



**Honoring Warriors and the Army Family Covenant**

**U.S. Army Health Clinic Vilseck**

# **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 at <http://ermc.amedd.army.mil> to view or download the most current version of this guide.



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



## **Bavaria Medical Department Activity Commander**

Dear Bavaria Beneficiaries,

In your hands you hold one of the best resources available regarding the Host Nation health care system. This comprehensive guide was assembled by dozens of health care professionals including your local clinic staff, Host Nation patient liaisons and TRICARE personnel. As a result of their commitment to quality care, you now have the tools you need to successfully navigate the Host Nation health care system.

In this guide, you will find information about your local Host Nation hospitals and learn about Host Nation customs. You will also gain a better understanding of how emergency medical care works in Bavaria and find a compiled list of important phone numbers.

As you go through the guide and have questions, please contact your local clinic. Staff is available to answer your health care questions.

Our goal is to take care of Soldiers and their Families by providing them with the best possible health care at both our Army clinics and Host Nation hospitals. I truly believe this booklet is a step in the right direction in having a successful Host Nation experience.

Now that you have the booklet, make sure you use it. Only you can take charge of your health.

Fortress of Health, Army Strong!

Commander  
U.S. Army Medical Department Activity, Bavaria

## Letter from the Clinic Commander

Dear Members of the Vilseck Military Community,

My staff and I at the U.S. Army Health Clinic Vilseck are dedicated to providing the best competent and professional health care possible and will assist you in receiving necessary care through local medical facilities when it is not available in our clinic.

This booklet will assist you when utilizing local in- and outpatient medical facilities. Hopefully, it will answer many of your immediate questions or concerns and increase your understanding of Host Nation healthcare.

The TRICARE Service Center is the coordinating office for Host Nation medical care. Please be sure to visit the TRICARE Enrollment Office during in-processing to verify your eligibility and enrollment status.

If you are admitted to a local hospital, our Host Nation Patient Liaisons will visit you to ensure you understand the diagnosis, treatment plan and medications, as well as to explain Host Nation health system processes and procedures. The role of our Host Nation Patient Liaisons is explain in detail in this guide book.

We value your commitment to our Nation and promise to provide access to quality health care 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.

Clinic Commander  
U.S. Army Health Clinic Vilseck



## Bavaria Medical Department Activity

### Mission

Provide accessible, quality, and comprehensive healthcare for our Soldiers and their Families, while facilitating inpatient and specialty care with our Host Nation.

### Vision

Be the standard bearer for ambulatory health care networks in the Department of Defense.

## Our Services for You

You can make an appointment at the U.S. Army Health Center Vilseck at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 476-2882 or civilian 09662.83.2882. 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 Vilseck, 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 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 services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

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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 Eurasia-Africa Web site.

### **TRICARE Eurasia-Africa**

The TRICARE Eurasia-Africa 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 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 in the Vilseck Health Clinic (building 225). The phone number is DSN 476-2000/3323 or civilian number 09662.83.2000 or 09662.83.3323.

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 or will accompany you on your first outpatient visit.

Patient Liaisons can be contacted at DSN 476-2439 / 2469 or civilian 09662.83.2439 or 09662.83.2469. After hours, patient liaisons can be reached by contacting the MP desk at DSN 476-2490 or civilian 09662.83.2490.

### **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 needed.
- 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.
- Per request, accompany you on your first visit to a Host Nation provider.

## **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

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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
- Euro 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.

## **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.

Specific medical needs are handled by different hospitals in the Vilseck Area. Please contact the Military Police to reach a patient liaison so they can direct you to the correct Host Nation Hospital.

The Vilseck clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 476-2490 on post, or 09662-83-2490 off post. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 476-2000-3323 or 09662-83-2000/3323 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 00800.4759.2330.



Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out which emergency services are available on and off post.

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### USAG Vilseck Emergency Phone Numbers 24/7

	DSN	Civilian	
German ambulance	N/A	09641.19222	Off-Post Only
German Police	475-110	09641.83.110	
German Fire Dept.	475-112	09641.83.112	
Military Police	476-2490	09662.83.2490	

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 Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian (49) 06221.67.7099 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 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.

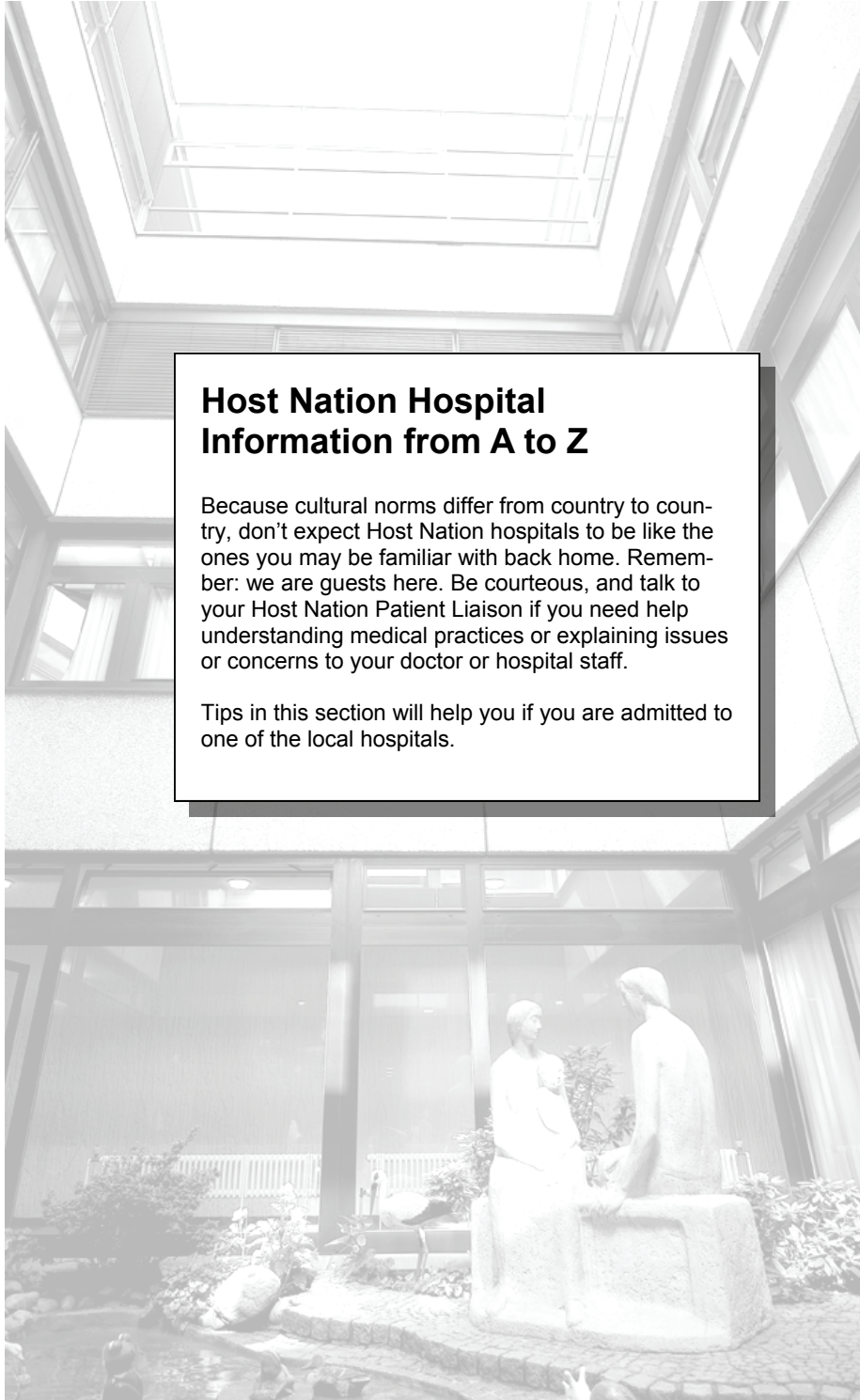
If you need a patient liaison or an interpreter during an emergency situation, call DSN 476-2469/2439 or civilian number 09662.83.2439 or 09662.83.2469. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

If you (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 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.



**Notes**





## **Host Nation Hospital Information from A to Z**

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the 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

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the 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.

### Admission to the Hospital

A Beneficiary Counseling Assistance 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 has been 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 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 costs € 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 in advance to confirm the documents 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.
- deposit back.

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- Make sure you have your discharge summary.
- Take all your valuables.
- Return your phone card to the vending machine so you can have your deposit returned.

### **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's expense at a Host Nation hospital or clinic. Medicare will 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 in 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 in 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 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 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 heat up 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 to purchase snacks or drinks 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. The fee is usually between € 30 to € 50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

## 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 euro 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.

### Physicians and Nurses

Most of the physicians speak English. Your daily care will be given by the **station-sarzt** (ward physician). You will also be visited by the **oberarzt** (senior physician) and/or **Chefarzt** (chief of staff) on a daily basis. You should remain in your room until rounds are completed. The time of the daily rounds varies from ward to ward.

Each ward has a **stationsleitung** (chief nurse). You will be taken care of by a **schwester** (female nurse) or **pfleger** (male nurse). The nursing staff may not speak as much English as the physicians, often they understand more than they speak – please speak slowly and avoid slang. The nursing staff is there to carry out physician's orders, monitor your status and assist you with your medical needs.

If you are scheduled for an examination/test the hospital staff requests that you stay in your room until called. If you leave your room/ward please notify a nurse and let her/him know where you are going.

If you are uncertain whether you understand the nurses or they understand you, call the **patientenbetreuerin** (patient liaison) for assistance.



### 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 Healthcare 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 an after-hour 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.

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.

### **Smoking Policy**

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in posted areas.

### **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.

### **Visiting Hours**

Although the hours vary depending on which clinic is visited, There are some common rules to consider.

Children are allowed on most wards regardless of age. Children must be under supervision at all times. There is no jumping on beds, tables or chairs, no running in the hallways allowed. The patient should not have more than 2-3 visitors at a time.

Have consideration of the other patients in your room. Please do not use the patient's toilet. There are visitors' toilets in the hallway marked **WC**. If you would not like to receive any visitors, please tell the nursing staff.

## Getting Help After Hours

The Health Clinic's 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      Civilian 09662.83.2439/2469  
DSN 476-2439/2469

After clinic hours/week-ends      Civilian 09662.83.2439/2469  
DSN 476-2439/2469

ISOS (Eff. Sept. 1, 2010)      0800.181.8505 (toll-free from Germany)  
0044.20.8762.8133 (someone will call you  
back)

**The Vilseck Health Clinic is open:**

Monday to Thursday      0700-1800  
Friday      0700-1300  
Training Holidays      0900-1500  
Saturday and Sunday      Closed  
Federal Holidays      Closed  
Appointments      Civilian 09662.83.2882  
DSN 476-2882

### Referred Care Services

The TRICARE Service Center, located in the Vilseck Health Clinic, 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 and clinics. Host Nation Patient Liaisons also coordinate your follow-up at the Vilseck Health Clinic. They may also assist with outpatient appointments.

**Referred Care Team:** The Referred Care Team is available to help when the Health Clinic is closed (after hours and on weekends). Contact is through the MP Station: 09662.83.2490 or DSN 476-2490.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.  
TRICARE Medical Service Coordinator 09662-83-2660 or DSN: 476-2660.

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMIC 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 Vilseck Clinic BCAC at DSN 476-2000/3323 or Civilian 09662.83.2000/3323.

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.

## Resources on the Web

### **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>

(ERMC 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.hqusaEur.army.mil](http://www.chppmeur.healthcare.hqusaEur.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)



## Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with Klinikum St. Marien Amberg and St. Anna Krankenhaus. These are the two major medical facilities that serve the Vilseck area.

Hospital services, maps and driving directions are located in the following section.

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>.

## Klinikum St. Marien Amberg

### GPS Address

Mariahilfbergweg 7,  
92224 Amberg

Postfach 2153,  
92211 Amberg

### Phone Number

09621.380

### Web site

[www.klinikum-st-marien.de](http://www.klinikum-st-marien.de)



### Services

Klinikum St. Marien Amberg is newly renovated and is one of the most modern and technologically advanced hospitals in Bavaria. The klinikum is a major medical center with approximately 800 beds and 12 major departments, including:

Cardiology	Obstetrics	Pediatrics
Dialysis	Internal medicine	Orthopedics
ENT	Intensive care unit	Radiation therapy
Gastroenterology	Laboratory	Trauma surgery
General surgery	Nephrology	Vascular surgery
Gynecology	Nuclear medicine	
Urology	X-ray	

The hospital also has a Neo-natal / Pediatric Intensive Care Unit.

### Emergency Services

Amberg Klinikum has a 24-hour fully staffed emergency room located on the ground floor of the hospital. Enter through the main entrance. Not all personnel can, or should be expected to speak English. Many of the staff can understand some English so if you speak slowly and avoid slang you will generally be understood. At the desk, explain why you are there, and you will be asked to complete insurance forms and have a copy made of your ID card. If no exam rooms are free you may be asked to sit outside the waiting area. Please remember, like any emergency room, patients are seen according to medical priority and availability of appropriate physician.

It is important to understand that the emergency room does not operate like an American emergency room. The Klinikum is an inpatient facility, and, unlike an American emergency room that may complete tests on an outpatient basis, many conditions/illnesses will require hospitalization to complete diagnostic testing. The exception may be some minor illnesses and injuries.

Not all specialty-physicians work directly in the emergency room and the duty physician may have to be called own from the ward or you may be sent to the ward to be seen. There are a few specialties that are not available at the Klinikum and when presenting with symptoms related to these problems you may be referred to the outpatient physician on call or, if necessary, to another hospital. Those specialty areas include:

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- Neurosurgery: referral to Bezirkskrankenhaus or Klinikum in Regensburg.
- Psychiatry: referral to Bezirkskrankenhaus, Regensburg.
- Ophthalmology: referral to outpatient physician or Regensburg University Augenlinik.
- Adult ENT: referral to outpatient physician.

### **Admission**

For admission during regular duty hours, report to the Patientenaufnahme (Patient Admissions), across from the cafeteria. You will be expected to fill out an insurance claim form, signed by the parent or guardian. A copy of the patient's ID card will be made to verify eligibility and will be attached to the claim form. For children under 10 without an ID card, use the parent's ID card information.

### **Physicians**

The physicians usually have nametags and wear white lab coats. You will find that many physicians speak English. If the Stationarzt (ward doctor) does not offer information about your test results, care plan or progress, it is your responsibility to ask questions. Your Host Nation Patient Liaison can help.

Your day-to-day care will be by the Stationarzt with occasional visits from the Oberarzt (senior doctor) and possibly the Chefarzt (department head). In addition, there may be interns accompanying the doctors because the Klinikum is a teaching hospital in connection with the Erlangen University Hospital.

Physician rounds are generally made in the morning to review and discuss your progress and care plan. You should remain in your room until rounds are completed. If tests are schedule for during the day, remain in your room until called for the test. If you do leave the room, notify the nurse you are leaving and where you are going. At midday there are meeting with the Oberarzt each day to discuss the patients, their care plans, and necessary changes. The Stationarzt will generally be on the wards again in the afternoon between 1400 and 1600 to review the day's progress and test results and make care plan changes as necessary. They will not generally visit you again at that time. If you feel you do not understand the medications, care plan, etc, or that the Stationarzt does not understand your questions, ask for the Host Nation Patient Liaison to be called to assist.

Your Stationarzt is normally on duty from 0700-1600. After that time there will be a Dienst Arzt (duty doctor) available for emergencies. Release must be discussed with your Stationarzt, the Dienarzt, as a rule, and will not change the care plan of the Stationarzt.

### **Nursing Staff**

The Shwester (female nurse) or Pfleger (male nurse) also have name-tags and wear dresses or pants with short lab coats. The nursing staff is thee to carry out the physicians' orders, monitor your status, and assist you if you are unable to get out of bed.

If you are mobile you will be able to do many things for yourself. If you have asked the nurse for something and they have not responded within 15 minutes, ring and ask again. There are a limited number of nurses for the number of patients, and they may be involved in something else, or they may need to first speak with a doctor.

The nursing training is slightly different from ours and often the nurse may not be allowed to do some things we would expect, such as put in an IV or give IV medicines. As in our system, the nurses are not allowed to give you medical information (i.e. test or lab results); your stationarzt will give you this information. Questions about your results or care plan should be directed to your stationarzt. If you are uncertain whether you understand the nurses or if they understand you, ask for a Patient Liaison to assist with clarification.

### **Visiting Hours**

The Klinikum St. Marien Amberg is an "open house." That means there are no specific rules for visiting hours. However, visits are not allowed during nighttime hours. The hospital asks that all visitors leave not later than 8:00 p.m. Besides, visitors are required to leave the hospital room upon request by the doctor or nursing staff or during any treatment or care procedures. Patients with communicable diseases may not receive visitors. The same applies to visitors who are suffering from a communicable disease.

### **Overnight Stay**

Spouses may not stay in the patient's room overnight; however, the Pediatric Clinic allows 1 parent to stay with the child on ward B9 if space is available. You must stay there 24 hours a day and cannot leave the ward without the staff's approval; otherwise your mother/child room will be taken away. For the accompanying parent, meals will be provided.

### **Telephone Use**

You can use any telephone to make outgoing phone calls without going through the hospital operator. The instruction booklet in the rooms indicates the costs for the use of the in-house telephone system. After you receive your smart chip at the admissions desk, you can pay the deposit for the card at the automated pay station and load the desired amount on your smart card chip. A minimum of € 20 is needed; € 10 is a deposit for the card (and will be refunded), € 1 will automatically be deducted for use of the phone each day and 10 cents will be deducted for each unit used when making outgoing calls. Your phone number on the smart card will be: 01805-9621-38-XXXX. This is the number where your family can reach you. If your smart card account is empty, your phone will be shut off. You will also not be able to receive incoming calls because the basic daily fee cannot be deducted from your account.



On the day you are discharged from the hospital, you can return your card at the automated pay station. Any money still left in your account will be returned, as well as the smart card deposit.

If you wish to call the States, dial the AT&T operator at 0800.225.5288 and ask to make a collect call. If you have any further concerns, you can contact the information desk within the hospital at 1500.

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## Religious Services

The chapel is on the ground floor of Building A. The chapel is open during the day for prayer and meditation. You can attend the services for your hospital bed via in-house television (channel 12) or radio (channel 68). Confessions are offered in the sacristy 1700-1800 Saturday, or scheduled upon request. Communion for patients is after every Sunday service or upon request.

Services in the hospital chapel:

### Catholic

Monday - Friday 1830  
Saturday 1830  
Sunday 0915

### Protestant

Sunday 0800

Every first Sunday per month has communion. In addition to pastoral care from the 2 major religions, there is also a staff member available in the psychosocial office. If you would like to schedule a session, simply let the staff in your unit know or call the information desk (Tel. 1500).

## Smoking Policy

Smoking is prohibited in all buildings, with the exception of the cafeteria and the atrium. For safety, open flames (i.e. candles) are not allowed in the rooms.

## Television Use

Televisions are provided in each room, free of charge. To watch TV or listen to the radio, you either need to bring a head phone or purchase one at the gift shop for € 1. Electronics need to be turned off by 2200 to allow patients to get their rest.

## Mail

You can put your outgoing mail into the mailbox in the entry hall, which is emptied every business day, or give it to one of the nurse to be mailed. If you are expecting an answer to your letter, please do not forget to indicate your unit and room number. The mail address of the hospital is:

PO Box 2153  
92211 Amberg

## Meals

You will be served three meals a day, with mineral water and fruit or natural teas available on the ward to drink upon request. If you do not like the mineral water and plain bottled still water is not available, have someone bring water in to you. Assuming you are not on a special diet, you can buy sodas, juices and food at the store and café or have them brought in to you. Each morning you will be given meal cards to complete for meals the next day unless you have been placed on a special diet. Please do not eat anything except what is provided if you have been placed on a special diet, until you have discussed it with your doctor. Approximate meals times:

Breakfast (Frühstück) 0730-0830  
Lunch (Mittagessen) 1130-1230  
Dinner (Abendbrot) 1630-1730

The cafeteria is open daily from 9 a.m. - 7 p.m.

## Hairdresser

Dreamhair is in the entry hall near the main entrance. The hair salon is available for visitors. It is open 0900-1700 Monday-Friday. To call for an appointment within the hospital, dial 38.1496.

## St. Anna Krankenhaus

### GPS Address

Krankenhausstrasse 16  
92237 Sulzbach-Rosenberg

### Phone Number

09661.5200

### Web address

[www.kh-as.de](http://www.kh-as.de)



St. Anna Krankenhaus is located on the outskirts of Sulzbach-Rosenberg. The hospital specializes in obstetrics/gynecology; internal medicine; ear nose and throat; and surgery.

### Departments

The hospital is organized as follows:

**Ground floor:** information center, cashier/billing, accounting, and cafeteria

**Floor 1:** Outpatient clinics

OB/GYN

Internal medicine

Central patients admission office

X-rays

Laboratory

EKG

Endoscopy

Operating rooms

Physical therapy

**Floor 2:** Wards

GYN

Obstetrics

Intensive care unit

Delivery room

ENT

**Floor 3:** Wards

Internal medicine ward 1

2<sup>nd</sup> ward for persistent vegetative state

**Floor 4:** Wards



Surgery Ward 1

Surgery Ward 2

### Emergency Services

Not all personnel can, or should be expected to speak English. Many of the staff can understand some English, so if you speak slowly and avoid slang you will generally be understood. At the desk, explain why you are there, and you will be asked to complete insurance forms and have a copy made of your ID card. If no exam rooms are free you may be asked to sit outside the waiting area. Remember, patients are seen according to medical priority and availability of physicians.

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It is important to understand that the emergency room does not operate like a U.S. emergency room. The Klinikum is an inpatient facility, and, unlike a U.S. emergency room, it may complete tests on an outpatient basis. Many conditions/illnesses will require hospitalization to complete diagnostic testing. The exception may be for some minor illnesses and injuries. Not all specialty-physicians work directly in the emergency room and the duty physician may have to be called from the ward or you may be sent to the ward to be seen. There are a few specialties that are not available and when presented with symptoms related to these problems, you may be referred to the outpatient physician on call or, if necessary, to another hospital.

### **Admission**

For admission during regular duty hours, you need to report to the Patientenaufnahme (Patient Admissions). You will be expected to fill out an insurance claim form, signed by the parent or guardian. A copy of the patient's ID card will be made to verify eligibility and will be attached to the claim form. For children under 10 without an ID card, use the parent's ID card information.

### **Visiting Hours**

Visiting hours are from 2-7 p.m. daily. In the morning, there are treatments, visitations and examinations. Please keep to the visiting hours to ensure that proper care can be provided to the patients. Please keep in mind that visiting around the clock may disturb seriously ill and elderly patients. Rest is very important for recuperation. The end of the visiting hour is announced over the intercom. If you wish to stay longer, you need to fill out a request form.

### **Overnight Stay**

You can stay with your family member in the hospital. The current fees are:

Overnight stay	€ 18.00
Breakfast	€ 3.50
Lunch	€ 5.80
Dinner	€ 5.25

For overnight stays, regular beds may not always be available. If you need a bed, submit your request in writing to the ward personnel and hospital administration on the 1<sup>st</sup> floor (Zentrale Patientenaufnahme). Payment must be made in advance to the hospital cashier in room E009. Give the receipt to the nurse, and he/she will provide the bed.

### **Telephone Use**

You can use any telephone to make outgoing phone calls without going through the hospital operator. The instruction booklet in the rooms indicates the costs for the use of the in-house telephone system. After you receive your smart chip at the admissions desk, you can pay the deposit for the card at the automated pay station and load the desired amount on your smart card chip. A minimum of € 20 is needed; € 10 is a deposit for the card (and will be refunded), € 1 will automatically be deducted for use of the phone each day and € 0.10 cents will be deducted for each unit used when making outgoing calls. If your smart card account is empty, your phone will be shut off. You will not be able to receive incoming calls because the daily fee cannot be deducted from your account.

On the day you are discharged from the hospital, you can return your card at the automated pay station. Any money still left in your account will be returned, as well as the smart card deposit.

If you wish to call the U.S., dial the AT&T operator at 0800.225.5288 and ask to make a collect call.

### **Parking Details**

All vehicles should generally park in the parking area outside the enclosed hospital grounds. Access is permitted only for vehicles transporting patients and goods and for authorized persons with a parking permit. The speed limit for driving on the hospital grounds is a walking pace.

### **Religious Services**

Religious services take place regularly in the hospital. These are broadcast free of charge to all patient rooms via the television broadcasting system. Ask the ward nurse for times and locations. The patient can ask for ward nurse for further help if he or she wants to be visited by a priest. Patients and visitors should not disturb religious procedures.

### **Smoking**

Smoking is only permitted in specifically reserved rooms. Smoking is strictly prohibited on the entire remaining hospital premises, including in front of the main entrance and by the kiosk.

### **Television Use**

Televisions are provided in each room, free of charge. On channel 14, you can receive CNN. At the information center, you can order U.S. or English videos.

### **Meals**

You may choose between half and double portions for all meals that are offered. Due to personnel shortages on weekends and holidays, it is not possible to make changes from the menus.

For breakfast, choices are various breads, teas, coffee, hot chocolate or hot milk. Upon special request, buttermilk is also available. If you don't specify an order, you will get the standard breakfast that consists of the following: coffee, butter, jam/honey, 1 slice of German bread, bread roll and alternating cold cuts or cheese.

For lunch and dinner, you have 3 meals to choose from.

There are special meals available for diabetics, low-salt diets, or patients with metabolic disorders.

For those staying with the patients meals are available at the following rates:

Breakfast: € 3.50

Lunch: € 5.80

Dinner: € 5.25

### **Internet**

You can request access to the internet in the cashier's office (room E009) together with a telephone card. The internet is available Monday-Thursday 0730-1500 and Friday 0730-1100.

## Health care overseas can be an adventure



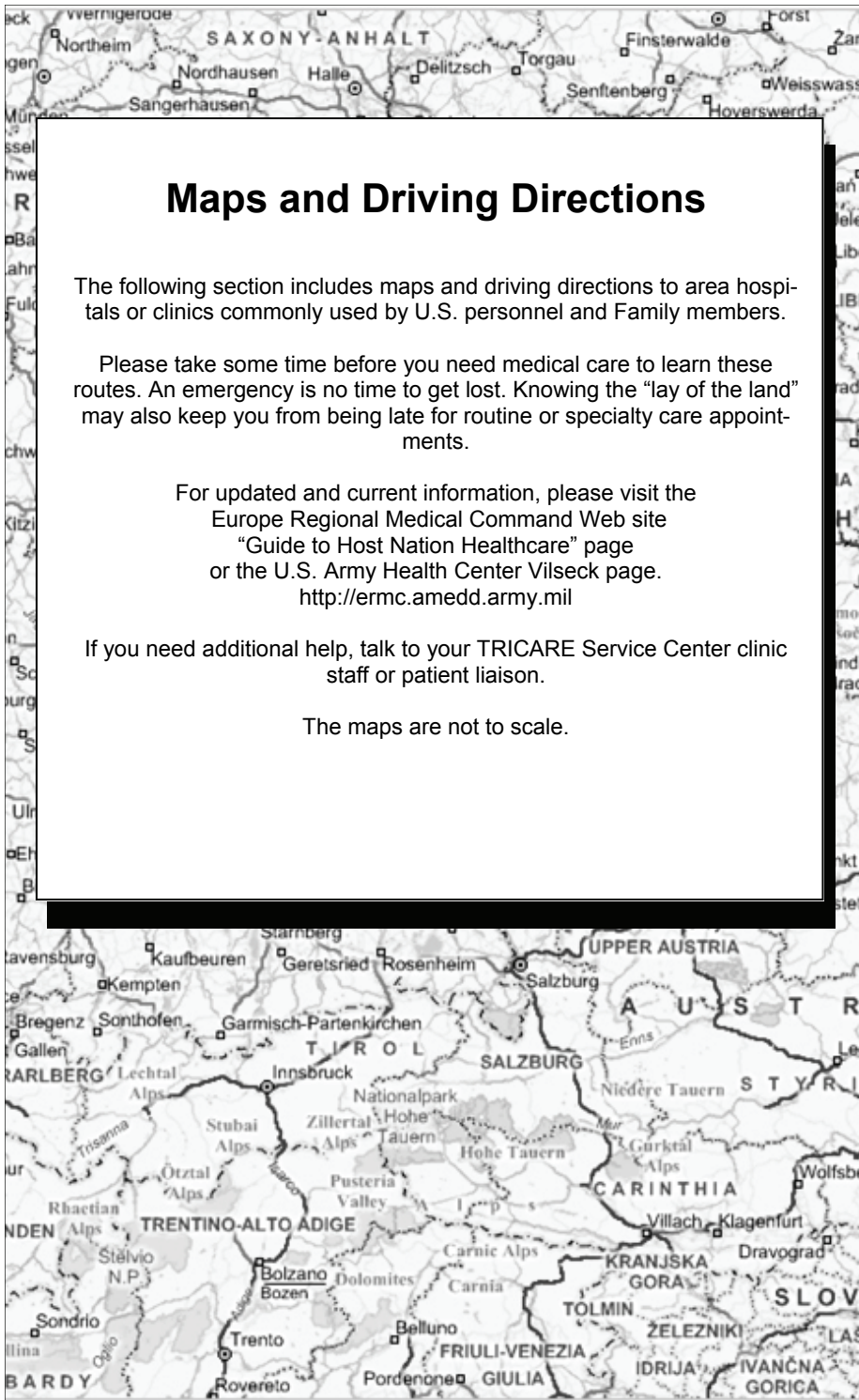
Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call  
DSN: 476.2439/2469 or Civilian 09662.83.2439/2469



**Notes**





## Maps and Driving Directions

The following section includes maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

Please take some time before you need medical care to learn these routes. An emergency is no time to get lost. Knowing the “lay of the land” may also keep you from being late for routine or specialty care appointments.

For updated and current information, please visit the Europe Regional Medical Command Web site “Guide to Host Nation Healthcare” page or the U.S. Army Health Center Vilseck page.  
<http://ermc.amedd.army.mil>

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

The maps are not to scale.

## Klinikum St. Marien Amberg

### GPS Address

Mariahilfbergweg 7,  
92224 Amberg

### Phone Number

09621.380

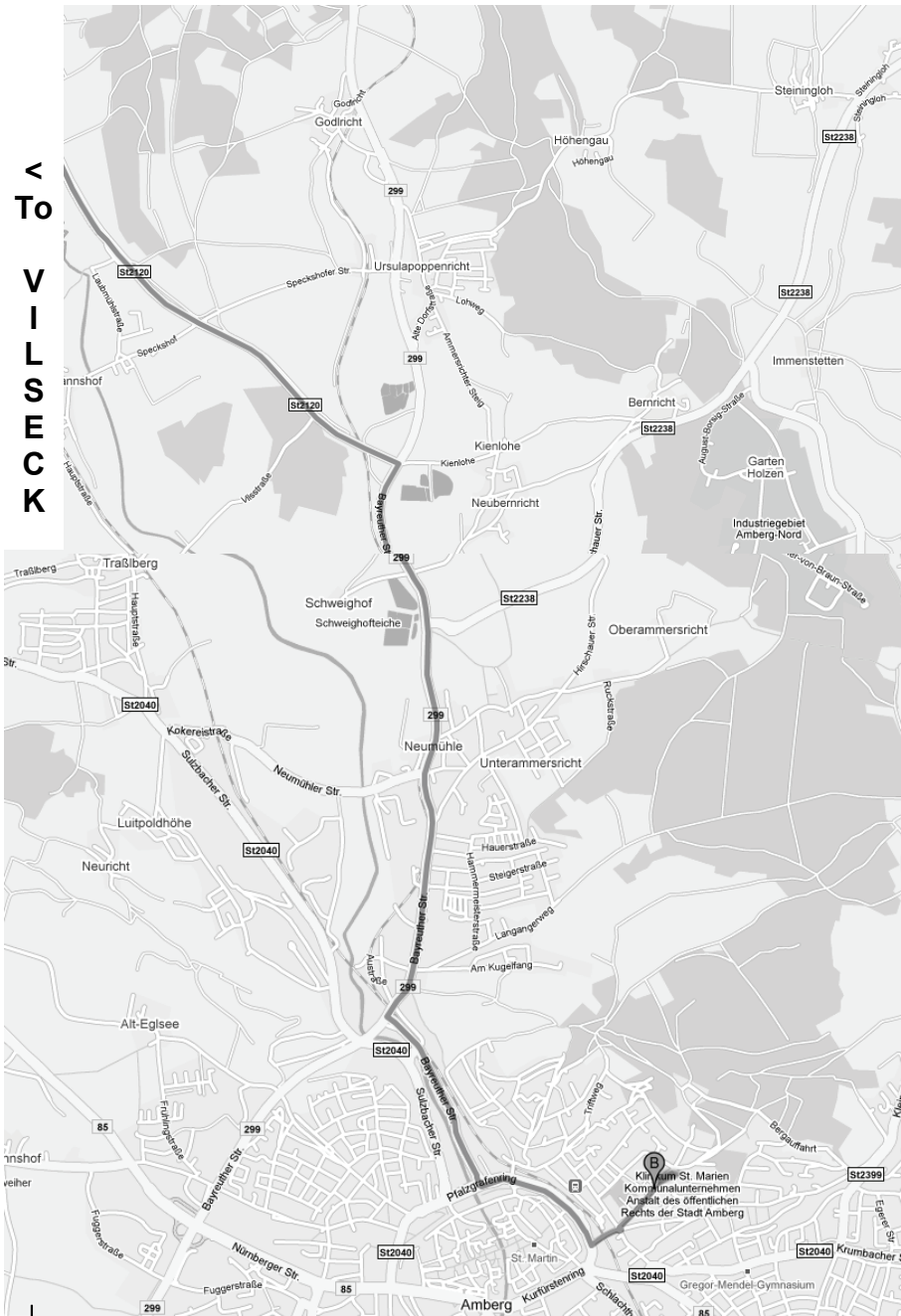


### Driving Directions

1. From Vilseck post, head south on St2120 towards Amberg. Take this road for approximately 15 miles.
2. At the t-intersection, take a right on St299/Bayreuther Strasse.
3. After the Rewe on your right, take a left to stay on St299/Bayreuther Strasse.
4. Take a left after the Peter Stadler Honda dealer onto Pfalzgrafenring (which turns into Kaiser-Ludwig-Ring).
4. Turn left onto Mariahilfbergweg.
5. Continue straight through the round-a-bout and you will see the hospital on your left-hand side.



# Klinikum St. Marien Amberg



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## St. Anna Krankenhaus

### GPS Address

Krankenhausstrasse 16  
92237 Sulzbach-Rosenberg

### Phone Number

09661.5200



### Driving Directions

1. From Vilseck post, head south on St2120 towards Hanbach.
2. Take a right onto the ramp for B14 and then take a right onto B14. You will go through the town of Hahnbach.
3. Once into the town of Sulzbach-Rosenberg, take a right at Alte Strasse.
4. Then take a left at Kreuzerweg.
5. Take the first right onto Nuernberger Strasse.
6. Turn left at Am Spittlberg.
7. Turn right at Krankenhausstrasse.
8. Take the third right to stay on Krankenhausstrasse.

# St. Anna Krankenhaus



## Frequently Asked Questions

### **Host Nation Providers**

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

The TRICARE 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 Vilseck Patient Representative at DSN 476.3124 or Civilian 09662.83.3124 or use the "Contact Us" feature on the TRICARE 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 need to be translated.

### ***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, can assist you with communication, and 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. 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 Treatment 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 in an 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 treatment facility?**

<b>TRICARE Nurse Advice Line</b>	00800.4759.2330
Provides medical advice and can book you an appointment in the MTF	
<b>U.S. Army Health Clinic Vilseck</b>	
Central Appointments	DSN 476-2882 Civilian 09662-83-2882
<b>TRICARE Service Center</b>	DSN 476-2000/3323 Civilian 09662-83-2000/3323
<b>TRICARE Area Office-Eurasia-Africa</b>	DSN 371-2362/2363 Civilian 49.(0) 6302.67.7432 E-mail <a href="mailto:teoweb@europe.tricare.osd.mil">teoweb@europe.tricare.osd.mil</a>
<b>International SOS (Eff. Sept. 1, 2010)</b>	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

## **Quick Reference Phone Numbers**

### **U.S. Army Health Clinic Vilseck**

<b>Clinic duty day number:</b>	DSN 476-2882, Civilian 09662.83.2882
<b>Emergency care:</b>	MP DSN 476-2490 Civilian 09662.83.2490
<b>Nurse Advice Line:</b>	00800.475.92330
<b>Ambulance:</b>	DSN 114, Civilian 0621.730.116
<b>Military Police (emergencies):</b>	DSN 114, Civilian 0621.730.114
<b>MP Desk:</b>	DSN 476-2490, Civilian 09662.83.2490
<b>Patient Advocate:</b>	DSN 476-3124, Civilian 09662.83.3124
<b>EDIS:</b>	DSN 476-3221, Civilian 09662.83.3221
<b>Immunization Clinic:</b>	DSN 476-2882, Civilian 09662.83.2882
<b>Behavioral Health:</b>	DSN 476-2100, Civilian 09662.83.2100
<b>Optometry:</b>	DSN 476-3322, Civilian 09662.83.3322
<b>Pharmacy refills:</b>	00800.7446.2500
<b>Preventive Medicine:</b>	DSN 476-3235, Civilian 09662.83.3235
<b>Community Health Nurse:</b>	DSN 476-2165, Civilian 09662.83.2165
<b>Social Work Services:</b>	DSN 476-2100, Civilian 09662.83.2100
<b>TRICARE Service Center:</b>	DSN 476-2000/3323 Civilian 09662.83.2001/3323
<b>Pharmacy:</b>	DSN 476-2004, Civilian 09662.83.2004
<b>Physical therapy:</b>	DSN 476-3322/3327/3328, Civilian 09662.83.3322/3327/3328
<b>Patient Liaison:</b>	DSN 476-2439/2469, Civilian 09662.83.2439/2469



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