



ERMC
EUROPE REGIONAL MEDICAL COMMAND



Honoring Warriors and the Army Family Covenant

U.S. Army Health Clinic Bamberg

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.

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



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



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

Please empower yourself by reading this book. Receiving healthcare can be a perplexing and even frightening prospect. Anxiety is only compounded when you find yourself in an unfamiliar country. We are fortunate in Bamberg that the Federal Republic of Germany has outstanding health care. Cultural differences do exist. However, this book can help minimize their impact upon you and your family.

This booklet will assist you when utilizing local medical facilities. It will answer many of your immediate questions and allay your fears.

The local TRICARE Service Center is the coordinating office for Host Nation medical care. Please visit the TRICARE Enrollment office during in-processing to verify your eligibility and enrollment status. Our Patient Liaisons make hospital visits to all eligible inpatients. The Patient Liaison will help you understand the diagnosis, treatment plan and medications as well as explain the system differences during your Host Nation inpatient stay and, if necessary, can also assist with outpatient appointments.

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.

Commander
U.S. Army Health Clinic Bamberg



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 Clinic Bamberg at www.tricareonline.com or by calling Central Appointments at DSN 469-1750 or civilian 0951-300-1750 . 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. You can also request appointments by mailing: bamberghealthclinic@wur.amedd.army.mil .

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 Bamberg, you may be referred to another MTF or to a Host Nation provider or hospital.

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. Beginning Sept. 1, 2010, authorization will come from International SOS. You will be notified by your TRICARE Service Center staff upon receipt of authorization.

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. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

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.

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/ offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Eurasia 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 7334, which is the Bamberg Health Clinic. The phone number is DSN 469-7420 or civilian number 0951-300-7420.

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 469-7853 or civilian 0951.300.7853 during duty hours (0730-1630) and contacted by the hospital personnel after hours.

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.

- Per request, accompany you on your first visit to a Host Nation provider.
- Ease language barriers between the patient and Host Nation Providers and provide you with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- Assess and interpret patient concerns to determine specific assistance needs.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies.

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.



For medical emergencies, go to the hospital nearest you or dial 114 on post, 112 off post, or call the MP station at 0951.300.114.

The Bamberg clinic is open Monday to Thursday, 0730 - 1630 and Friday 0730-1200 and does not provide emergency care. During duty hours if care cannot be provided at the health clinic, you will receive a referral to a local German provider or the local hospital, Klinikum Bamberg. The health clinic is closed weekends, federal holidays and training holidays. **After duty hours emergency care is provided primarily by Klinikum Bamberg.** There is no cost for TRICARE Prime enrollees, but TRICARE Standard enrollees are responsible for their cost share.

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 or the clinic's TRICARE Service Center at DSN 469-7420 or 0951.300.7420 the next working day to ensure that TRICARE will cover the cost of your care. 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 Bamberg Emergency Phone Numbers 24/7

	DSN	Civilian	
German ambulance	99-19222	09641.19222	Off-Post Only
German Police	469-110	09641.83.110	
German Fire Dept.	469-112	09641.83.112	
Military Police	469-114	0951.300.114	

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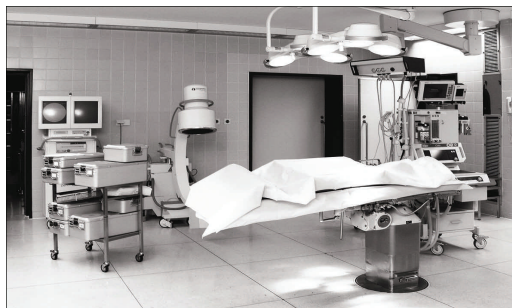
While traveling, all TRICARE beneficiaries can call International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

If you cannot obtain assistance locally, call the U.S. Army Europe 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 19.222. 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 services, including emergency care, offered at each facility. If you are not near one of those hospitals, go to the nearest one with an emergency room.

In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation, call DSN 469-7853 or civilian number 0951-300-7853. In addition, after Sept. 1, 2010 you may call the International SOS toll-free at 0800.181.8505. 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 you have not already done so, and the patient liaison will contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

The Notaufnahme (German Emergency Room) does not operate like an American emergency room. All procedures must be done on an inpatient in order to complete full diagnostic testing.

NOTE: Active duty soldiers **may not** sign out against medical advice; place of duty is the hospital while admitted, the Host Nation Patient Liaison (HNPL) will be notified. Family members may sign out, yet understand the risks before doing so.

Most dental emergencies are **not** covered by TRICARE. For dental emergencies call the Community Staff Duty Office at civilian 0951.300.7492. They will contact the dentist on call.

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. 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.

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• Privacy

Host Nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:

- Host Nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
- Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
- You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.

Overnight Visitors

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

Packing for a Hospital Stay

During hospitalization, you may need:

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

Host Nation Hospital Information from A to Z

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. (See page 35 for a medication list template).

Alcohol

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

Birth Registration and TRICARE Enrollment

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

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 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 13.
- 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 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. The fee can be anywhere from € 30 to € 50 per night depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's well-being.

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 take you 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.

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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 bed side 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 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 Privatzept (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.

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 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 where you are:

Numbers to call

Host Nation Patient Liaisons	0951.300.7853 or DSN 496-7853
After clinic hours/week-ends	0951.300.8700 or DSN 469- 8700 (MPs)
ISOS (Eff. Sept. 1, 2010)	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

The Bamberg Health Clinic Hours

Monday to Wednesday, Friday	0730-1630
Active Duty Priority Care	0715-0830 (Doors open at 0730)
Thursday	1300-1500
Friday	0800-1600
Training Holidays	Closed
Saturday and Sunday	Closed
Federal Holidays	Closed

Referred Care Services

The TRICARE Service Center, located in the Bamberg 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. The patient liaisons also coordinate your follow-up at the Bamberg Health Clinic. They may also assist with outpatient appointments.

Host Nation Patient Liaisons	0951.300.7853 or DSN 496-7853
Klinikum Bamberg	0951.5030

Referred Care Team: The Referred Care Team is available to help when the Health Clinic is closed (after hours and on week-ends). Contact is through the MP Station: 0951.300.8700 or DSN 469- 8700

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.

TRICARE Medical Service Coordinator 0951.300.7420 or DSN 469-7420

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 Bamberg Clinic BCAC at DSN 475-7897 or civilian 0951-300-7897.

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.

U.S. Army Health Clinic Bamberg Information

Hours

Hours for appointments via telephone

Monday-Wednesday and Friday	0715-1530
Thursday	1245-1430

In-processing

Monday-Friday	1300-1500
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Scheduled appointments

Monday-Wednesday, Friday	0900-1130
Monday-Friday	1300-1600

Optometry hours

Monday-Wednesday, Friday	0800-0900
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Physicals

Monday-Wednesday, Friday	0730-1100
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Important Phone Numbers

Patient Representative	DSN 469-8619 Civilian 0951.300.8619
Central Appointments	DSN 469-1750 Civilian 0951.300.1750 Fax 469-8839 Toll-free 0800.825.1600
After Hours Information	DSN 469-1750 Civilian 0900.300.1750
Optometry	DSN 469-7896
Physical Exams	DSN 469-9160

Other Information

- Prescription pick-up and ordering prescriptions are during clinic hours.
- Physical exams are on the 2nd and 4th Wednesday of each month.
- Self-book appointments: www.tricareonline.com
- More TRICARE information: www.tricare.mil/mybenefit/
- To schedule appointments via e-mail: bamberghealthclinic@wur.amedd.army.mil
- For more information, visit www.bamberg.army.mil/sites/services/medical.asp

Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with Klinikum Bamberg, the major medical facility that serves the Bamberg area. For contact information of more clinics in the surrounding area, please turn to page 22.

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>



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 469-7853 or civilian 0951.300.7853.

Klinikum Bamberg

Address: Buger Strasse 80
96049 Bamberg, Germany

Phone Number
0951.5030

<http://www.sozialstiftung-bamberg.de>



Visiting Hours

Visiting hours at Klinikum Bamberg are from 1400 to 2000. Please respect these hours. Children are allowed on most wards regardless of age. Wards 7 A/B (isolation ward) does not allow children under 14 years of age. Wards 5 C/D, (infant and neonatal ward), allows only parents on the ward, others must view the baby from the balcony. This is to maintain better infection control. Children **MUST** be under supervision at all times. You should have no more than 2-3 visitors at a time. If you are mobile, you may use the **Aufenthaltsraum** (Patient Lounge), the lobby or the café. Keep visits to a reasonable length of time, and have consideration of the other patient(s) in the room with you.

Overnight Stay



Spouses may not stay in the patient room overnight on a general basis, however it is possible for € 45 a night to have a "Begleitperson" (accompanying person) stay in the room with the patient, bed and meals provided. To accompany a person in case of delivery, please ask the patient liaison. Hospital personnel will also give you this information upon admission. The **Kinderklinik** (Pediatric Clinic) allows ONE parent to stay with the child on Wards 4B, 4C, 4D and 5C at no cost. A cot and bedding will be provided; however, no meals will be provided for the parent unless she is a nursing mother. For the accompanying parent, facilities for showering are on Wards 4B, C, and D, and an **Elternraum** (Parent's Room) with a small refrigerator and microwave on 4D.

Infection Control Measure

Do not sit or lie on the patient's bed nor use the patient bathroom. Visitor restrooms, marked **WC** are located on each ward next to the **Aufenthaltsraum**. Cut flowers are allowed in the rooms (except in intensive care areas), potted plants are not allowed in the rooms at all.

Telephone use/hours/restrictions

Telephones are available at each bed. If you wish to connect the phone, go to the Information Desk on the 4th floor following admission (the patient must be registered to obtain an in-house telephone card) and ask for a telephone card for the patient. You will receive a "Chip-Card", instructions and a telephone number. To activate the card, use the "Chip Card" machines on the 4th floor next to the Info Desk or on the 8th, 10th and 12th floors and credit the account. There is no charge to you for incoming calls. If you need euros, there is an ATM machine just outside the front door past the café. Once you have put money on your card, insert the card into your bedside phone to activate the number.



Instructions on how to connect to the Internet are also available at the reception desk. If you leave your room, you should remove the card and place it out of sight, otherwise someone could take it, turn it in and collect your money. Be sure to return your card before departing the hospital to receive your deposit and any unused money using the “Chip Card” machines.

If you do not want to hook up your phone, there are pay phones in the lobby next to the store. Three of them use Telekom phone cards, which may be purchased in the store. The fourth phone is coin operated. You are not allowed to use your cell phone in the hospital, however you may use it outside.

NOTE: Calls to the U.S. can be very expensive. To make a collect call to the States, call the AT&T operator at 0800.225.5288 and ask to make a collect call.

Wireless internet access is available in the patient rooms from the 7th – 13th floor. You can purchase the necessary access information at the reception on the 4th floor or the Patientenbetreuer (HNPL).

Parking Details

The parking lot and garage are adjacent to the hospital and costs € .50 cents per hour with a maximum of € 5 per day. On entering Klinikum through the main door, you will be on the 4th floor. The Emergency Room – **Notaufnahme** - is on the 3rd floor behind the escalator. There is limited parking on the street in front of the hospital.

Religious Services

Services are located on 4th floor at the end of the hallway behind the Kiosk. Catholic services are daily at 1715 and Sundays and German holidays at 0900. Protestant services are every other Sunday at 1030. The Kapelle is always open.

Smoking Policy

No smoking is allowed in the Klinikum. The only authorized smoking area is the pavilion outside the main entrance.

Television Availability and Use

At the Klinikum Bamberg, a radio is built-in to the patient call phone. Televisions are generally provided in the two-person bedrooms. When watching television/video or listening to the radio, keep volume level low and turn off when nurses and doctors are in the room. Radios and televisions should be turned off by 2100 to allow patients to get their rest. Please do not bring in action movies to the **Kinderklinik** (Pediatric Clinic). Children do not need to be overly excited when they are sick or recovering from surgery.

Cafeteria or Snack Availability

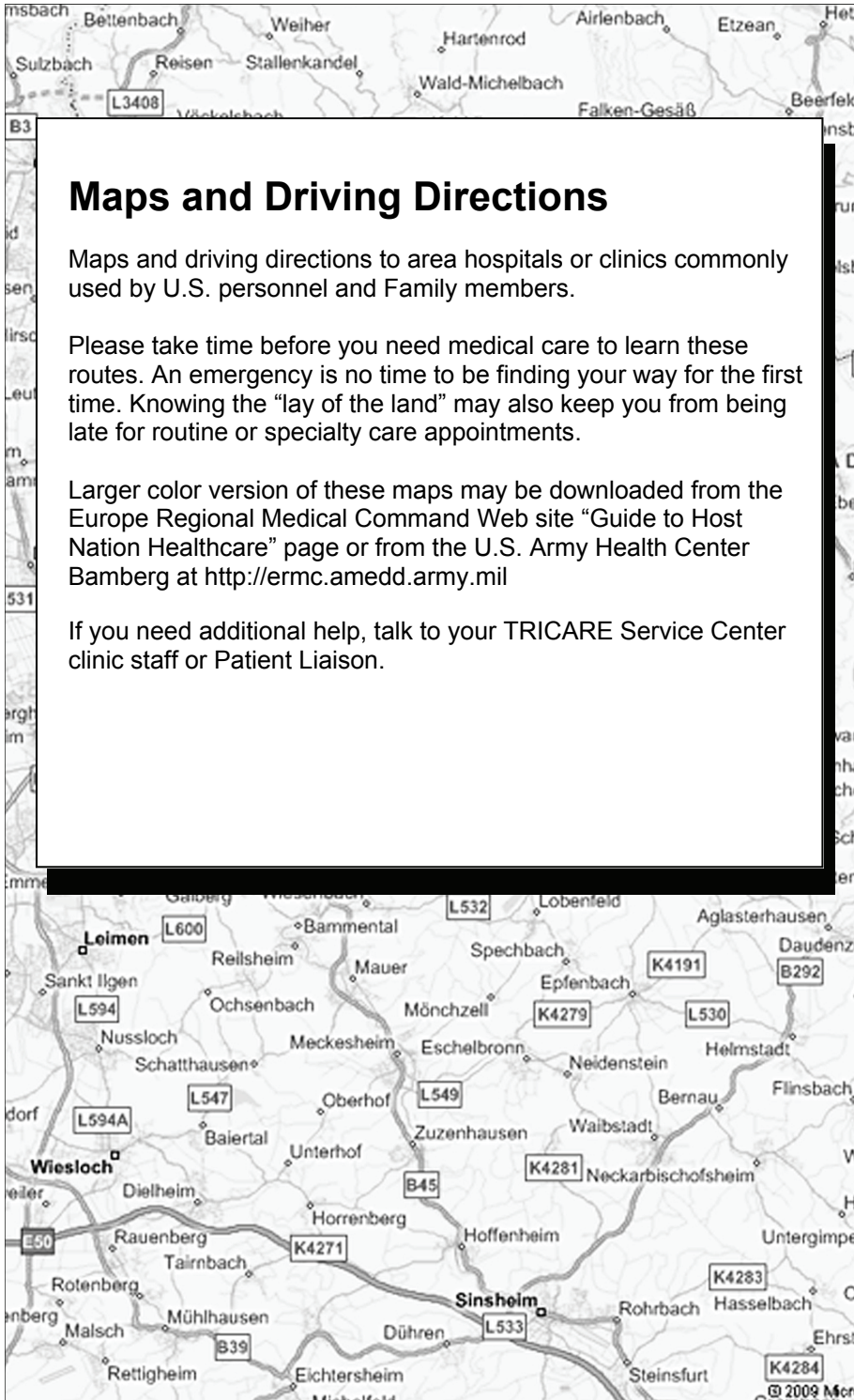
Kiosk – Grocery Store

Monday – Sunday 1100 – 1800

Beverages, fruit, bread, sandwiches, candy, ice cream, hygiene items, German newspapers and magazines and flowers are available. There is a teller machine which accepts most ATM cards.

20 Guide to Host Nation Healthcare





Maps and Driving Directions

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

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

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

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

Driving Directions to Klinikum Bamberg

GPS Address

Buger Strasse 80
96049 Bamberg, Germany

Phone Number

0951.5030



Driving Directions

1. Exit the Warner Barracks Health Clinic parking lot and turn RIGHT.
2. At the first red light turn RIGHT onto Birkenallee Street past the Bamberg American High School. Go straight through the traffic circle toward the Housing Gate.
3. Exit the housing gate and turn RIGHT.
4. Stay on Podeldorfer Strasse until the second red light. Turn LEFT onto Berliner Ring Strasse.
5. Stay on Berliner Ring Strasse and cross over the railroad tracks where there will be a red light. Burger King is on the right in front of you. Turn RIGHT.
6. Continue on B-22 toward Wurzburg. This is also Münchner Ring Strasse.
7. In approximately 1 mile, you will see an exit sign. It will say Klinikum Bamberg. The exit is to the RIGHT.
9. Take this exit and it will take you over B-22 and lead directly to the Klinikum Bamberg.
10. The first entrance on the right is for Emergencies and the second is the Main Entrance.

Steigerwaldklinik

GPS Address

Am Eichelberg 1,
96138 Burgebrach

The clinic is located on the B-22
approximately 15 kilometers
from Bamberg.



Phone Number

0954.6880

Services: General Surgery, Internal Medicine, Pain Management/
Anesthesia

Driving Directions

From the U.S. Army Health Clinic Bamberg:

1. Take Murzburger Strasse
2. Turn left on Babenbergerring/Waizendorfer Strasse
3. Turn right onto B-22.
4. Pass Burgebrach, continue along B-22 and turn left on ST2262
5. Exit Burgebrach
6. Turn right on Am Eichelberg.

Juraklinik Schesslitz

GPS Address

Oberend 29,
96110 Schesslitz

The clinic is located on A-70, approximately 10 km from Bamberg.



Phone Number

09542.7790

Services: General Surgery/Orthopedic Surgery, Vascular Surgery, Anesthesiology, Internal Medicine, Radiology

Driving Directions

From the U.S. Army Health Clinic Bamberg:

1. Continue along Zollnerstrasse toward ST2244
2. Turn left on ST2244
3. Exit Bamberg, turn right onto A70/E48
4. Take exit 18
5. Turn right onto ST2210.Oberend
6. End at Oberend 29

Helmut-G.-Walther-Klinikum Lichtenfels

GPS Address

Prof.-Arneth-Str. 2
96215 Lichtenfels

The clinic is located approximately
37 km north of Bamberg on A 173.

Phone Number

09571.120
Fax: 09571 / 12450

Services: General Surgery, Laboratory, Trauma/Orthopedic Surgery, Anesthesiology, OB/GYN, Endoscopy, Internal Med, Radiology, ICU/Stroke Unit, Dialysis.

Driving Directions

1. Continue along Zollnerstrasse. Turn left onto ST2244.
2. Take A&)/E48 toward Bayreuth.
3. Continue along A73 towards Coburg and Lichtenfels.
4. Take exit 13 towards Lichtenfels-Süd
5. Continue on B173, arrive in Lichtenfels.
6. Turn right toward: Lichtenfels-Mitte, H Klinikum.
7. Turn left on ST2203
8. Turn left on Prof. Arneth-Str and arrive at destination.



Hassberg Kliniken Hassfurt

GPS Address

Hofheimer Straße 69
97437 Haßfurt

Phone Number

09521.280
Fax: 09521.28.549



Email: info@hassberg-kliniken.de

Services: Internal Medicine, OB/GYN, ENT, Surgery.

Driving Directions

1. Continue along Zollnerstrasse toward Ludwigstrasse.
2. Turn right on Ludwigstrasse. Take Coburger Strasse.
3. Turn left on Kaspar-Schulz-Strasse
4. Turn right on B4/ST2190/Hallstadter Strasse
5. At Hallstadt, continue along B4.
6. Turn right on A70/E48 toward Schweinfurt.
7. Take exit 12 toward B26.
8. Turn right on B26 and continue along B26/Zeiler Strasse.
9. Turn right on ST2275/Hofheimer Strasse
10. Turn left and then right on Hofheimer Strasse. Arrive at destination.

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 Bamberg Patient Representative at 0951.300.8619, 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 be translated.

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

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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 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 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).

Quick Reference Phone Numbers

U.S. Army Health Clinic Bamberg

Nurse Advice Line:	0800.825.1600
Ambulance:	DSN 114, Civilian 0951.300.114
Military Police (emergencies):	DSN 114, Civilian 0951.300.114
Emergency care:	114 from on-post, 112 from off-post
Clinic duty day number:	DSN 469-1750, Civilian 0951.300.1750
MP Desk:	DSN 469-8700, Civilian 0951.300.8700
TRICARE Service Center:	DSN 469-7420, Civilian 0951.300.7420
Patient Advocate:	DSN 469-8619, Civilian 0951.300.8619
EDIS:	DSN 469-7984, Civilian 0951.300.7984
Immunization Clinic:	DSN 469-1750, Civilian 0951.300.1750
Behavioral Health:	DSN 469-7793, Civilian 0951.300.7793
Optometry:	DSN 469-7896, Civilian 0951.300.7896
Pharmacy:	DSN 469-7683, Civilian 0951.300.7683
Physical therapy:	DSN 469-7793, Civilian 0951.300.7793
Preventive Medicine:	DSN 466-9160, Civilian 0951.300.9160
Community Health Nurse:	DSN 469-8972, Civilian 0951.300.8972
Social Work Services:	DSN 469-7793, Civilian 0951.300.7793
Pharmacy refills:	DSN 469-7683 Civilian 0951.300.7683
Patient Liaison:	DSN 469-7853, Civilian 0951.300.7853 After hours call MP desk.
ISOS (Eff. Sept. 1, 2010):	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)



Resources on the Web

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's, vaccinations, etc.)

Europe Regional Medical Command

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

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

Military OneSource

www.militaryonesource.com

(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

(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)