

US ARMY HEALTH CLINIC SCHWEINFURT

INFORMATION HANDBOOK

FOR

LEOPOLDINA KRANKENHAUS SCHWEINFURT

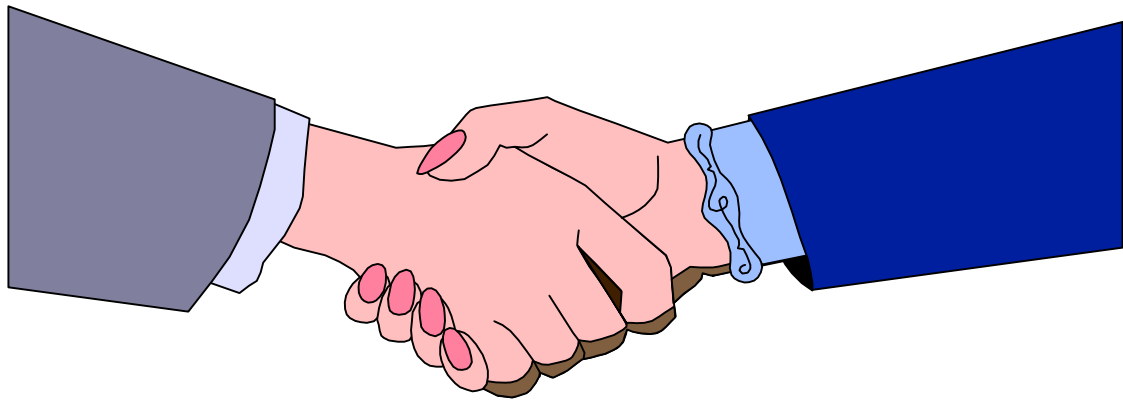
ST. JOSEF'S KRANKENHAUS SCHWEINFURT

AND

ORTHOPEDIC HOSPITAL SCHLOSS WERNECK

General Information/Expectations Reference

Care On The Economy



MAKING THE MOST OF YOUR HOSPITALIZATION

YOUR HOST NATION PATIENT LIAISON CONNECTION

DSN 354-7016/6155/7062

CIV 09721-96-7016/6155/7062

After Duty Hours Contact the Community Operation Center
Building 206, Ledward Barracks
DSN 354-6708 – CIV 09721-96-6708

PATIENT LIAISONS

The US Army Health Clinic in Schweinfurt has two Patient Liaisons (PLC's) that serve the entire Schweinfurt community. Their main purpose is to assist US beneficiaries that are hospitalized in Host Nation Medical Treatment Facilities (MTF's). They work in and out of their office Monday through Friday, 0730 – 1600 hrs. One of the PLC's is on call 24 hours a day, seven days a week for emergencies and serious illnesses/injuries. If they are not at the office, they can be found visiting one of the hospitals in the Schweinfurt area. They assist patients by:

- * Easing language barriers between the patient and the Host Nation Providers
- * Answering questions regarding treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are available
- * Assessing and interpreting patient concerns to determine specific needs for assistance
- * Determining required actions to improve the patient's physical and emotional well-being
- * Conducting follow-up visits to assess progress made, and/or plans for the patient's transfer to other hospitals/MTF
- * Assisting with the discharge of patients from the Host Nation Hospital

For non-emergency issues, please wait until the PLC's make their rounds to your hospital the next day (generally M-F). If you are admitted after hours and/or on weekends for an emergency (potential loss of life, limb, or eyesight) the German Hospital will contact the Patient Liaison. If you find yourself in such a circumstance and require assistance by a Patient Liaison, please call the USAHC-SFT (354-6665), the COC (354-6708) or let the Host Nation Hospital nursing staff know that you need assistance. The goal of the Patient Liaisons is to ensure that you receive the best care possible during your hospitalization.

HOST NATION HEALTH CARE DIFFERENCES

1. The use of German Medical Facilities is not new, and patients should not assume that one method practiced by a group of Health Care Providers is better than others. German hospitals have provided emergency care and treatment which is not available at the US Military Treatment Facilities for many years.
2. German physicians are not in the habit of explaining details to patients. They will answer all your questions when asked, but do not volunteer all results, information i.e. Patients/parents need to be sure to ask doctors and nurses about the treatment plan. The Patient Liaisons are there to assist with the translation of your questions if needed.
3. When visiting, it's inappropriate to lie in the hospital bed with or without the patient. In the pediatric wards the parent can request an additional bed to sleep in at night. However this is only possible if space is available. Please, be respectful to the other patients who share the same room and respect their privacy and personal space.
4. Standards of privacy vary between German and American facilities. German physicians may not always use a chaperone when examining patients of the opposite sex. You also might be asked to undress while nursing staff is passing through the area. It is important to note that their standard of practice is, to them, just as proper as the US standard is to Americans.
5. **Do not** expect to be served American food or 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.
6. Not all staff can, or should be expected to speak English. Most of the staff can understand some English. If you speak slowly and avoid slang you generally will be understood.
Although you may not speak German, a **Hallo** (hello), **Guten Tag** (good day), **Guten Abend** (good evening), **Bitte** (please), **Danke** (thank you) go a long way!!
7. TRICARE beneficiaries may sign out AMA (against medical advice), however the HNF cannot be held responsible for upcoming medical problems/ conditions. Be sure you completely understand why the physician wants to admit you.

EMERGENCY MEDICAL CARE AFTER DUTY HOURS

For after duty hours emergency medical care you may go to:

Leopoldina Krankenhaus in Schweinfurt, Gustav-Adolf-Str. 8
Telephone (09721) 7200

St. Josef's Krankenhaus in Schweinfurt, Ludwigstr. 1
Telephone (09721) 570

Both hospitals provide free medical care for TRICARE Prime enrollees and cost shared care for TRICARE Standard enrollees.

AMBULANCE SERVICE

It is recommended for you to call the Military Police Station (09721) **802160**. A translator is available 24 hours a day to request an ambulance for you. He/she will insure the appropriate level of response by talking to the medical staff at the Bavarian Red Cross Emergency Station (BRK). If you speak German you may call the German Ambulance directly by calling (09721) -**19222**. If you live on base still call the MP Station. They will notify security to avoid delays at the security checkpoints. If possible, have someone stand outside to direct the ambulance upon arrival.

Note: Do ***not*** call an ambulance just for transportation – you will be responsible for the bill. If you do not have a car and the unit and/or friends cannot take you to the hospital, call a Taxi at (09721) 16060 or 19410 or 74067.

WHAT TO PACK

During your hospitalization you will need to bring the following:

1. Towels and washcloths
2. Nightgowns/pajamas, robe
3. Slippers
4. Items for your personal hygiene
5. EUROS (for telephone or items you like to purchase)
6. Notebook and pen (for questions you want to ask the staff or Patient Liaison)
7. Books, magazines
8. Snacks
9. Water (if you do not like the German mineral water)
10. Dictionary (you also will be given a medical phrase booklet by the Patient Liaison)
11. Set of clothes to go home in
12. Medication which you are presently taking

Do **not** bring your own TV/video – all rooms have TV

Do **not** bring any jewelry or other valuables

RECEIVING CARE AT LEOPOLDINA KRANKENHAUS

This portion of the booklet gives some specific information concerning the Leopoldina Krankenhaus in Schweinfurt, however much of the information is general in nature and will be of assistance if you are admitted to any German hospital.

Leopoldina Krankenhaus was opened in 1981 at its present location and is one of the most modern and technologically advanced hospitals in Bavaria. Leopoldina has a total of 644 beds and 12 beds for dialysis patients. The different departments are:

Medical Clinic I - Cardiology, Nephrology, Pulmonology, Angiology

Medical Clinic II - Gastroenterology, Oncology, Diabetology

Surgical Clinic I - Cardiology, Nephrology, Pulmonology, Angiology

Surgical Clinic II - Trauma and Orthopedic Surgery

OB/GYN - Gynecology, Obstetrics, Breast Center

Urology

Neurosurgery - Cranio-Cerebral Injuries, Brain tumors, Cerebrovascular Diseases

Neurology - Stroke Unit

Center for Vertebral Stabilization

Pediatrics - Neonatal/Pediatric ICU – Juvenile Psychiatry, Cardiology,
Pulmonology, Epileptology

Oncology

ENT - Only scheduled surgeries

Ophthalmology - Only scheduled surgeries

Oral and Facial Surgery – Only scheduled surgeries

Leopoldina Krankenhaus in Schweinfurt has a 24-hour, fully staffed *Notaufnahme* (emergency room). Enter through the main entrance (fourth floor) and tell the staff at the reception desk what medical problem you have. You will be told to go to:

Emergency Room – Notfallchirurgie – 1.UG (Untergeschoss = Underground)

or

Labor and Delivery – Kreissaal – 1.UG

or

Pediatric Emergencies – Kinderklinik – 2.OG (Obergeschoss = Above Ground)

or

Internal and Neurological Emergencies – 40 – 4.OG

or

Gynecological emergencies – Gynäkologie – 74 – 7.OG

It is important to understand that the Leopoldina emergency room ***does not*** operate like an American emergency room. Leopoldina 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. An exception may be a minor injury/ illness i.e. lacerations, fractured bones needing casting or suturing on an outpatient basis. Please remember, like any emergency room, patients are seen according to medical priority and availability of the appropriate physician.

In the emergency area you will be asked to complete a TRICARE form and have a copy made of your ID card.

Following your exam, you will be admitted, referred or released to follow-up at the Health Clinic on Ledward Barracks. When released, either as an outpatient or at the end of your hospitalization, you will be given a medical report (discharge summary). Please take this letter on the next workday to the Health Clinic on Ledward so it can be sent off for translation. Also schedule a follow-up appointment with your PCM (Primary Care Manager).

There are a few specialties that are not available at Leopoldina. If you have symptoms related to these problems you may be referred to the outpatient physician on call (see page) or, to another hospital. This specialty care includes:

- * Psychiatry Referral to Werneck
- * Ophthalmology Referral to outpatient on call eye doctor or Uniklinik Würzburg
- * ENT Referral to outpatient Ear/Nose/Throat doctor or Uniklinik Würzburg

LEOPOLDINA DIRECTORY

FLOOR 8.OG	Kapelle Sky Café	Chapel Coffee Shop
FLOOR 7.OG	Gynäkologie Geburtshilfe	Gynecology Obstetrics
FLOOR 6.OG	Neurologie Neurochirurgie Urologie	Neurology Neurosurgery Urology
FLOOR 5.OG	Chirurgie	Surgery
FLOOR 4.OG	Medizinische/ Neurologische Aufnahme Medizinische/ Neorologische Intensiv Station Stroke Unit (Schlaganfall)	Medical/ Neurological Emergencies Medical/ Neurological Intensive Care Unit Stroke Unit
FLOOR 3.OG	Innere Medizin Kardiologie	Internal Medicine Cardiology
FLOOR 2.OG	Kinderklinik Kinder Intensiv Station	Pediatrics Pediatric Intensive Care Unit
FLOOR 1.OG	Chirurgische Intensiv Station	Surgical Intensive Care Unit
FLOOR Erdgeschoss (entry level)	Pforte Aufnahme Kiosk Bankautomat Röntgen ESWL Labor Brustzentrum	Information/ Front Desk Admissions Office Shopette Cash Maschine X-Ray ESWL Laboratory Breast Center
FLOOR 1.UG	Notfallchirurgie Operations Räume	Emergency Room Operation Rooms
FLOOR 2.UG	Cafeteria Patientengarten Hubschrauber Landeplatz Frisör	Cafeteria Patient Garden Helicopter Landing Area Hair Dresser
FLOOR 3.UG	Pathologie	Pathology

Note: Each floor has 4 different wards. For example, 21, 22, 23, and 24 for the 2.OG

ADMISSION AT LEOPOLDINA KRANKENHAUS

For admission during regular working hours (0800 -1600 hrs) you need to report to the **Patientenaufnahme** (Patient Admissions). Enter Leopoldina through the **Haupteingang** (Main Entrance) and follow the sign **Patientenaufnahme** and/or the blue arrow. At the admissions office you will be asked to complete a claim form and the staff will make a copy of your ID card. You will be given directions to your ward and also paperwork to take to the nursing staff. The staff at the **Patientenaufnahme** speaks English.

Note: Birth registration is also completed at the **Patientenaufnahme** .

VISITORS

Visiting hours **Normal Stationen** (Regular wards) are 1000 – 2000 hrs daily

Visiting hours **Intensive Stationen** (ICU wards) are 1400 – 1800 hrs daily

Visiting hours **Kinderklinik** (Pediatric Ward) are 1100 – 2000 hrs daily

Visiting hours **Kinderintensiv** (Pediatric ICU) are 1100 – 2000 hrs daily

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times i.e. no jumping on beds, tables or chairs, no running in the hallways etc. The patient should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do not use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the second floor.

If you do not like to receive any visitors, please tell the nursing staff.

TELEPHONES

Leopoldina offers telephones. This service will be charged to the patient. If you are interested in getting a phone card, please check with the **Rezeption** (reception desk) at the main entrance.

Charges: One-time-deposit for the chip card is 12.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 01.00 EURO

Phone fee per unit: 0.10 EURO

Your phone card can be loaded at the machine next to the main entrance.

PARKING

Please use the parking garage on Hennebergstraße (next to Leopoldina). Only for handicapped patients and emergent cases parking is allowed for a short period of time in the area of the ambulance entrance. Expect to pay your parking in EURO'S.

GASTRONOMIC SERVICES

1. The cafeteria "Piazza Leopoldina" with sun-terrace is located on the 2nd floor
Opening hours:

Monday – Friday 0700 – 1900 hrs
Saturday, Sunday, German Holidays 0930 – 1900

2. Cafe' "Leoncino" is located on the 12th floor
Opening hours:

Tuesday – Sunday 1300 – 1900 hrs

RELIGIOUS SERVICES

Sundays and holidays: 0900 hrs - Protestant Service
Sunday: 1000 hrs - Catholic Service
Wednesday: 1830 hrs - Catholic Service

The chapel is located on the 12th floor.

SMOKING

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in a special area at the cafeteria on the 2nd floor and in the *Raucherzimmer* (smoker's room) on the 4th floor across from the elevators.

TELEVISION

Most of the patient's rooms have television and it may be used free of charge. Privately owned, portable TV's may not be used at Leopoldina.

On some wards TV's are not allowed for reasons of possible detrimental effects on the health of some patients.

STAFF AT LEOPOLDINA KRANKENHAUS

Physicians: Physicians usually have nametags and wear long white lab coats. You will find that most of the physicians speak English. Your daily care will be given by the **Stationsarzt** (ward physician). You also will be visited by the **Oberarzt** (senior physician) and/or **Chefarzt** (chief of staff) on a daily basis. In addition, there may be interns accompanying the physicians on the rounds because Leopoldina is a teaching hospital in connection with the Wuerzburg University Hospital. You should remain in your room until rounds are completed. If you are scheduled for an examination/test the hospital staff requests you to stay in your room until called. If you leave your room/ward please notify a nurse and let her know where you are going. The time of the daily rounds varies from ward to ward.

Nurses:

Each ward has a **Stationsleitung** (Chief Nurse). You will be taken care of by a **Schwester** (female nurse) or **Pfleger** (male nurse). Most wards have also student nurses since there is a nursing school at Leopoldina. The nursing staff wears nametags and white uniforms (except for ICU wards). The nursing staff may not speak as much English as the physicians, though this can vary from ward to ward and shift to shift. Often they understand more than they can speak – please speak slow 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 have asked the **Schwester/Pfleger** for something and they have not responded within 10-15 minutes, ask again. There is a limited number of staff, they may be involved with something else, or they may need to speak to a physician first about your inquiry.

As in our system, the nursing staff is not allowed to give you medical information, i.e. test or lab results. This information will be given to you by the physician. If you are uncertain whether you understand the nurses or they understand you, call the **Patientenbetreuerin** (Patient Liaison) for assistance.

Nurses in Host Nation Facilities are not allowed to put in an IV line, give IV medication or draw blood. This is done by a physician. The exception is special ICU trained nurses.

OVERNIGHT STAY AT LEOPOLDINA

Spouses may not stay in the patient's room overnight. In the **Kinderklinik** (Pediatric Clinic) one parent is allowed to stay at night and a bed will be provided. There will be no extra charges if your child is 10 years old or younger.

RECEIVING CARE AT ST. JOSEF'S KRANKENHAUS

St. Josef's Krankenhaus was undergoing major renovation until 2001. It has a total of 260 beds. The different departments are:

Internal Medicine – Nephrology, Gastroenterology, Cardiology

Obstetrics/ Gynecology

General Surgery – Plastic Surgery, Visceral Surgery,

Orthopedics

ENT (ear, nose and throat)

Palliative Medicine

ST. JOSEF'S DIRECTORY

FLOOR 4	Gynäkologie/Geburtshilfe	Gynecology, Obstetrics
FLOOR 3	Innere Medizin Chirurgie	Internal Medicine Surgery
FLOOR 2	Innere Medizin HNO (Hals, Nasen, Ohren) Patientenaufnahme	Internal Medicine ENT (Ear, Nose, Throat) Admissions Office
FLOOR 1	Kreissaal Intensiv Station	Labor and Delivery Intensive Care Unit
GROUND FLOOR	Haupteingang Notaufnahme Kiosk Kapelle	Main Entrance Emergency Room Shoppette Chapel

ADMISSION AT ST. JOSEF' S KRANKENHAUS

The *Patientenaufnahme* is located on the second floor. As you get off the elevator it is right ahead of you. The opening hours are: Mon – Fri 0730 – 1630 hrs
Saturday 0800 – 1130 hrs
Sunday Closed

At the *Patientenaufnahme* you will be asked to complete a TRICARE claim form and show your ID card which needs to be copied. You will be given directions to your ward and also paperwork to take to the nursing staff.

Note: Birth registration is also completed at the *Patientenaufnahme*.

STAFF AT ST. JOSEF' S KRANKENHAUS

Physicians: Physicians have nametags and wear long white lab coats. You will find that most of the physicians speak English. Your daily care will be given by the Stationsarzt (ward physician). You also will be visited by the Oberarzt (Senior Physician) and/or Chefarzt (Chief of Staff) on a daily basis. You should stay in your room until rounds and all scheduled testing are completed. The time of daily rounds varies from ward to ward. If you are leaving the ward, please let the nursing staff know.

Nurses: Each ward has a *Stationsleitung* (Chief Nurse). You will be taken care of by a *Schwester* (female nurse) or *Pfleger* (male nurse). Most wards have also student nurses since there is a nursing school at St. Josef's. The nursing staff wears nametags and white uniforms (except for ICU wards). The nursing staff may not speak as much English as the physicians, though this can vary from ward to ward and shift to shift. Often they understand more than they can speak – please speak slow 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 have asked the *Schwester/Pfleger* for something and they have not responded within 10-15 minutes, ask again. There is a limited number of staff, they may be involved with something else, or they may need to speak to a physician first about your inquiry.

As in our system, the nursing staff is not allowed to give you medical information, i.e. test or lab results. This information will be given to you by the physician. If you are uncertain whether you understand the nurses or they understand you, call the *Patientenbetreuerin* (Patient Liaison) for assistance.

SMOKING

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

VISITORS

Visiting hours are 0800 – 2000 hrs on regular wards
1030 – 1230 and 1630 – 1800 hrs on ICU wards

Visiting hours are 0800 – 2000 hrs on regular wards
1030 – 1230 and 1630 – 1800 hrs on ICU wards

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times i.e. no jumping on beds, tables or chairs, no running in the hallways etc. The patient should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do not use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the second floor.

If you do not like to receive any visitors, please tell the nursing staff.

TELEVISION

All patient rooms have television and it may be used free of charge. Privately owned, portable TV's may not be used at St. Josef's Krankenhaus.

There are no TV's in the ICU ward.

TELEPHONES

St. Josef's Krankenhaus offers telephones for each patient. This service will be charged to the patient. If you are interested in getting a phone card, please check with the admissions office.

Charges: The deposit for the chip card is 10.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 01.00 EURO

Basic fee per unit: 0.10 EURO

Phone cards can be loaded at the machines next to the elevators on each floor.

PARKING

You may use the marked parking places around St. Josef's Krankenhaus. Also you can park in the parking garage (in front of the main entrance).

The charges are:

First hour	01.00 EURO
Every 30 min afterwards	00.50 EURO not exceeding 07.50 EUROS per day
Saturday and Sunday	30.00 EURO (for 48 hrs total)

GASTRONOMIC SERVICES

The Cafeteria is not open to the public. In the lobby at the main entrance you will find a small shopette with some tables and chairs if like to get refreshments and/or snacks.

OVERNIGHT STAY AT ST. JOSEF'S KRANKENHAUS

Spouses are not allowed to stay in the patient's room unless they ask for a single bedroom. In this case an extra bed will be available and you will be charged 95.56 EUROS per day incl. 3 meals. TRICARE does not pay for this service. TRICARE will only pay for a room with two patient beds in it.

If you like to stay with your child overnight there will be no charges for the extra bed. Meals are not included. This service is available for parents of children 12 years and younger.

PRESCRIPTIONS

If medication treatment is required the physician will generally write a prescription. Occasionally you are given enough medication to last until the next working day, however, in general they are not allowed to dispense outpatient medication. Prescriptions must be filled at the *Apotheke* (German pharmacy). After hours you will be given the address of the on duty *Apotheke* in Schweinfurt. You can go to any *Apotheke* to get your prescription filled *but* you will be asked to pay (EUROS only) for your medication. Take your receipt and the prescription to the TRICARE office at the Health Clinic on Ledward Barracks. It will be submitted to TRICARE and you will be reimbursed.

It is probably easier if you go to one of the following German pharmacies:

* **Stein Apotheke**, Friedrich-Stein-Str. 7-9 (behind St. Josef's Hospital)
Telephone (09721) 21318
Open Mon – Fri 0830 – 1800 hrs
Saturday 0830 – 1300 hrs
Sunday closed

* **Herz Apotheke**, Hauptbahnhofstr. 4 (in Kaufland Shopping Center)
Telephone (09721) 499880
Open Mon – Fri 0700 – 2000 hrs
Saturday 0700 – 2000 hrs
Sunday closed

Both of these pharmacies are familiar with TRICARE. You will be given a claim form for completion and will be asked to show your ID card. You will be asked to pay for your prescription if the cost is under 25.00 EUROS. Again, bring the prescription and receipt to the Health Clinic for reimbursement. If the amount exceeds 25.00 EUROS the pharmacy will file the claim for you (only if you completed the claim form) and you do not have to pay.

Attached you will find strip maps for both pharmacies and an on-call schedule for German pharmacies, the locations and telephone numbers.

Opening hours for German pharmacies are usually 0800 – 1800 hrs.

One of the 24 **Apotheken** (pharmacies) in Schweinfurt is on-call every day (incl. weekends and holidays) for a 24 hour period (0800 – 0800 hrs next day).

Attached you will find the on-call schedule:

The number on the left shows the date and the number on the right shows you the number of the on-call pharmacy listed on the top of the page.

Montag - Monday
Dienstag - Tuesday
Mittwoch - Wednesday
Donnerstag - Thursday
Freitag - Friday
Samstag - Saturday
Sonntag - Sunday

GENERAL INFORMATION FOR ALL HOSPITALS

MEDICATIONS

If you are taking medications, 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 that you are receiving at Leopoldina, or how and when to take it, ask the staff or the Patient Liaison. Be sure to inform the physician and/or staff about any allergies, i.e. medication, food.

PATIENT CONFIDENTIALITY

The German's have the same strict confidentiality rules. Only the physicians are allowed to give you and your family members medical information. They will allow the *Patientenbetreuer* (Patient Liaison) to assist and translate. They understand that the liaisons are bound by the same patient confidentiality rules. The patient liaison will have you sign a *privacy act release* form which is written in English and German. Please read it before you sign. Also understand that the German staff and/or patient liaisons are not allowed to give any medical information to Commanders, other military staff, family support groups without your written consent.

LEAVING YOUR ROOM

When you are feeling better and able to leave your room, please dress appropriately. Stay in your room until all the testing is completed and the physicians made their rounds. This varies from ward to ward. If you leave the ward you need to let the staff know. Once you are admitted 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 only can be decided by your physician and you will have to sign a waiver for liability reasons.

FLOWERS

Although you may love flowers, please ask your visitors not to bring too many or too large flower bunches. Hygienic 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.

CELL PHONES

The use of cell phones is not allowed since it might affect the function of the medical-technical equipment.

ALCOHOL

Do not drink any alcohol during hospitalization without the permission from your physician. Alcohol can cause adverse reactions with some medications.

HEALTH INSURANCE FOR VISITORS

Health insurance for visitors can be obtained through ADAC (German Automobile Club). It is recommended that you get the insurance approximately one week prior to the arrival of your family members.

These are the different price categories:

Age 66 and below

Coverage for one	month	48 EURO
two	months	69 EURO
three	months	97 EURO
four	months	199 EURO
five	months	277 EURO
six	months	355 EURO

Age 66 and above

Coverage for one	month	118 EURO
two	months	178 EURO
three	months	296 EURO

ADAC's service telephone: 0180 5101112

Internet: www.adac.de

RECEIVING CARE AT THE ORTHOPEDIC HOSPITAL

SCHLOSS WERNECK

The hospital Schloss Werneck is specialized in orthopedic surgery (adults and children) and trauma surgery. It is one of the largest orthopedic clinics in Germany with a total of 153 beds and more than 3000 surgeries each year.

Specialties are:

- Hip, knee and shoulder endoprosthetics
- Arthroscopic operations of all joints, traumatology
- Pediatric orthopedic operations (e.g. foot deformities, hip dysplasia)
- Spinal operations (intervertebral disc surgery including minimal invasive procedures, spondylodesis)
- All types of orthopedic surgery for rheumatism

The treatment/care at Schloss Werneck is divided in five departments:

- Inpatient care
- Outpatient care
- Outpatient (ambulatory) surgeries
- Emergency care (24/7)
- Physical therapy

ADMISSION AT SCHLOSS WERNECK

For admission during regular working hours (0800 – 1600 hrs) you need to report to the ***Patientenaufnahme*** (patient admissions). Enter the hospital through the main entrance (Ehrenhof). You will find the ***Patientenaufnahme*** in the right wing of the hospital. You will be asked to complete a claim form and a copy of your ID card will be made. The staff speaks English and will direct you to your ward/room.

OVERNIGHT STAY AT SCHLOSS WERNECK

Spouses are not allowed to stay in the patient's room unless they ask for a single bedroom. In this case an extra bed will be available and you will be charged 50.00 EURO per day incl. three meals. This service is not covered by TRICARE. Only a room with two patient beds will be covered by TRICARE.

VISITORS

Visiting hours on regular wards are 0900 – 2000 hrs daily

Visiting hours on ICU wards are 0800 – 2000 hrs daily (sometimes you will have to wait before you can visit the patient due to the different patient care procedures in ICU).

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times i.e. no jumping on beds, tables or chairs, no running in the hallways etc. The patient should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of the other patient in your room. Please do not use the patient's toilet. There are toilets in the hallway marked **WC**.

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the first floor.

Visitors are expected to leave the room when physicians make their rounds.

If you do not like to receive any visitors, please tell the nursing staff.

TELEPHONES

Schloss Werneck offers telephones in all rooms. This service will be charged to the patient. If you like to get a phone card, please pull a chip card out of the card machine next to the **Patientenaufnahme** (patient admissions).

Charges: One-time-deposit for the chip card is 100.00 EUROS. You will get the money back when you return the chip card.

Basic fee per day: 0.87 EURO

Phone fee per unit: 0.14 EURO

There are **no** cell phones allowed within the hospital.

PARKING

The parking area for visitors is at the end of Werneck on B 19 towards Würzburg.

GASTRONOMIC SERVICES

On the first floor of the hospital you will find a Café. The opening hours are 1130 – 1700 hrs daily. The hospital cafeteria is not open to the public.

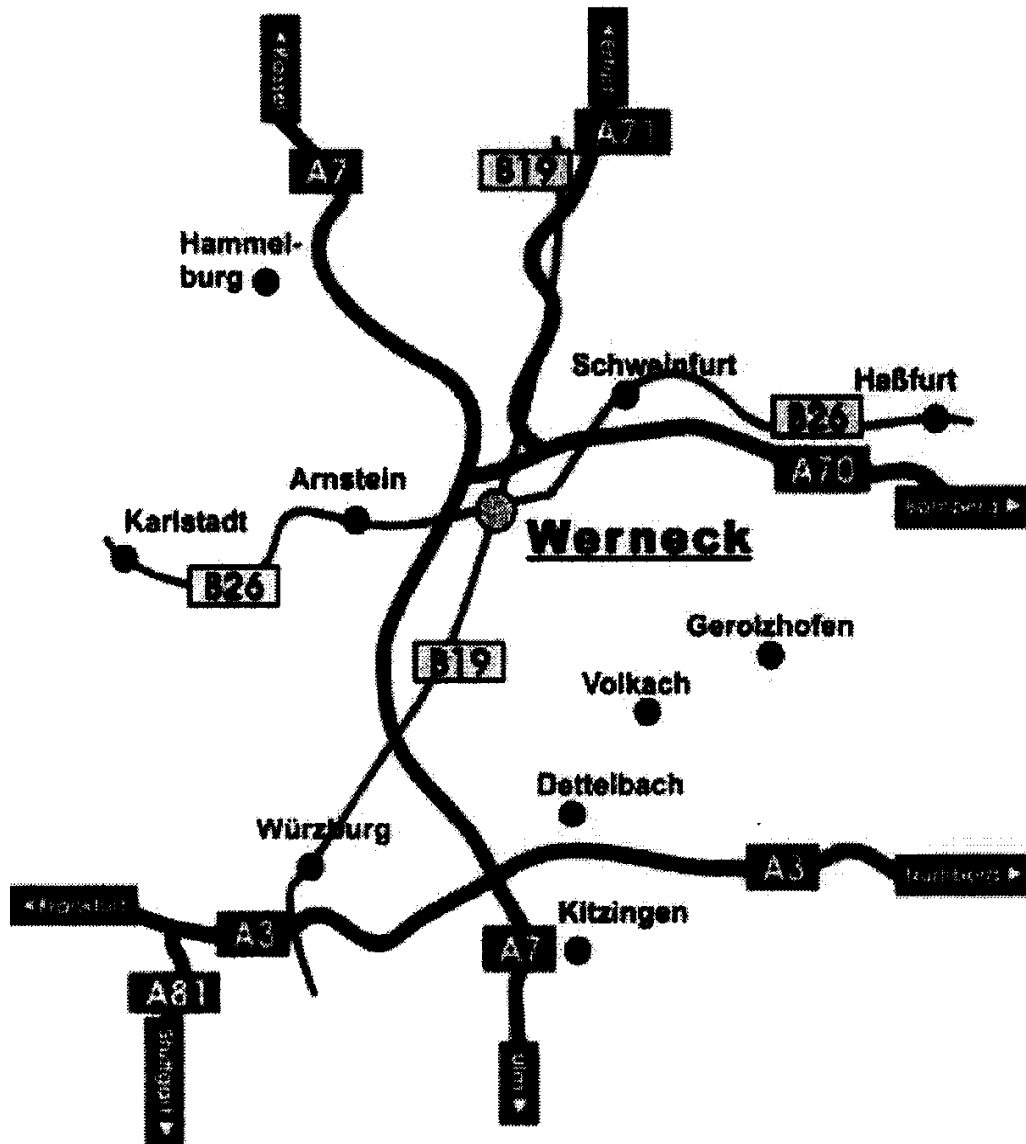
SMOKING

Smoking is prohibited in all patient areas and hallways. On the first floor is a ***Raucherzimmer*** (smoker's room).

TELEVISION

Most of the patient's rooms have television and it may be used free of charge.

DIRECTIONS TO THE HOSPITAL IN WERNECK
(B 19)



Exit main gate at Ledward Barracks, take a right at Niederwerrner Str. And drive towards Conn Barracks. Continue straight until you reach the entry lane of A 70. Stay on A 70 until you reach the Werneck exit. Drive on B 19 and follow the sign to the town of Werneck (approximately two km). Stay on the main road and the hospital (looks like a castle) will be on your left. Continue until you reach the large parking lot (on your left) at the end of town.

DIRECTIONS TO THE HOSPITAL IN WERNECK **(AUTOBAHN)**

Exit main gate at Ledward Barracks, turn right on Niederwerrner Strasse. At the next traffic light take a left and you will reach John-F.-Kennedy-Ring (Askren Manor is on your right). Continue on J.-F.-K.-Ring towards Würzburg passing the E-Center and Toyland on the right. Next you will cross a bridge and you will see Lidl and a church on your right. Continue on this road until you reach the next traffic light. You will pass the Delphi Restaurant on your right. At the traffic light take a right and you will be on B 26. Continue on B 26 until you reach the entry lane for the Autobahn (A 70, Würzburg, Kassel). Stay on A 70 until you reach the Werneck exit. You will see Mc Donalds on your left. At the next intersection take a right and you will be on B 19. Continue on B 19 until you reach Werneck. Stay on the main road driving through Werneck. At your left you will see the Hospital Schloss Werneck (looks like a castle). Continue until you reach the end of Werneck. On your left is the parking area. Look for the blue parking sign.

DIRECTIONS TO LEOPOLDINA KRANKENHAUS

“Krankenhaus” means “Hospital” in German.

Address: Gustaf Adolf Str. 8 Schweinfurt
Telephone: 09721-7200

1. Exit Ledward Barracks through the front gate. You will be in Niederwerrner Strasse.
2. Make a U-Turn at the first light, making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerrner Strasse through four traffic lights.
4. At “5 Points” intersection, which has five directions to choose from, stay in the lane that proceeds straight.
5. After one more traffic light, oncoming traffic is divided by a median. Get into the left lane. By now you will see signs to the Krankenhaus.
6. Stay in the left lane and turn left at the traffic light. Follow the signs to Bamberg Highway (26)(303). The Hotel Panorama is on the right.
7. Take a left at the next traffic light. The Shell station is on the right.
8. Drive up the hill. Hospital is on your left. The German word for “emergency” is “Notaufnahme.”

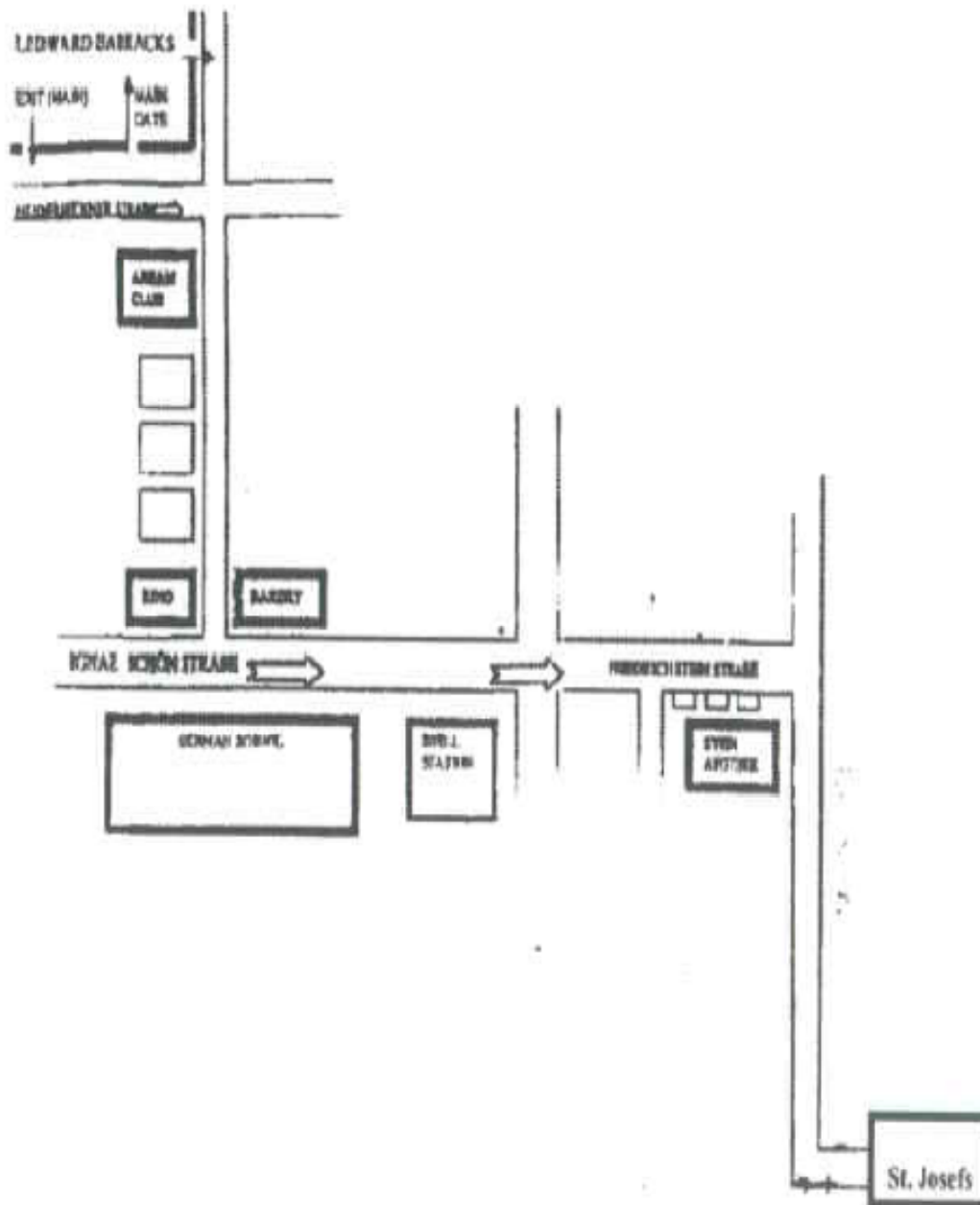
There is a parking garage available, but for emergencies use the Notaufnahme entrance. Outpatient emergencies must be filed with TRICARE the NEXT WORKING DAY or the patient will be responsible for the ENTIRE bill. TRICARE office is located on the first floor at the Schweinfurt Health Clinic.

During the clinic's non-working hours, emergencies (life threatening, loss of limb or eyesight) can be taken to the Leopoldina Krankenhaus.

DIRECTIONS AND MAP TO ST. JOSEF'S HOSPITAL

Telephone: 09721-570

Exit the East Gate and turn right onto Richard Wagner Strasse. Cross Niederwerner Strasse to Ignaz Schoen Strasse and turn left. Go down the hill. At the "T" intersection take a right at the video shop next to Stein Apotheke (Wilhelm Strasse). St. Josef's Hospital is right in front of you at Ludwig Strasse #1.



DIRECTIONS AND MAP TO KAUFLAND-HERZ APOTHEKE

Exit the Main Gate at Ledward Barracks and take a right at Niederwerrner Strasse. At the next traffic light, take a left and you will pass Askren Manor on your right. Continue on John F. Kennedy Ring. You will pass the E-Center on your right. Take a left at the next light. Continue on this road and you will pass the Bahnhof (Train Station) on your right. On your left, you will see the Kaufland Shopping Center where the pharmacy is located.



CONTACT INFORMATION QUICK REFERENCE

United States Army Health Clinic – Schweinfurt
Civilian Access #: 0972196-XXXX

Central Appointments	354-7901
Military Sick Call	354-6781
Mental Health	354-6231
Community Health Nurse	354-1750
Dental Clinic	354-1720
Social Work Service	354-6276
Vet Clinic	353-8359
DRK – Ambulance	19222
Fire Department	112
Sexual Assault & Response Line	0162-271-1413
Werneck Orthopedic Hospital	09722-210
Leopoldina Krankenhaus	09721-7200
St. Josef Krankenhaus	09721-570
Landstuhl Hospital Information	0637-186-7184
Pharmacy Refills	486-5601 or 00800-7446-2500

Contact the Schweinfurt Health Clinic at SFThealthclinic@amedd.army.mil

PATIENT LIAISONS / COMMUNITY OPERATIONS CENTER 354-6708

CONTACT INFORMATION QUICK REFERENCE

HEALTH CLINIC COMMANDER 354-6222

CHIEF NURSE 354-6771

EXECUTIVE OFFICER 354-6564

CLINIC NCOIC 354-7085

EXCEPTIONAL FAMILY MEMBER PROGRAM 354-6580

PATIENT ADVOCATES

Mrs. Tammy Calvanico 354-6638

SSG Brian Foster 354-6658

SCHEDULE / CANCEL APPOINTMENTS

www.tricareonline.com

TRICARE

Nurse Case Manager 354-7061

Nurse Case Manager Assistant 354-6638

Health Care Finder (Referrals) 354-6638 / 6835

Beneficiary Counselor and Assistance
Coordinator (Billing) 354-6539 / 6979

Medical Service Coordinator (Enrollments) 354-6687 / 6560

Host Nation Patient Liaison 354-7016 / 6155

TRICARE 24-Hour Personal Health Advisor (RN) 0800-825-1600

PATIENT FEEDBACK WEBSITE

www.europe.tricare.osd.mil/main/commentcard/commentcard.asp

BAVARIA MEDDAC

24-HOUR ACCESS TO MEDICAL CARE 0800-350-3104