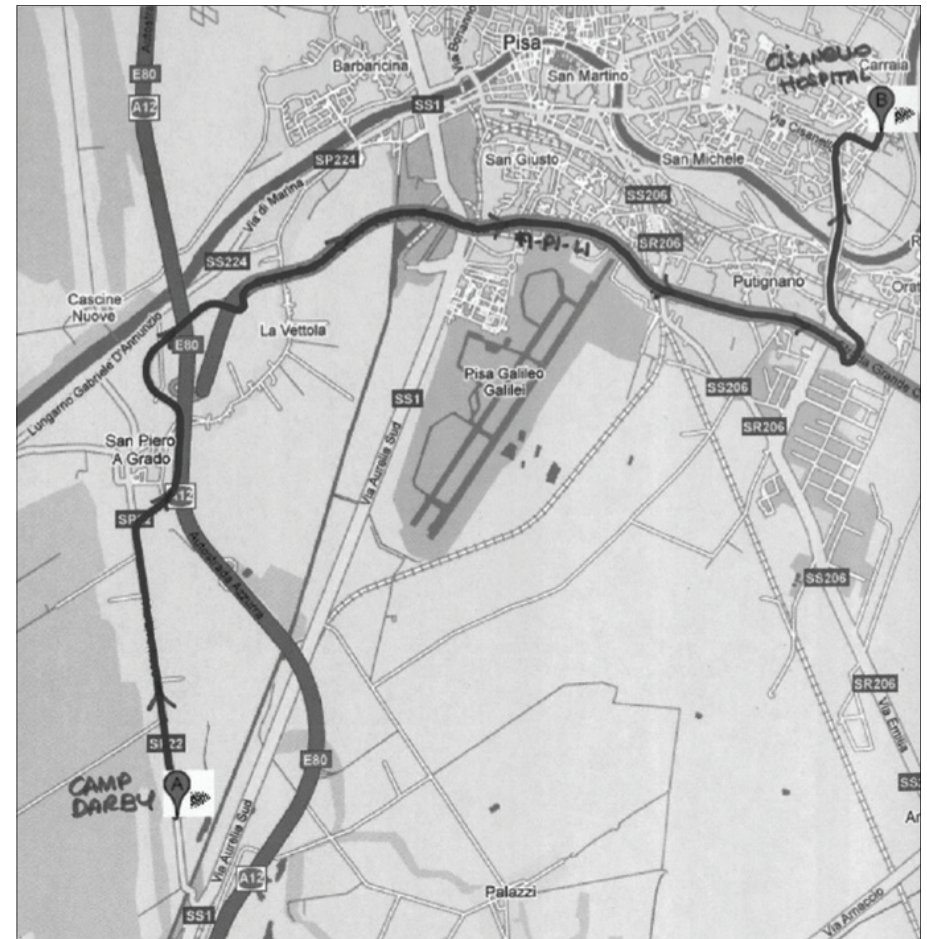
During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euros for telephone or items you may wish to buy.
- Notebook and pen
- Books, magazines or newspapers
- Snacks
- Bottled water (mineral water is common in Host Nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- Bras (necessary regardless of whether you are breast or bottle feeding)
- Kleenex
- Phone numbers/ address book
- Clock for your bedside
- Diapers

## ***Please don't bring any valuables!***

- In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker.

If you experience any problems during your stay, please inform your Host Nation Patient Liaison.



External visitors parking lot on Via Piero Trivella

## Cisanello Hospital

Via Paradisa 2  
56124 Pisa  
Reception Desk Tel. (0039) 050.995.111  
or 996.111 (24 hrs a day)

No emergency room

You can be referred to one of Cisanello Hospital departments. For emergency care, go instead to Pisa University Hospital Emergency Room. Parking is available inside the hospital entering from the vehicle entrance gate (24-hour access). Inform the gate guard that you are from Camp Darby and your parking is free of charge. Paid parking is available outside the grounds.

### Driving Directions

Turn left at the main gate and continue on Via Livornese/SP22 (3,9 km - 4 min)

Continue on Via Livornese/SP22 until the intersection and slightly turn right to Pisa/Firenze/Aurelia/SS1 (0,5 km - 1 min)

Go on Strada Grande Comunicazione Firenze-Pisa-Livorno (6,4 km - 6 min)

Exit to Pisa Nordest to Pisa Est/Pisa Nord (0,7 km - 1 min)

Maintain the right at the intersection, follow the directions to Firenze/SS67/Pisa Nordest and enter in Via Giovanni Gronchi (1,1 km - 1 min)

Continue on Via San Pio da Pietrelcina (0,8 km - 1 min)

Take the first exit of the roundabout Caduti di San Quirico di Valleriana to Via Monsignor Aristo Manghi (0,2 km)

At the roundabout take the first exit to Via Martin Lutero (0,3 km - 1 min)

Slightly turn left to Via San Biagio (0,2 km)

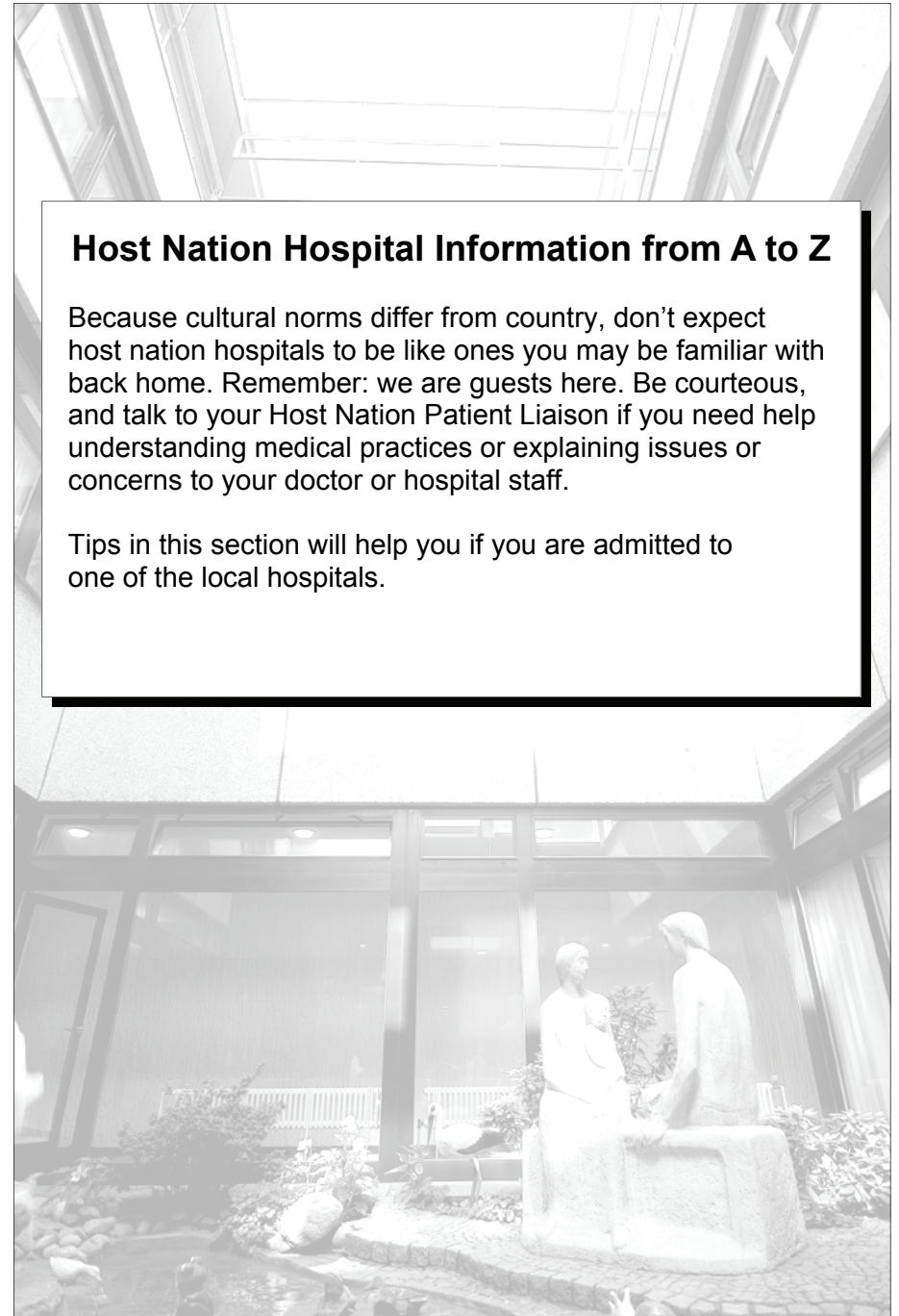
Turn left and you arrive in Via Paradisa. You will find Cisanello Hospital vehicle entrance gate in front of you. When you have an appointment there, the health clinic staff will issue you a special parking pass or make telephone arrangements with the gate guards to grant you vehicle access. This is a service extended to Livorno Clinic referrals patients only.



### Host Nation Hospital Information from A to Z

Because cultural norms differ from country, don't expect host nation hospitals to be like ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.





# Host Nation Hospital Information from A to Z

## Admission to the Hospital

A Beneficiary Counseling Appointment Coordinator at your TRICARE Service Center will discuss admission requirements and benefits with you prior to admission to a host nation hospital.

Upon admission, be prepared to complete some administrative formalities.

You will need:

- A referral from your primary care physician or specialist. Your TRICARE Service Center can provide the referral.
- Identification Card and passport
- Medication list, pertinent medical records from previous hospitalizations, reports and/or letters from your physicians.

## Alcohol

Do not drink alcoholic beverages during hospitalization without permission from your physician. Alcohol can cause adverse reactions with some medications.

## Birth Registration and TRICARE Enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent was divorced an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty Soldiers who do not have a passport should bring their military ID card.

To get the new child's birth certificate you must:

- go to the City Hall in the city that the child was born to the Birth Office (Ufficio Anagrafe- Sezione Nascite). You must have your ID card.
- Ask for an ESTRATTO DI NASCITA (a certificate with the name of the parents)
- Bring it to the JAG Office for translation (takes approx 2 working days).
- Go to the DEERS Office with the Italian certificate and translation: register newborn in DEERS
- Go to the Clinic to enroll child in TRICARE after you have enrolled him/her in DEERS
- Go to Family Affairs for information on how to obtain a US Birth Certificate, US passport and Social Security Number.

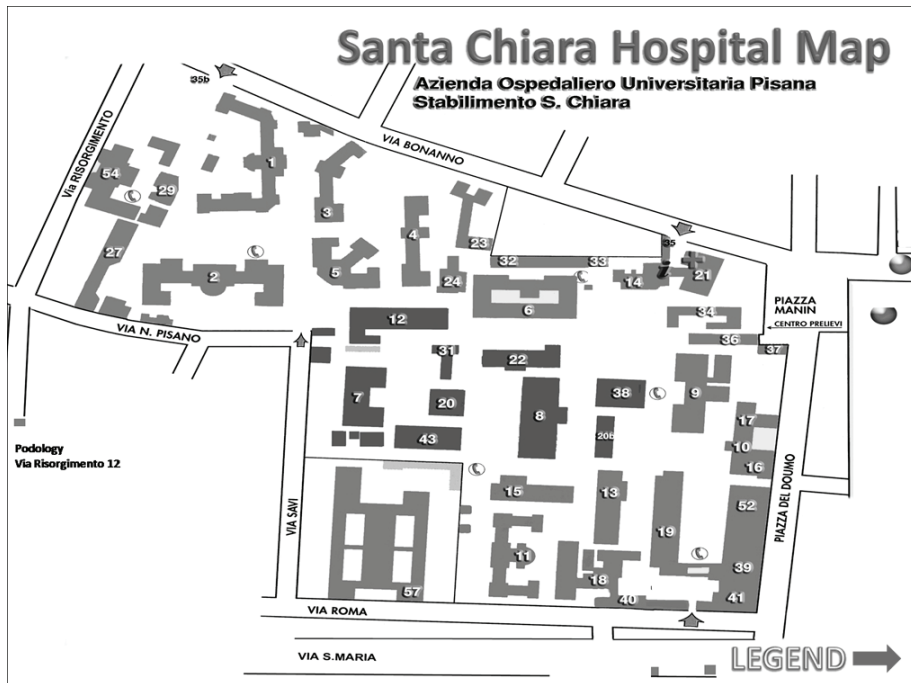
## Discharge

You will be expected to make your own arrangements for transportation. There are generally taxi stands outside the hospital, or the nursing staff will call you a taxi, if needed.

Before leaving:

- Check out at your ward's nursing station.
- Ensure you have a prescription for the medication you will need for the entire course of treatment. Information about prescriptions is on page 17.
- Make sure you have your discharge summary.
- Take all your valuables
- Return your phone card to the vending machine so you can get your deposit back.

<b>Building #10:</b>	U.O. Odontostomatologia e Chirurgia Orale Univ. - <u>ODONTOSTOMATOLOGY &amp; ORAL SURGERY</u> Dept.
<b>Building #11:</b>	U.O. Dermatologia Univ. - <u>DERMATOLOGY</u> Dept. U.O. Ematologia Univ. - <u>HEMATOLOGY</u> Dept. U.O. Oncologia Medica SSN - <u>MEDICAL ONCOLOGY</u> Dept.
<b>Building #12:</b>	U.O. Malattie Cardiovascolari 2 SSN - <u>CARDIOVASCULAR DISEASES</u> Dept. U.T.I.C. - <u>ICU INTENSIVE CARE UNIT</u> U.O. Medicina Nucleare Univ. - <u>NUCLEAR MEDICINE</u> Dept.
<b>Building #13:</b>	U.O. Neurologia Univ. - <u>NEUROLOGY</u> Dept.
<b>Building #14:</b>	U.O. Medicina D'Urgenza SSN - <u>EMERGENCY MEDICINE</u> Dept. U.O. Accettazione Amministrativa/Informazioni - <u>ADMISSION/INFORMATION OFFICE</u>
<b>Building #15:</b>	U.O. Neurochirurgia 1 e 2 Univ. SSN - <u>NEUROSURGERY</u> Dept. U.O. Anestesia Rianimazione 2 SSN - <u>ANESTHESIA REANIMATION</u> Dept.
<b>Building#16:</b>	U.O. Anatomia Istologia Patologica 2 SSN - <u>PATHOLOGICAL ANATOMY &amp; HISTOLOGY</u> Dept. U.O. Lab. Chimico e di Endocrinologia SSN - <u>CHEMICAL &amp; ENDOCRINOLOGY LABORATORY</u>
<b>Building #17:</b>	U.O. Immunoematologia 1 SSN - <u>IMMUNOHEMATOLOGY</u> Dept.
<b>Building#18:</b>	U.O. Radioterapia Univ. - <u>RADIOTHERAPY</u> Dept. U.O. Radiodiagnostica 1 Univ. - <u>RADIODIAGNOSTIC 1</u> Dept. U.O. Oncologia Medica SSN - <u>MEDICAL ONCOLOGY</u> Dept.
<b>Building #19:</b>	U.O. Chirurgia Generale 4 SSN - <u>GENERAL SURGERY</u> Dept.
<b>Building#20:</b>	Ambulatori di Medicina Generale 1,2,3 Univ. - <u>GENERAL MEDICINE OFFICES</u> U.O. Reumatologia Univ. - <u>RHEUMATOLOGY</u> Dept. Sez. Immunoallergologia Clinica Univ. - <u>CLINICAL IMMUNOALLERGOLOGY</u> Dept.
<b>Building #21:</b>	Pronto Soccorso - <u>EMERGENCY ROOM</u> U.O. Chirurgia Generale e D'Urgenza Univ. - <u>GENERAL &amp; EMERGENCY SURGERY</u> Dept. U.O. Anestesia Rianimazione PS Univ. - <u>ER ANESTHESIA REANIMATION</u> Dept. U.O. Radiodiagnostica PS SSN - <u>ER RADIODIAGNOSTIC</u> Dept.
<b>Building #23:</b>	U.O. Andrologia Univ. - <u>ANDROLOGY</u> Dept. U.O. Ostetricia e ginecologia 1 Univ. - <u>OB/GYN 1</u> Dept. U.O. Odontostomatologia e Chirurgia Orale Univ. - <u>ODONTOSTOMATOLOGY &amp; ORAL SURGERY</u> Dept. U.O. Senologia - <u>SENOLOGY</u> Dept. U.O. Analisi Chimico Cliniche Spec. Univ. - <u>CHEMICAL &amp; CLINICAL LABORATORY</u> Dept.
<b>Building #29:</b>	Centro Riscossione Ticket - <u>TICKET PAYMENTS</u>
<b>Building #31:</b>	U.O. Medicina Nucleare Univ. - <u>NUCLEAR MEDICINE</u> Dept.
<b>Building #34:</b>	U.O. Analisi Chimico Cliniche SSN - <u>CHEMICAL &amp; CLINICAL LABORATORY</u> Dept. Centro Prelievi - <u>BLOOD DRAWING</u> Dept.
<b>Building #39:</b>	U.O. Farmacia Univ. - <u>PHARMACY</u> Dept.
<b>Building #43:</b>	U.O. Medicina Generale 3 Univ. - <u>GENERAL MEDICINE 3</u> Dept. U.O. Analisi Chimico Cliniche Spec. Univ. - <u>CHEMICAL &amp; CLINICAL LABORATORY</u> Dept. U.O. Neurologia Univ. - <u>NEUROLOGY</u> Dept.
<b>BUILDING #52:</b>	U.O. Anatomia Istologia Patologica 2 Univ. - <u>PATHOLOGICAL ANATOMY &amp; HISTOLOGY 2</u> Dept.
<b>BUILDING #54:</b>	U.O. Traumatologia univ. - <u>TRAUMATOLOGY</u> Dept.



- Building #1** U.O. Pediatria 1&2 Univ. - Pediatric Dept.  
Sez. Genetica Medica Univ. - Medical Genetics Dept.  
U.O. Oncoematologia Pediatrica SSN - Pediatric Oncohematology Dept.  
U.O. Citogenetica e Genetica Molecolare SSN - Cytogenetics and Molecular Genetics Dept.  
U.O. Oncologia Medica SSN - Medical Oncology Dept.  
U.O. Terapia Antalgica SSN - Pain Management Dept.
- Building #2** U.O. Ostetricia e Ginecologia 1 e 2 Univ. SSN - OB/GYN Dept.  
U.O. Neonatologia Univ. - Neonatal Dept.
- Building #3 & 4:** U.O. Psichiatria 1 e 2 Univ. - Psychiatry 1 and 2 Dept.  
Servizio Riabilitazione Neurocognitiva Etá Evolutiva - Nueropsychological Re-  
abilitaiton Dept.
- Building #5:** U.O. Urologia 2 SSN - UROLOGY Dept.  
U.O. Psicologia Clinica - CLINICAL PSYCHOLOGY Dept.  
Servizio Dietiste - DIETICIANS
- Building #6:** U.O. Oculistica Univ. - OPHTHALMOLOGY Dept.  
U.O. Chirurgia Oftalmica SSN - OPHTHALMIC SURGERY Dept.  
U.O. Chirurgia Generale Colon-rettale - COLORECTAL GENERAL SURG.
- Building #7:** U.O. Otorino 1 e 2 Univ. SSN - ENT 1 & 2 Dept.  
U.O. Neuroriabilitazione Univ. - NEUROREHABILITATION Dept.
- Building #8:** U.O. Medicina Generale 1 e 2 Univ. - GENERAL MEDICINE Dept.  
U.O. Farmacologia Univ. - PHARMACOLOGY Dept.
- Building #9:** U.O. Chirurgia Generale e d'Urgenza Univ. - GEN & EMER SURGERY Dept.  
U.O. Chirurgia Generale 2 Univ. - GENERAL SURGERY 2 Dept.  
U.O. Urologia 1 univ. - UROLOGY 1 Dept.  
U.O. Anestesia e Rianimazione 4 Univ. - ANESTHESIA REANIMATION Dept.

## Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Hygiene problems might be caused and the nursing personnel might be hindered in the performance of their work.

Vases for flowers are available at all wards. Please ask the nursing staff. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.



## Follow-Up Visits

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center may assist you in making follow-up appointments. The patient liaisons assist with this process.

## Health Insurance for Visitors in Europe

Unless a visitor to Europe is already an eligible TRICARE beneficiary, non-emergency medical treatment will not be available at U.S. Military Treatment Facilities or at TRICARE expense at a Host Nation hospital or clinic. Medicare will also not pay when the care is obtained outside of the United States.

Private insurance is available, however, from commercial health insurers and/or some travel agents. TRICARE-Prime beneficiaries enrolled to other regions must obtain pre-approval of all non-emergency care from the region where they are enrolled. Without such pre-approval, beneficiaries may face increased costs. Beneficiaries enrolled to other regions should also be prepared to prepay for medical care.

For emergency care when traveling or on temporary duty, active duty members and TRICARE Prime-enrolled family members may call International SOS at 00.44.20.8762.8133. ISOS will find the nearest military or civilian emergency room, and, if an admission is indicated, will work with the admitting facility to guarantee payment. The ISOS number is toll-free; they will also take collect calls or call you back.

For complete information on TRICARE requirements while traveling, visit your TRICARE Service Center or the TRICARE Europe Web site.

## Leaving Your Room

When you are feeling better and able to leave your hospital room, please dress appropriately. Stay in your room until all the testing is completed and physicians have made their rounds. This varies from ward-to-ward. If you leave the ward, be sure to let the staff know. Once you are admitted to the hospital, you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This can be decided only by your physician. If your doctor approves a pass, you will be required to sign a waiver that releases the hospital from liability during your absence.

## Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital

Patients who are admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to warm in the ward microwave.

Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro so snacks or drinks can be purchased when needed.

### Medical Reports

TRICARE beneficiaries should take the any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

### Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning. The medication is placed in a plastic dispenser which is marked *mattina* (morning), *mezzogiorno* (noon), *pomeriggio* (afternoon), *sera* (evening). If you are unsure of the medication that you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

### Parking

Parking is always difficult to find due to congestion in the parking lot. It will cost 5 Euro to park at the hospital. Only cash is accepted.

### Patient Confidentiality

Providers in Italy have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

### Personal Items

Host nation hospitals do not provide personal items and toiletries. You will need to bring these items with you or have friends or family assist you.

### Driving Directions

Turn left at the Camp Darby main gate and continue on Via Livornese/SP22 (2,9 km - 3 min)

Turn left to Via Livornese/SP22 (1,6 km - 3 min)

Slightly turn left to Via Deodato Orlandi/SP22 (36 m)

Turn right to Lungarno Gabriele d'Annunzio/SS224 (3,5 km - 4 min)

Go on until the traffic light, then turn left and pass the bridge (Ponte del C.E.P./SS24) (0,2 km - 1 min)

Take the first exit off the roundabout and proceed on Via Della Fossa Ducaria/SS24 (0,9 km - 2 min)

Slightly turn right on Via Aurelia Nord/SS1 (90 m)

Turn left to Lungarno Cosimo Primo Dei Medici (0,4 km - 1 min)

Go on until the next traffic light (below the railroad bridge) (7 m)

Turn left on Via Bonanno Pisano and proceed to the second traffic light (intersection with Via Gabba on the left and Via Risorgimento on the right) (1,2 km - 2 min)

Cross the intersection and you will find Pisa University Hospital vehicle entrance gate on your right about 50 meters from the intersection. You may obtain a parking pass for Santa Chiara from the Livorno clinic. The clinic patient liaisons can also arrange for your access by telephone with security personnel at the gate.



Emergency entrance on Via Bonanno Pisano



Parking entrance on Via Roma 67 for routine appointments.



## Santa Chiara (Pisa University Hospital)

Via Roma 67  
56126 Pisa (PI), Italy  
Reception Desk Tel. (0039) 050.992.111 or 993.111 (24 hrs a day)  
Emergency room for all emergencies and medical care  
Emergency Room Tel. (0039) 050.992.300  
Main Operator 0444.75.3111  
Patient Liaison Desk 0444.75.3300



### Phones

Bedside phones are not available . It is advised that you bring you cell phone.

### Prescriptions

Most prescription issued on the economy can be filled at the MTF. For those that cannot, they may be filled at a local Farmacia reimbursable by TRICARE.

Though a host nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. It is customary in the Italian Healthcare system that the patient report back to his/her community or family physician for follow-on care and prescriptions. However, there is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.



When you are discharged, ask your treating physician for a *ricetta* (prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to an Italian pharmacy. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your Host Nation Liaison to tell you the address of the nearest open pharmacy. In this case, be prepared to pay.

If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt and the box that was issued—you will not be reimbursed without it.

### Television

Not all rooms have televisions. It is advisable to bring personal music players with headphones. Patients may bring their own portable laptop computers, DVD and MP3/Walkman players with headphones (required to avoid disturbing the other patients).

## What if I Get Sick or Hurt When the Clinic is Closed?

You can call:

- MP desk (DSN 633-7575 or commercial 050.54.7575) and request an ambulance (if needed) Italian ambulance (118) or request an interpreter meet you at the hospital for assistance when available, as the interpreter-on-call is a volunteer-based service
- 24/7 nurse helpline at 800.788.847 for questions pertaining to your injury/illness and what to do
- Poison Control: (Landstuhl Regional Medical Center) 0049.6371.867.070 (24 Hr)



## Directions from Camp Darby to Casa Di Cura San Rossore Via Cascine 152, 56122– Pisa

Turn Left at the main gate and continue on via Livornese/SP22  
(2.9 km-3 min)

Turn left to Via Livornese/SP22  
(1.6 km-3 min)

Veer to the left at via Deodato Orlandi/SP 22  
(36m)

Turn right on Lungarno Gabrielle D' Annunzio/SS224  
(3.5 km– 4 min)

Go on until the traffic light, then turn left and pass the bridge Ponte Del  
C.E.P/SS24  
(0.2 km—2 min)

Take the first exit off the roundabout and proceed on via Della fossa Du-  
caria/SS24  
(0.9 km—2 min)

Turn left at the traffic light on to Via Aurelia Nord/SS1

Continue on Via Aurelia Nord and turn left at the second traffic light on  
Via Cascine  
(1.2 km– 3 min)

Continue on Via Cascine and you will find San Rossore Vehicle Entrance  
Gate on your left less than 50 m from the intersection.



## **Food**

The menu during hospitalization changes from patient to patient depending upon the procedure performed.

There is a bar inside the Casa di Cura on the ground floor where you can also buy newspapers, books, magazines, etc. It is open Monday to Friday from 0800 to 2000hrs and on Saturday from 0800 to 1300hrs.

## **Other Services**

- laundry (upon request)
- hairdresser and barber
- religious assistance (upon request)

## **Smoking Policy**

Smoke is forbidden inside the building. However, smoking outside the buildings is permitted.

## **Telephone Use**

Rooms are equipped with a telephone. Cellular phones are permitted inside the clinic, however in some areas the use of cellular phones is forbidden in order to avoid any interference with the electronic medical devices.

## **Parking Policy**

You will find a free parking lot available just inside the Clinic Gate on your right.

## **Privacy Policy**

Patient privacy is mandated by law just as it is in the Military Treatment Facility and civilian treatment facilities in the US.

## **Local Host Nation Hospitals**

The overview of host nation hospitals that follows will familiarize you with the hospitals that serve the Pisa/Livorno area.

Hospital information, maps and driving directions are included.

In the maps section immediately following are sections for some of the laboratories and specialty clinics to which you may be referred.

Please learn how to get around your neighborhood, including driving routes to your nearest host nation hospital emergency room. It also never hurts to learn how to ask for medical help in the host nation language. The Host Nation Patient Liaison can provide a medical phrase book. Be sure to ask for one.

For the most current information on area hospitals, visit the clinic page on the Europe Regional Medical Command web site. That page will have web links to important medical resources. The Web

## **Maps and Driving Directions**

Maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

Please take time before you need medical care to learn these routes. An emergency is no time to be finding your way for the first time. Knowing the "lay of the land" may also keep you from being late for routine or specialty care appointments.

Larger color version of these maps may be downloaded from the Europe Regional Medical Command Web site "Guide to Host Nation Healthcare" page or from the U.S. Army Health Center Heidelberg page. <http://ermc.amedd.army.mil>

If you need additional help, talk to your TRICARE Service Center clinic staff or Patient Liaison.

## Casa di Cura San Rossore

Viale delle Cascine 152/f  
56122 Pisa (PI), Italy  
Tel. (0039) 050.586.111  
Fax (0039) 050.532.063

Email: [info@sanrossorecura.it](mailto:info@sanrossorecura.it)  
**No Emergency Room**

### Contacts

For information and bookings  
Tel. (0039) 050.586.111  
Fax (0039) 050.532.063  
Monday - Friday: 06:00 - 22:00 hrs  
Saturday: 06:00 - 22:00 hrs

### Secretary

To book hospitalizations, clinical and diagnostic visits call (0039) 050.586.335  
Monday to Friday: 0900 - 1300/1500 - 1900 hrs  
Saturday: 0900 - 1300 hrs

Some of the specialties represented are:

Anesthesia and Reanimation  
Angiology  
Cardiology  
General Surgery  
Maxillofacial Surgery  
Reconstructive Plastic and Esthetic Surgery  
Thoracic Surgery  
Vascular Surgery  
Dermatology  
Dietology  
Hematology  
Endocrinology and Metabolic Diseases  
Endo-surgery  
Physical Therapy  
Gastroenterology  
Arterial Hypertension  
Internal Medicine  
Sports Medicine  
Neonatology and Podiatry  
Neurosurgery  
Neurology  
Infant Neuropsychiatry  
Ophthalmology  
Oncology  
Orthopedics and Traumatology  
Obstetrics and Gynecology



### ENT

Medically Assisted Procreation  
Psychiatry  
Clinical Psychology  
Rheumatology  
Senology  
Urology  
Diagnostic Examinations:  
    Ultrasound  
    CT Scan Multilayer  
    Nuclear MRI  
    Endoscopy  
    Digital Mammogram  
    Bone Density Scan  
    Digital X-ray  
    Nuclear Medicine - Scintigraphy  
Laboratory  
Microbiology  
Cardiology Instruments

### Hospitalization

The day of the admission, the patient has to go to the Secretary Office on the ground floor. The office is open Monday to Saturday from 0800 to 2000hrs. Upon admission patient must have: ID card and Referral of the Doctor.

It is recommended to have all medical documents related to previous hospitalizations and recent diagnostic examination reports. It is also important to inform the Doctor about the condition and active medication of the patient.

There are 72 beds in San Rossore in rooms of one or two beds, in addition to patients' care, all equipped with the following services:

- private toilets
- adjustable bed
- telephone
- satellite television
- internet connection
- air conditioned
- safe

Hospitalization can be ordinarily or day-hospital depending upon the procedure patient has to undergo. Each room is directly connected to the nurse room in order to ensure a rapid response and intervention.

### What to Bring with You

Personal items: toothbrush, toothpaste, soap, underwear, dressing gown, slippers and towel. Since the rooms cannot be locked it is recommended not to bring with you precious items or too much money. It is recommended to use the safe in your room.

### Visiting Hours

Visiting hours is free everyday from 0900 to 2100hrs, with the exception of particular disposition.