



Honoring Warriors and the Army Family Covenant

U.S. Army Health Care Facilities In the Greater KMC area
Landstuhl Regional Medical Center & Kleber Army Health Clinic

Guide to Host Nation Healthcare



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.

For a current online version of the LRM / Kleber Clinic Guide to Host Nation Care, visit either Web site at <http://ermc.amedd.army.mil/lrmc> or <http://ermc.amedd.army.mil/kleber>



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Letter from the LRMC 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 U.S. 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



LANDSTUHL REGIONAL MEDICAL CENTER

Mission

A trained and ready team providing safe, world class healthcare for all our patients to maximize their health and well being.

Vision

Establish LRMC as the premier Military Medical Center that sets the standard for comprehensive and innovative medical care.

Who We Are

The largest U.S. hospital overseas and only U.S. Level II Trauma Center overseas.

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Letter from the USAHC-K Commander

The U.S. Army Health Clinic - Kaiserslautern (USAHC-K), located on Kleber Kaserne, is committed to providing the best quality medical care possible. If services are not available at this clinic or Landstuhl Regional Medical Center, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet is your guide to accessing medical care through our Host Nation partners and making you comfortable about visiting healthcare providers in Germany.

The local Landstuhl Regional Medical Center TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. During in-processing, you and your family's eligibility and enrollment status will be updated.

We value your commitment to our Nation and promise to provide access to quality healthcare and continuity of care commensurate with your service.

Please let us know how we can serve you better. We will listen. We have the time. If you have any concerns or questions, please do not hesitate to call me at DSN: 483-6265, CIV: 0631.411.6265, or CELL: 0162.273.0099 or our clinic at DSN: 483-1750/8915, CIV: 0631.411.1750/8915.

Clinic Commander
U.S. Army Health Clinic - Kaiserslautern



US ARMY HEALTH CLINIC- KAISERSLAUTERN

Mission

Provide optimal medical care to Warriors and their family members, while maintaining a highly trained cohesive team.

Vision

Be the best Health Clinic in the Europe Regional Medical Command.

Who We Are

We are visitors in our Patient's lives, they are not visitors in ours.

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Our Services for You

You can make an appointment at Landstuhl Regional Medical Center or Kleber Army Health Clinic at www.tricareonline.com. Or, call LRMC Central Appointments at DSN 486-5762 or civilian 06371.86.5762. The number for Kleber appointments is 483-1750 or civilian 0631.411.1750. 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 either facility, you may be referred to another military treatment facility or to a Host Nation provider or hospital. A Health Care Finder at the local 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 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

The TRICARE Area Office Eurasia-Africa 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. 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

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services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

- **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 Area Office Eurasia-Africa Web site.

TRICARE Area Office Eurasia-Africa

The TRICARE Area Office Eurasia-Africa Web site at <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 Area Office Eurasia-Africa 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 your TRICARE eligibility and enrollment status. It is located at LRMC in Building 3744. The phone number is DSN 486-8234/6374 or civilian number 06371.86.8234/6374.

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/

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 or will accompany you on your first outpatient visit. Patient Liaisons can be contacted at DSN 486-6309/ 8849/7915/6801 or civilian 06371.86.6309/8849/7915/6801. After hours, the liaisons can be reached by contacting the Information Desk at DSN 486-8106 or civilian 06371.86.8106 around the clock.

Host Nation Patient Liaisons can:

- Help plan your transfer from a 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 the patient 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.
- Per request, accompany you on your first visit to a Host Nation provider.

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 Kleber Army Health Clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 114 on post, 112 off post, or call the MP station at 09641.83.8319. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 486-5762 or Civ 06371.86.5762 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 a German clinic or hospital without a referral, you must call the International SOS emergency line at 0800.181.8505 (toll-free from Germany) 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 0800.825.1600.

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.

USAG Landstuhl Emergency Phone Numbers 24/7

	DSN	Civilian
Ambulance	117	112
Police	117	06371.86.114
Fire Dept.	117	06371.86.117

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While traveling, all TRICARE beneficiaries can call International SOS at 0800.181.8505 (toll-free from Germany) 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 Command Center 24 hours a day. Call DSN 377-4906 or civilian (49) (0)6221.39.4906 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 German Red Cross has a universal phone number for requesting an ambulance. From off-post, call German civilian number 19222. From an on-post DSN phone, call 99-19222.

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.

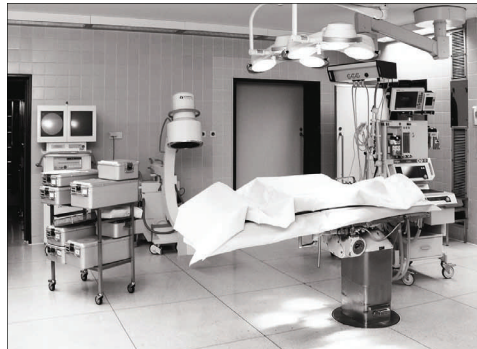
Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

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 the services offered at each facility, including emergency care. 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.

If you need a Patient Liaison or an interpreter during an emergency situation, call DSN 486-8106 or civilian number 06371.86.8106. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.



If you (Servicemember 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 not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

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.

General Observations

- **Language:** Though many Host Nation doctors may speak English, their staff may not. If you do not speak the Host Nation language, take a bilingual dictionary with you. 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 the 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
- Car seat (this is German law!)
- 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.





Notes





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 Assistance Coordinator at your TRICARE Service Center will discuss 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 Servicemembers who do not have a passport should take their military ID card and birth certificate.

An international birth certificate is required by DEERS and a copy of the birth registration (Auszug aus dem Geburtsregister) is required by the U.S. State Department. Each certificate cost € 12 and must be paid at the hospital admissions office. These certificates cannot be processed before payment. You will be able to pick up your passports and baby's documents approximately three weeks later directly from the admissions office. To save yourself an unnecessary journey, please call the admissions office to confirm that they are ready to be picked up. If your child is TRICARE-eligible, please do not forget to visit the TRICARE enrollment office to enroll your newborn once the child is registered in DEERS.

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

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.

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 Area Office Eurasia-Africa 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 staff will try to take this into consideration. Be sure to let them know.

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 euros so snacks or drinks can be purchased when needed.

Medical Reports

TRICARE beneficiaries should take 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 *morgens* (morning), *mittags* (noon), *nachmittags* (afternoon), *abends* (evening). If you are unsure of the medication 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.

Overnight Stays

Spouses may stay overnight if they pay the overnight fee. See the hospital-specific information beginning on page 19. TRICARE will not reimburse you for this expense.

Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

Patient Confidentiality

Providers in Germany 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. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

Phones

Phones are available for personal phone calls for a fee. Take enough euros to purchase a hospital telephone card that will allow you to make and receive calls from your bedside phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

Prescriptions

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all host nation providers are in the PPN.

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 German Health-care system that the patient report back to his/her 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 *Privatrezept* (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription but also a night or Sunday surcharge.

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 - you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

Television

Televisions have only Host Nation channels. You may take a small DVD player or radio with headphones (respect the comfort of those around you). Do not forget that book you have always wanted to read. Ask friends and family to bring current magazines or puzzle books that can help pass the time while waiting for tests.

Getting Help After Hours

The U.S. Army Health Clinic - Kaiserslautern (USAHC-K) Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted to the hospital. We can't help you if we don't know you're there:

When the Clinic is Open:

Host Nation Patient Liaisons	06371.86.6309/8849/7915/6801 or DSN 486-6309/8849/7915/6801
After clinic hours/weekends	06371.86.8106 or DSN 486-8106

The US Army Health Clinic - Kaiserslautern is open:

Monday to Thursday	0700-1600
Friday	0700-1200
ERMC Training Holidays	Closed
Saturday and Sunday	Closed
Federal Holidays	Closed
Appointment Hours	0630-1600 0631.411.1750 DSN 483-1750

Referred Care Services

The TRICARE Service Center, located in the Landstuhl Regional Medical Center, provides a range of services to help you navigate the German Health Care system:

The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and American hospitals Army Health Clinic. They may also assist with outpatient appointments.

Host Nation Patient Liaisons:	Commercial 06371.86.6309/8849/7915/6801 DSN 486-6309/8849/7915/6801
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Referred Care Team: The Referred Care Team sets up appointments, authorizations for healthcare with a list of local TRICARE providers and maps. You may call the Health Care Finder at 06371.86.7995 or DSN 486-7995.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers. TRICARE Medical Service Coordinators can be contacted at:
Kleber - DSN 483-6358 or 0631.411.6358
LRMC - DSN 486-6374/8234 or 06371.86.6374/8234.

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMC clinics help with referrals, answer questions on TRICARE benefits and policies and help patients understand the procedures of being referred to an off-post provider. You may call the USAHC-K/LRMC BCAC or HCF at DSN 486-6375/5745 or Civilian 06371.86.6375/5745.

Beginning Sept. 1, 2010, beneficiaries can contact ISOS with questions about benefits or for eligibility review and for authorization for an off-post appointment. This is true also for urgent care. Call 0800.181.8505 (toll-free from Germany) or 0044.20.8762.8133 (someone will call you back).

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Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with Saarland University Hospital in Homburg, St. Johannis Krankenhaus and Westpfalz Klinikum, three major medical facilities that serve the Kaiserslautern area.

Hospital information, maps and driving directions are included.

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

Saarland University Hospital (Homburg)

Universitätsklinikum des Saarlandes
Kirrberger Straße
66424 Homburg



Switchboard: 06841.160
<http://www.uniklinikum-saarland.de/en/>

Departments and Institutes

- **Department of Anesthesiology, Intensive Care and Pain Therapy**
- **Eye Clinic**
- **Departments and Institutes of Surgery**
 - Department of General Surgery, Abdominal and Vascular Surgery and Pediatric Surgery
 - Department of Trauma, Hand and Reconstructive Surgery
 - Department of Thoracic and Cardiovascular Surgery
 - Institute of Clinical Hematology and Transfusion Medicine
 - Department of Clinical Experimental Surgery
- **Department of Gynecology, Obstetrics and Reproductive Medicine**
- **Department of Otorhinolaryngology (Ear, Nose and Throat Medical Center)**
- **Department of Dermatology, Venereology and Allergology**
- **Departments of Pediatric and Juvenile Medicine**
 - Department of General Pediatrics and Neonatology
 - Department of Pediatric Cardiology
 - Department of Pediatric Oncology and Hematology
- **Departments of Internal Medicine**
 - Internal Medicine I – Oncology, Hematology, Clinical Immunology and Rheumatology
 - Internal Medicine II – Gastroenterology, Hematology, Endocrinology, Diabetology and Dietary Medicine
 - Internal Medicine III – Cardiology, Angiology and Intensive Care Medicine
 - Internal Medicine IV – Nephrology and Hypertension
 - Internal Medicine V – Pulmonology, Allergology, Respiratory and Environmental Medicine
- **Central Clinical Chemistry Laboratory**
- **Institutes of Infectious Diseases**
 - Institute of Medical Microbiology and Hygiene
 - Institute of Virology
- **Departments and Institutes of Neurology and Psychiatry**
 - Department of Neurology
 - Department of Psychiatry and Psychotherapy
 - Department of Child and Adolescent Psychiatry and Psychotherapy
 - Institute of Psychoanalysis, Psychotherapy and Psychosomatic Medicine
- **Department of Neurosurgery**
- **Department of Orthopedics and Orthopedic Surgery**
- **Institutes of Pathology**
 - Institute of General and Specialist Pathology
 - Institute of Neuropathology

- **Departments of Radiology**
 - Department of Diagnostic and Interventional Radiology
 - Department of Radiation Therapy and Radiation Oncology
 - Department of Nuclear Medicine
 - Department of Diagnostic and Interventional Neuroradiology
 - Magnetic Resonance Imaging Unit
- **Department of Urology and Pediatric Urology**
- **Departments of Dentistry, Oral and Maxillofacial Medicine**
 - Department of Orthodontics
 - Department of Oral and Maxillofacial Surgery
 - Department of Dental Prosthetics and Dental Materials
 - Department of Conservative Dentistry, Parodontology and Preventive Dentistry
- **Oncology Outpatient Clinic**
- **Saarland Cancer Center – Tumor Center**

General Information

As a center of medical excellence in Saarland, the university hospital offers a wide range of medical and health services both regionally and to a wider community. Each year about 50,000 inpatients and around 190,000 outpatients are treated at the hospital. The hospital has a workforce of around 5,500 to meet this challenge. The close ties between medical and healthcare services, and research and teaching guarantees you the best possible treatment. The university hospital in Homburg offers a comprehensive range of medical, surgical, diagnostic and healthcare services covering practically all areas of modern medical practice.

Visiting Hours

Generally from 1400 – 1900 daily; ICU by agreement.

Telephone Use

Most hospital rooms have TV and telephone available. If you choose to utilize these services you will receive at the admissions office a chip card which you need to upload one of the readily available money machines. Once uploaded with the amount of your choice, insert the card by your bedside into the marked slot. Please follow instructions how to use the TV and phone available at your bedside.

Parking Details

Parking is available at the *Parkhaus* adjacent to the main entry with 500 parking spaces. Additional parking lots are available in the close vicinity of the hospital. Every 15 minutes the clinic bus will pick you up in front of the *Parkhaus*, free of charge, to take you to the building you have an appointment in. The bus is available every day from 0700 to 1600.

Religious Services

Chapel is located in Building 51 and open daily from 0900 – 1800.

Protestant Services: Sundays/Holidays at 1000.

Catholic: Sunday/Holidays at 0900. Wednesday to Friday at 1800.

If you wish to be visited at your bedside, please contact the station nurse.

Television Availability

Free TV is available in most rooms, offering mainly German language channels.



Notes



Westpfalz Klinikum

Hellmut-Hartert Strasse 1
67655 Kaiserslautern

Central Information: 0631.2030

<http://www.westpfalz-klinikum.de>

General Information

The Westpfalz-Klinikum was established as a district hospital in 1893 and was renamed as the city hospital in 1924. After combining the hospitals in Kusel, Kirchheimbolanden and Rockenhausen the Westpfalz-Klinikum it is the largest non-university related health center in Rheinland-Pfalz.



Availability of Emergency Care

All specialties

Visiting Hours

Generally from 1400 – 1900 daily; ICU by agreement.

Telephone Use

Telcard – € 10 deposit

Parking

Parkhaus available – day ticket € 8

Religious Services

Protestant – in Chapel House 8/7 Sundays and Holidays at 1000 or via TV channel 20

Catholic – Sunday/Holidays at 0830, Tuesdays at 1800

Smoking Policy

No smoking indoors anywhere

Television Availability

In conjunction with Phone card.

Cafeteria

House 10/1 is open from Monday – Friday 0900 – 1900, Saturday, Sunday and Holidays from 1300 – 1900.

St. Johannis Krankenhaus

Nardini Strasse30
66849 Landstuhl

Switchboard: 06371.840

[http://sites.johanniskrankenhaus.de/
st-johannis-krankenhaus-landstuhl/
Home](http://sites.johanniskrankenhaus.de/st-johannis-krankenhaus-landstuhl/Home)



Hospital Departments

Surgery, Gynecology, Internal Medicine, Orthopedics, Anesthesia and Intensive Care, Radiology, Facilities, Physiotherapy, and Laboratory.
Beds: 327

Background

The Nuns of Maltersdorf began their work in Landstuhl in 1861. The founder, Dr. Paul Joseph Nardini, personally brought the first three nuns to Landstuhl on the 17th of February 1861. Their mission was the ambulatory care of the poor, old and sick. In the year 1878, Dr. Nardini and the nuns established a small hospital with a few beds then moved to the "Old Hospital" on Landstuhl's main street. The construction of the "New Hospital" began in 1969, and on the 15th of November 1975 the St. Johannis Hospital moved into its new building at Landstuhl-Atzel with the help of different aid groups — particularly the U.S. Army.

Visiting Hours

Generally from 1400 – 1600 daily; ICU by agreement.

Telephone Use

Telcard - € 10 deposit

Parking

Parking is available behind the hospital free of charge

Religious Services

Protestant – in Chapel House 8/7 Sundays and Holidays at 1000 or via TV channel 20
Catholic – Sunday/Holidays at 0830, Tuesdays at 1800

Smoking Policy

No smoking indoors anywhere

Television Availability

Most rooms have television available, mainly German language channels, free of charge.

Healthcare 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 486-8849/7915/6801 or Civilian 06371.86.8849/7915/6801. After duty hours, call DSN 486-8106 or civilian 06371.86.8106.



Notes





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 versions of these maps may be downloaded from the Europe Regional Medical Command Web site “Guide to Host Nation Healthcare” page at <http://ermc.amedd.army.mil>

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

Saarland University Hospital



Directions:

Take A6/E50 toward Saarbruecken (A6/A62)

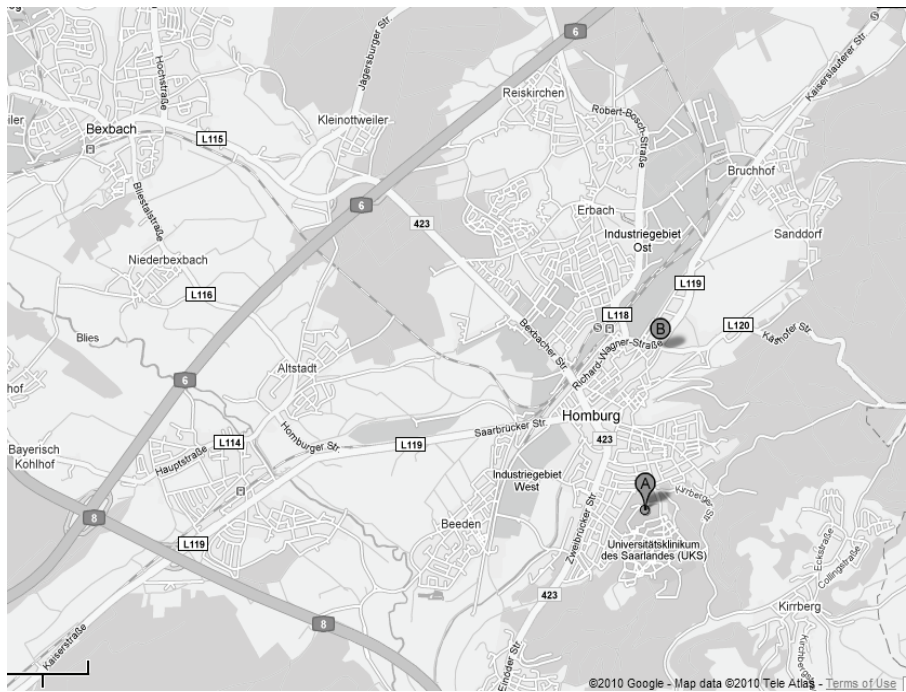
Take Exit 9 toward Homburg/Bexbach/B423

Turn Left on B423 toward Homburg

After arriving in Homburg, turn Left on L213/Ringstrasse toward Kirrberg/
UNI Kliniken (Kliniken/Universitaetskliniken)

Parking is available at the main entrance to the university hospital campus. A free bus service operating within the hospital campus from 7 a.m. to 4 p.m. departs every 15 minutes. For inpatients being brought to or picked up from the hospital, short-stay metered parking spaces are available in the immediate vicinity of a number of hospital departments.

Saarland University Hospital



Westpfalz Klinikum



Directions:

Take Autobahn A6/E50 toward Mannheim-Kaiserslautern

Take Exit 15 (Kaiserslautern-West, Lauterecken, OPEL, B270)

Head Toward Waldfischbach-Gewerbegebiet, Kaiserslautern, OPEL, B270)

Continue along B270/L367

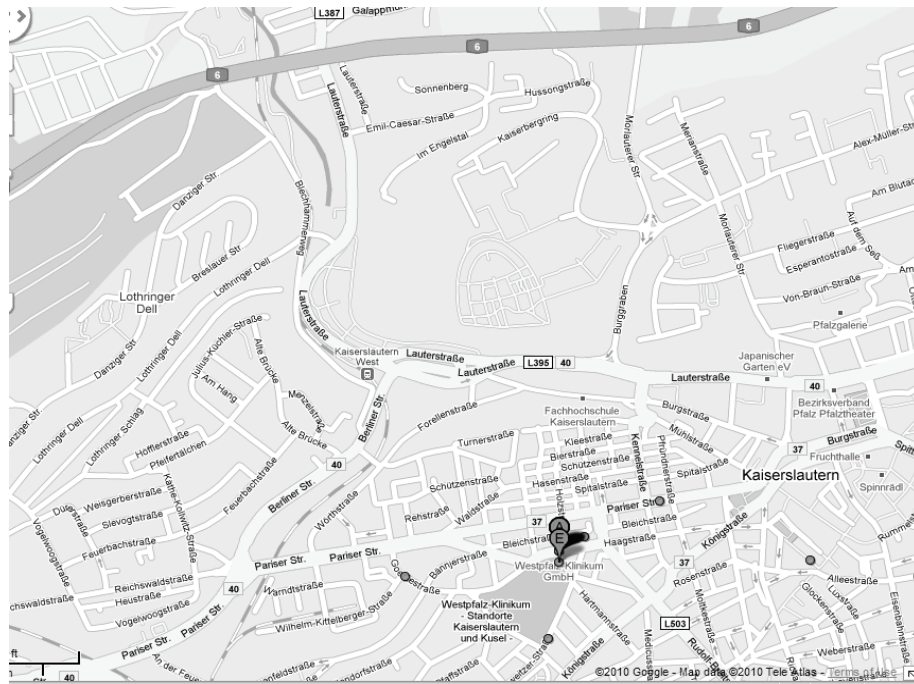
Turn Right toward B37, Kliniken

Continue along B40/Pariser Strasse

Take Pariser Strasse

Continue along B37/Hellmut-Harten-Strasse

Westfalz Klinikum



St. Johannis Krankenhaus



Directions:

From Autobahn 6 (A6):

Exit to Autobahn 62 (A62) toward the direction of Pirmasens

After a short distance, take the exit for US Hospital and Martinshöhe

At the end of the exit ramp, turn Right onto Langwiedener Strasse

Turn Right at the Red Light onto Weilherstrasse

Go up the hill and turn Right at the Red Light onto Mittelbrunner Strasse

Take a quick Left onto Nardinistrasse Strasse

From LRMC:

Exit LRMC at Gate 4 near the AAFES Gas Station and Sports Field

Turn Left on Langwiedener Strasse

Turn Right at the Red Light onto Weilherstrasse

Go up the hill and Turn Right at the Red Light onto Mittelbrunner Strasse

Take a quick Left onto Nardinistrasse Strasse

St. Johannis Krankenhaus



Frequently Asked Questions

Host Nation Providers

What is the Preferred Provider Network?

The TRICARE Area Office Eurasia-Africa 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 0800.181.8505 (toll-free from Germany) 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 Landstuhl Patient Advocate at 06371.86.8326, or use the "Contact Us" feature on the TRICARE Area Office Eurasia-Africa 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 0800.181.8505 (toll-free from Germany) 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 German 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.

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

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How can Host Nation Patient Liaisons help?

Host Nation Patient Liaisons are fluent in English and the Host Nation language. 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 Servicemember 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. Unless you have already called a patient liaison, 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 on 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 Treatment 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 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

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.

What are the contact numbers for the military medical facilities?

TRICARE Nurse Advice Line 00800.4759.2330

Provides medical advice and can book you an appointment in the MTF

MTF phone numbers

LRMC Central Appointments DSN 486-5762
Civilian 06371.86.5762

Kleber Clinic DSN 483-1750
Civilian 0631.411.1750

LRMC After Hours Information DSN 486-8106
Civilian 06371.86.8106

TRICARE Service Center DSN 486-8234 / 6374
Civilian 06371.86.8234 / 6374

TRICARE Area Office Eurasia-Africa DSN 496-7412
Civilian 49.(0) 6302.67.7432
E-mail teoweb@europe.tricare.osd.mil



Notes



Web Links and Other Resources

Army Wounded Warrior Program

www.AW2.army.mil

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

Army Behavioral Health

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

(Reliable health information, updates on pandemics, flu, 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

(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.hqusaureur.army.mil

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

World Health Organization

www.who.int/en

(Updates and information on worldwide health trends)

Quick Reference Phone Numbers

U.S. Army Health Clinic - Kaiserslautern

Clinic duty day phone number: DSN 483-1750/6092/6265 civilian 0631-411-xxxx

Nurse Advice Line: 00800.475.92330 Professional advice 24/7

Emergency Care: DSN 486-5450/8485 or civilian 06371.86.5450/8485

Ambulance: DSN 117, civilian 112

Military Police (emergencies): DSN 114 or civilian 06371.86.114

TRICARE Service Center: DSN 486-8234/6374 or civilian 06371.86.8234/6374

Patient Advocate: DSN: 486-8326 or civilian 06371.86.8326

Patient Liaison: DSN 486-6309/7915/8849/6801 or civilian: 06371.86.6309/7915/8849/6801, or after hours DSN 486-8106 and civilian 06371.86.8106



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