



ERMC

Europe Regional Medical Command

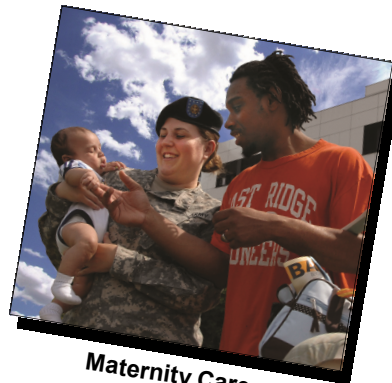


Honoring Warriors and the Army Family Covenant

U.S. Army Health Center Heidelberg Guide to Host Nation Healthcare



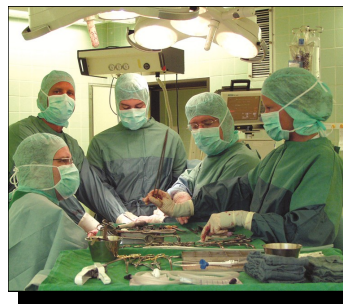
Routine and Specialty Care



Maternity Care



Host Nation Patient Liaisons



Emergencies and Surgery

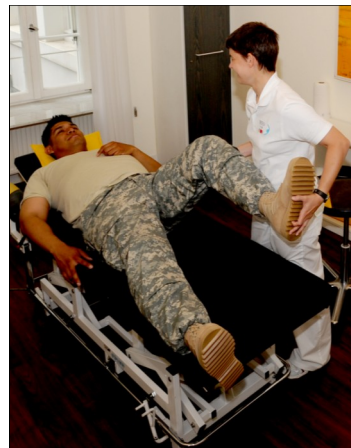
and much more.....



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 version of the Heidelberg Health Center Guide to Host Nation Care, visit our clinic Web site at:
<http://ermc.amedd.army.mil/Heidelberg>.



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Letter from the Commander

The U.S. Army Health Center Heidelberg is committed to providing the best quality medical care possible. If services are not available at this facility, you may be referred to a Host Nation Preferred Provider, clinic, or hospital.

This booklet provides information about how to access host nation medical care and to hopefully make you comfortable about visiting health care providers with whom we have partnered in our area.

The local TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. Please be sure to visit the TRICARE Service Center during in-processing to verify your eligibility and enrollment status.

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 Center Heidelberg



Heidelberg Medical Department Activity

Mission

Provide a trained, ready medical force to care for our Soldiers, their families, and beneficiaries.

Vision

Europe's premier medical team, promoting health, preventing illness, and inspiring trust through healthcare excellence.

Who We Are

Positive, Competent, Compassionate people with great initiative who live Army values in concert with well-informed and self-sufficient Families.

Emergency Medical Care

If you have a medical emergency in the Heidelberg area, call civilian number 06221.57.117 any time, day or night. You will reach bilingual staff who can call an ambulance for you.

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.

Most Military Treatment Facilities are not staffed nor equipped to respond to a major medical emergency. Find out what emergency services are available on- and off-post. Know how to get to the closest host nation emergency room.

USAG Heidelberg Emergency Phone Numbers

	DSN	Civilian	From cell phone
Fire and ambulance	117	57.117	06221.57.117
German ambulance	99-19112*	19112	19222
German fire	99-112*	112	112
Military Police	114	57.114	06221.57.114

* From a Class A phone

While traveling, active duty and active duty family members can call International SOS toll-free or collect 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, so 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 military phone, call 99-19222. This number can be called from

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throughout Europe. It is staffed with multi-lingual staff.

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.

Unless you are a Soldier or Family member of an active duty soldier, you will have to pay a part (TRICARE Standard) or all of the ambulance bill (civilians), even if the military clinic calls the ambulance for you.

Emergency Rooms

You should be familiar with 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 Host Nation Patient Liaison.

If you need a Host Nation Patient Liaison or an interpreter during an emergency situation, call the HMEDDAC Staff Duty desk from a military phone at 371-2605 or civilian 06221.17.2605.

If a Soldier or Family member of an active duty Soldier is admitted to a host nation hospital, the sponsor's unit should be notified as soon as possible, as well as the Host Nation Patient Liaison Office.



Our Services for You

You can make an appointment at the U.S. Army Health Center Heidelberg at www.tricareonline.com or by calling Central Appointments at DSN 371-2622 or civilian 06221.17.2622. 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

TRICARE Prime access-to-care standards assure you receive timely, quality care. If timely care is unavailable at the U.S Army Health Clinic Heidelberg, you may be referred to another MTF or to a host nation provider or hospital. Your Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

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

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

We have developed a network of host nation physicians and facilities 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. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.
- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file claims for TRICARE Prime beneficiaries. 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

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or hospital when you are referred for host nation care. You can also use the PPN Provider Search Tool on the TRICARE Europe Web site.

TRICARE Eurasia-Africa

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

Your Local TRICARE Service Center

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located at Nachrichten Kaserne, Karlsruher Strasse 144, Building 3613, 2nd Floor. Call DSN 371-3087/3088/2549 or civilian number 06221.17.3087 / 3088 / 2549. 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. Host Nation Patient Liaisons can be contacted at DSN 371-2474/ 2881/2753/2993, or civilian 06221.17.2474 / 2881 / 2753 / 2993, building 3613, 2nd Floor, Nachrichten Kaserne during regular duty hours. For assistance after duty hours, on weekend and holidays contact the Staff Duty desk at DSN 371-2605 or civilian 06221.17.2605. The Staff Duty desk will contact the on-call Host Nation Patient Liaison for you.



Host Nation Patient Liaisons can:

- Help plan your transfer from Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.
- Ease language barriers between the patient and Host Nation Providers and provide you with a copy of the U.S. Army Europe Medical Phrase Book.
- Get information on your medical condition and treatment plan from your physician.
- Answer questions about treatment, environment of care, and follow-up care.
- Assess and interpret patient concerns to determine specific assistance needs.
- Assess treatment progress and plans for the patient's transfer to other hospitals.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies
- Assist new parents with obtaining birth certificates and schedule the newborn's first appointment at the Military Treatment Facility.

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 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

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.

Filling Prescriptions On and Off Post

Using the AudioCARE™ System's Automated Call-in Prescription Refills and Medication Information service, you can call in your prescription refills 24 hours a day, 7 days a week. This allows the pharmacy staff to prepare your prescriptions in advance, saving you time and helping the pharmacy staff improve service.

Prescriptions can be refilled for pickup at:

- ◆ any Air Force pharmacy in Germany
- ◆ any Army pharmacy in Germany, Belgium or Italy

When you call, have the following ready and follow the voice prompts when connected to the system:

- ◆ your Social Security Number
- ◆ your Prescription Numbers

Step 1: Dial Toll free: 00800-7446-2500

DSN 486-5601 or 49-(0)6371-86-5601

Step 2: Select your Footprint:

- 1 Landstuhl Footprint Pharmacies
- 2 Air Force Pharmacies
- 3 Heidelberg Footprint Pharmacies
- 4 Bavaria Footprint Pharmacies
- * Repeat This Menu

Step 3: Select your Pharmacy:

Under the Landstuhl Footprint Pharmacies select:

- 1 Landstuhl Pharmacy
- 2 Wiesbaden Pharmacy
- 3 Vicenza Pharmacy
- 4 Shape Pharmacy
- 5 Baumholder Pharmacy
- 6 Kaiserslautern (Kleber) Pharmacy
- 7 Livorno Pharmacy
- 8 NATO Pharmacy



Under the Air Force Pharmacies select:

- 1 Ramstein Pharmacy
- 2 Spangdahlem Pharmacy
- 3 Bitburg Pharmacy
- 4 Sembach Pharmacy
- 5 Geilenkirchen Pharmacy



Under the Heidelberg Footprint Pharmacies select:

- 1 Heidelberg Main Pharmacy
- 2 Kelley Annex (Stuttgart)
- 3 Patch Pharmacy (Stuttgart)



Under the Bavaria Footprint Pharmacies select:

- 1 Schweinfurt Pharmacy
- 2 Katterbach Pharmacy
- 3 Illesheim Pharmacy
- 4 Vilseck Pharmacy
- 5 Bamberg Pharmacy
- 6 Grafenwoehr Pharmacy
- 7 Hohenfels Pharmacy



Step 4: Pick an Option for the Pharmacy Selected:

- 1 Refill or Inquire on a Prescription
- 2 Hours of Operation
- 3 Instructions on using the system
- 4 Talk with a Pharmacy Representative
- 0 Select a Different Pickup Location
- * Repeat This Menu

When refilling a prescription or listening to drug information, you will also need to do the following:

Step 5: Enter the LAST 4 DIGITS of your SSN (followed by the # pound key)

Step 6: Enter the NUMERIC portion of your Rx number only (followed by the # pound key)

When you select the option to Refill or Inquire on the Status of a Prescription (option 1), and after entering your SSN and Rx numbers, you will get the following options:

- 1 Order a refill
- 2 Check on the status of a prescription

If you check on the status of a prescription, you will return to this same menu, and have the option to refill it.

How to fill your German prescription

If you are being seen by a German physician as an **OUTPATIENT**, you will most likely receive a German prescription. Here are some of the options you have for obtaining the medication prescribed to you:

1. The simplest and easiest way is to take your prescription to a German pharmacy and have it filled there. Your TRICARE staff can tell you which local pharmacy is part of the TRICARE network, and they will provide you with claims forms and instructions.
 - If you are a retiree or a family member in TRICARE Standard you will have to prepay and then submit your claim to TRICARE for reimbursement. You will be responsible for the applicable co-pay and deductible. If you are a civilian, you will have to pre-pay and then obtain reimbursement from your health insurance.
 - If you prepay, be sure to keep the prescription with the prices annotated and stamped as received. You will need this to file for reimbursement.
2. Another option available to you, but only from network providers, is to have the host-nation provider write a prescription that can be filled at the local military pharmacy. For this purpose: The provider must be a network provider (PPN) and must be listed in the military pharmacy database. The prescription must be in English and comply with the following requirements:
 - Must state patient's full name and date of birth, written on the prescription by the physician
 - State the date the prescription was written
 - State the chemical name, strength and quantity of the medication to be dispensed
 - Have dosage instructions in plain English
 - Must be signed by the prescribing German physician (name must be legible to pharmacy staff)
 - Medication must be listed in the Military Formulary (list of medications maintained in military pharmacies)
 - The doctor must write the diagnosis or indication on all controlled substance prescriptions (i.e., Percocet, Lortab, Tylenol 3, Valium, Ambien, etc.) or the prescription must be accompanied by a copy of the doctor's appointment notes (i.e., copy of doctor's handwritten or typed narrative).
 - Can only be dispensed by an MTF pharmacist or dispensing physician.



- Writing prescriptions in such a manner is strictly voluntary on the part of the German provider.
- If your prescription does not meet the criteria stated above, the MTF Pharmacy **cannot** assist you and you must take the prescription to a German pharmacy. **MTF Physicians are prohibited by regulation from re-writing your German prescription to meet these requirements.**

If you are an **INPATIENT** in a German hospital and are being discharged with instructions to continue taking medication, the hospital will most likely give you a very limited amount of medication, expecting you to see your family physician for further prescriptions, as is done in the German medical system.

Please ask the German physician for a PRIVATREZEPT (private prescription) for sufficient medication for your follow-up care. There is no guarantee that you will be able to get an appointment in the MTF in time to fill your medication needs, or that the MTF physician will be able to prescribe what the German physician has recommended.

Your discharge prescription **must** be taken to a German pharmacy to be filled, and you will be required to pay in advance, with TRICARE reimbursement as stated above. Please speak to your patient liaison if you would like assistance with obtaining such a prescription.

Prescription Requirement

Rezept Bedingungen

Physician's name, address and phone number
Gedruckte Adresse und Telefonnummer des Arztes oder Stempel

Patient's name and date of birth
Vollständiger Name und Geburtsdatum des Patienten

Generic (chemical name), strength, and amount of medication*
Chemischer Name, Stärke und Menge des Medikaments*

Dosage instructions in plain English
Dosierungsanleitung ohne Abkürzungen in English

Refills (not to exceed 1 year)
Repite (nicht mehr als ein Jahr)

Signature and stamp of the prescribing physician so the pharmacist can identify provider
Unterschrift und Stempel des verschreibenden Arztes (Name muss für das Apothekenpersonal lesbarlich sein).

Important / Wichtig
A diagnosis must be included on all controlled substance prescriptions.
Auf allen Rezepten für Narkotika oder andere streng kontrollierten Substanzen muss die Diagnose eingetragen sein.
Medication must be listed in the Military Formulary (list of medications stocked in military pharmacies).
Das Medikament muss im European Military Formulary (Liste von Medikamenten, die in allen Militär Apotheken erhältlich sind) aufgeführt sein.

Sample Prescription Text:
Kaiserslautern
linic
Dr Hans Schmidt
123 Kaiserweg Strasse
66884 Kaiserslautern
06371-123456
24 Dec 2008
John E. Smith
4 July 1976
Amoxicillin 500 mg capsules # 30
Take one capsule 3 times a day until gone Refill: 0
Hans Schmidt
Hans Schmidt
Oberarzte
Kaiserslautern

Rezepte von Deutschen Ärzten

Falls Sie als **AMBULANTER** Patient ein Rezept von einem deutschen Arzt erhalten, haben Sie folgende Möglichkeiten, die Verschriebenen Medikamente zu bekommen:



1. Am einfachsten ist es, das Rezept in einer deutschen Apotheke einzulösen. Ihr TRICARE Service Center kann Ihnen mitteilen, welche Apotheke zu unserem Preferred Provider Network (PPN) gehört und Ihnen auch die nötigen Formulare zur Verfügung stellen. Bitte beachten Sie:

- Pensionierte Soldaten und deren Familienangehörige, und alle anderen TRICARE Standard Patienten müssen Vorkasse leisten und können dann das Rezept bei TRICARE zur Kostenrückerstattung, abzüglich Ihres Kostenanteils, einreichen.
- Falls Sie im voraus zahlen, brauchen Sie das Rezept, mit aufgelisteten Preisen und Empfangsbestätigung, um es bei TRICARE zur Rückerstattung einreichen zu können.

2. In manchen Fällen besteht die Möglichkeit, ein Rezept in der Militärapotheke einzulösen. Dies ist aber nur unter folgenden Bedingungen möglich:

- Der Arzt muss ein Preferred Provider sein (PPN) und in der Datenbank der Militärapotheke aufgelistet sein.
- Das Rezept muss in englischer Sprache sein und folgende Informationen enthalten:
 - Vollständiger Name und Geburtsdatum des Patienten (vom Arzt ausgefüllt)
 - Datum des Rezeptes
 - Chemischer Name, Stärke und Menge des Medikaments
 - Dosierungsanleitung ohne Abkürzungen, in Umgangssprache
 - Unterschrift und Stempel des verschreibenden Arztes (Name muss für das Apothekenpersonal leserlich sein).
- Das Medikament muss im European Military Formulary (Liste von Medi-

kamenten, die in allen Militär Apotheken erhältlich sind) aufgeführt sein.

- Für Betäubungsmittel wie Percocet, Lortab, Tylenol 3, Valium, Ambien etc. muss ein handschriftlicher oder getippter Bericht vom behandelnden Arzt mitgebracht werden oder die Diagnose auf das Rezept.
- Das Ausstellen von Rezepten in englischer Sprache geschieht auf freiwilliger Basis. Ihr Arzt hat das Recht, ein Rezept nur in Deutsch auszustellen für die deutsche Apotheke.
- Falls Ihr Rezept die oben aufgeführten Kriterien nicht erfüllt kann es NICHT in der Militär Apotheke eingelöst werden, und Sie müssen es zu einer deutschen Apotheke bringen. Militärärzte dürfen aufgrund der militärischen Vorschriften grundsätzlich keine deutschen Rezepte auf Englisch umschreiben.

Falls Sie nach Ende eines **STATIONÄREN AUFENTHALTES** weiterhin Medikamente nehmen müssen, wird Ihnen das Krankenhaus wahrscheinlich nur eine sehr begrenzte Anzahl zur Verfügung stellen und erwarten, dass Ihr Hausarzt Ihnen weitere Rezepte ausstellt, wie es im deutschen Gesundheitssystem üblich ist.

Bitte verlangen Sie in einem solchen Fall ein Privat Rezept für die Medikamente, die Sie für die Folgeversorgung (Nachsorge) benötigen. Es besteht keinerlei Garantie, dass Sie rechtzeitig einen Termin beim Militärarzt bekommen können, oder dass Ihr Militärarzt die vom Krankenhaus empfohlenen Medikamente verschreiben kann.

Dieses Privat Rezept müssen Sie in einer deutschen Apotheke gegen Vorkasse einlösen, und dann bei TRICARE zur Rückerstattung des Ihnen zustehenden Betrages einreichen. Ihre Patientenbetreuerin steht Ihnen zur Verfügung, falls Sie Hilfe beim Beantragen des Privat Rezeptes benötigen.

Patient Liaison Contact Numbers:

06221-17-2474

06221-17-2993

06221-17-2881

After Duty Hours, call the AOD Desk at:

06221-17-2605



TRICARE® Medical Claims Process

Guiding the process of filing TRICARE medical claims

In most cases, you will not need to file claims for health care services. There may be times (*e.g., seeing a non-network provider, getting care overseas or outside of your region*) when you will need to pay up front and file a claim for reimbursement. You will be reimbursed for TRICARE-covered services at the TRICARE-allowable amount, less any copayments, cost-shares, and deductibles.

In the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*), claims must be filed within one year of either the date of service or date of an inpatient discharge. Outside of the United States and U.S. territories, claims must be filed within three years of either the date of service or date of an inpatient discharge. To file a claim, you must complete a *TRICARE DoD/CHAMPUS Medical Claim—Patient’s Request for Medical Payment* form (DD Form 2642), available at www.tricare.mil/claims, your regional contractor’s Web site, TRICARE Service Centers, or military treatment facilities. Complete and sign the claim form. The beneficiary (*if age 18 or older*) or their spouse, parent, or guardian may sign the initial claim form, though any later forms (*needed to process a claim*) may only be signed by the beneficiary, if age 18 or older, or by the parent or guardian if the beneficiary is under age 18. Attach a readable copy of the provider’s itemized bill. Include the following with the claim:

- Patient’s name
- Sponsor’s Social Security number (SSN) or Department of Defense Benefits Number (DBN) (*Eligible former spouses should use their SSN or DBN, not the sponsor’s.*)

- Provider's name and address (*If more than one provider's name is on the bill, circle the name of the person who provided the service for which the claim is filed.*)
- Date and place of each service
- Description of each service or supply furnished
- Charge for each service
- Diagnosis (*If the diagnosis is not on the bill, complete block 8a on the form.*)

Send all claims, except TRICARE For Life (TFL) claims and claims for care received overseas, to the claims processor for the region in which you live. If you live in the United States and receive care overseas, file a claim with the TRICARE Overseas Program (TOP) claims processor. See the *For Information and Assistance* section for contact information.

TRICARE FOR LIFE CLAIMS

Wisconsin Physicians Service is the claims processor for all TFL claims for care received in the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*), where Medicare is available. In most cases, your provider should file a claim with Medicare first. Medicare pays its portion and forwards the claim to TFL for processing, unless you have other health insurance (OHI). Explanations of benefits received from Medicare and TRICARE will detail what was paid. Use *DD Form 2642* if filing a TRICARE For Life claim yourself.

Medicare does not provide coverage outside of the United States and U.S. territories. Therefore, TFL is your primary payer for health care received overseas (*except U.S. territories*), unless you have OHI. TFL provides the same coverage as TRICARE Standard and has the same cost-shares and deductibles for beneficiaries who live or travel overseas. Additionally, claims for care received overseas are submitted directly to the overseas claims processing address for the region where you received care, as listed in the *For Information and Assistance* section.

TRICARE OVERSEAS CLAIMS

International SOS Assistance, Inc. is the TOP administrator. See the *For Information and Assistance* section for contact information and mailing addresses or visit www.tricare-overseas.com.

If you live in the United States and receive care overseas, be prepared to pay up front for services, then file a claim with the TOP claims processor. If you live overseas you will file claims with your TOP claims processor regardless of where you receive care.

Proof of Payment

To process your claims reimbursements quickly and efficiently, it is recommended that you submit proof of payment with all claims to the TOP claims processor. Proof of payment is necessary for TRICARE to validate claims and safeguard benefit dollars.

When submitting your *DD Form 2642*, you should also include an itemized bill or invoice, diagnosis describing why you received medical care and/or an explanation of benefits from your other health insurance, if applicable. A cancelled check or credit card receipt showing payment for medical supplies or services often satisfies the proof of payment requirement. You may also provide records of electronic funds transfers or the provider's itemized billing statement and provider's matching official signed receipt. If you paid for your care or supplies in cash, TRICARE may ask for proof of cash withdrawal from your bank or credit union along with a receipt from your provider.

Proof of payment is required for outpatient services exceeding \$5,000 and inpatient services exceeding \$10,000. However, certain countries (*including Germany, Japan, and Turkey*) are exceptions to general proof-of-payment rules. If you have questions regarding verification of payment requests, claims submissions, the status of a submitted claim, or your country's policy, please contact your TOP Regional Call Center and press option 2 for claims assistance.

COORDINATING CLAIMS WITH OHI

Keep your regional contractor and health care providers informed about your OHI so they can better coordinate your benefits and help ensure that there is no delay (*or denial*) in the payment of your claims.

TRICARE is the last payer to all health care benefits and insurance plans, except for Medicaid, TRICARE supplements, the Indian Health Service and other programs and plans identified by the TRICARE Management Activity. You must follow your OHI's rules for filing claims and file with the OHI first. If there is a billed amount your OHI does not cover, you can file a claim with TRICARE for reimbursement. After your OHI pays its portion, submit a copy of its payment determination (*i.e., explanation of benefits*) and a copy of the itemized bill with your TRICARE claim. If you have OHI, you should send proof of coverage to your regional contractor or take it to a uniformed services identification card-issuing facility. **Note:** National health insurance programs overseas are considered OHI.

For additional OHI information, visit www.tricare.mil/ohi.

FILING AN APPEAL

TRICARE has a multilevel appeals process to address claim or authorization denials. You may appeal the denial of a requested authorization of services, as well as TRICARE decisions regarding claims payments. Submit appeals to your regional contractor, following the contractor's specified rules and timelines. For additional information or assistance with the appeals process, visit www.tricare.mil/appeals or contact your regional contractor.

TRICARE Overseas Program (TOP)
Regional Call Center—Eurasia-Africa¹
+44-20-8762-8384 (*overseas*)
1-877-678-1207 (*stateside*)
tricarelon@internationalsos.com

Send non-active duty service member (ASDM) claims to:

TRICARE Overseas Program
P.O. Box 8976
Madison, WI 53708-8976
USA
www.tricare-overseas.com

TRICARE Service Center

Nachrichten Kaserne
Freiburger Strasse 2,
Building 3613, 2nd Floor
DSN 371-3087/3088/2549
Civ 06221-17-3087/3088/2549
*Update your address in DEERS online at
www.tricare.mil/DEERS/

Re-Imbursement Checklist

- Fill out DD Form 2642, BLOCKS 1-12
Printable Form found at **www.tricare-overseas.com**
- File as soon as you receive your civilian medical invoice(s)
 - ___ Original TRICARE form DD 2642 and signed
 - ___ Annotate on claim form whether the invoice has been prepaid
 - ___ Medical invoice(s)
 - ___ Copy of your receipt(s) if prepaid
- SEND TO: TRICARE Overseas Program
P.O. Box 8976
Madison, WI 53708-8976

**FILE
WITHIN 3
YEARS OF**

Links to Know

TRICARE

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

Online filing for re-imburement:
www.tricare-overseas.com/beneficiaries.htm



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, don't expect host nation hospitals to be like ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff. Tips in this section will help you if you are admitted to a local hospital.

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 administrative formalities requiring:

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

Alcohol

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

Birth Registration and TRICARE enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent was divorced an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty Soldiers without a passport should take their military ID card and birth certificate.

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

Discharge

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

Before leaving:

- Check out at your ward's nursing station.
- Ensure you have a prescription for the medication you will need for the entire course of treatment. Information about prescriptions is on page 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 will 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 Europe Web site.

Leaving Your Room

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

Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Please inform the nursing staff of your wishes upon admission.

Patients usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

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

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

Medical Reports

TRICARE beneficiaries should take 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 that you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison.

Overnight Stays

Spouses may stay overnight if they pay the overnight fee. At the Schwetzingen Krankenhaus, this fee is approximately 45 euro per night, although it is subject to change. TRICARE will not reimburse you for this expense.

Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone 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 rules, to assist and translate.

Personal Costs

TRICARE does not pay for phone calls, television charges (if any) or costs associated with a visitor's overnight stay, extra beds or other amenities not directly related to patient care.

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 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 are in the Preferred Provider Network.

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. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription but also a night or Sunday surcharge.

If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt—you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a US 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 and newspapers to keep you busy.

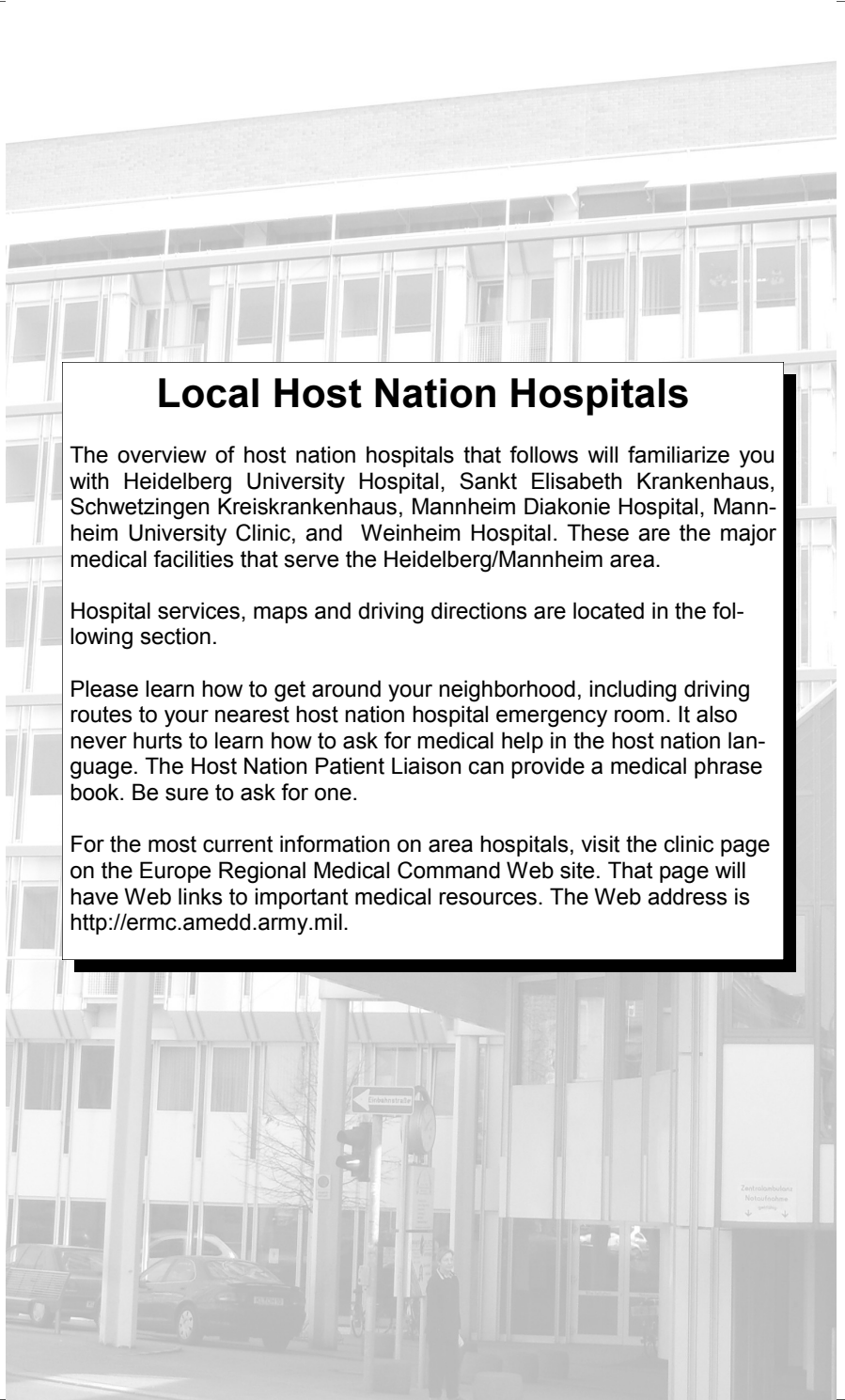
Transportation

Notice to all Soldiers, family members, and DOD Civilians who require ambulance transportation through the Deutsche Rote Kreuz (German Red Cross): If you call DRK, please do not request to be transported to Heidelberg Health Center.

DRK will only transport patients to local German hospitals. The Heidelberg Health Center on Nachrichten Kaserne does not have the capabilities to take critical patients, and therefore cannot accept ambulances.

Patients or family members seeking assistance with the German hospital system may call the AOD desk at DSN 371-2605 or civilian 06221-17-2605 and ask for an English-speaking patient liaison.





Local Host Nation Hospitals

The overview of host nation hospitals that follows will familiarize you with Heidelberg University Hospital, Sankt Elisabeth Krankenhaus, Schwetzingen Kreiskrankenhaus, Mannheim Diakonie Hospital, Mannheim University Clinic, and Weinheim Hospital. These are the major medical facilities that serve the Heidelberg/Mannheim 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>.

Heidelberg University Hospital

Web site: www.heidelberg-university-hospital.com/

Heidelberg University Hospital, known locally as Universitäts Klinikum Heidelberg, offers modern medical care. Doctors and staff are accustomed to treating international patients. Heidelberg University Hospital has a variety of clinics and emergency rooms, including:



Kopf Klinik (Head Clinic)

Address: Im Neuenheimer Feld 400,
69120 Heidelberg

Phone: 06221.56.6999

For emergencies: 06221.56.7211 for stroke patients, injuries to the face and skull
Services: Eye, ear, nose, throat, dental, neurology, radiology, neurosurgery

Ludolf Krehl Medizinische Klinik (Ludolf Krehl Medical Clinic)

Address: Im Neuenheimer Feld 410, 69120 Heidelberg

Phone: 06221.56.8611

For emergencies: 06221.56.8782 for acute respiratory distress, unconsciousness, dizziness, hypertension

Services: Endocrinology, cardiology, angiology, pneumology, infectious diseases, poisoning, hematology, oncology, rheumatology, pharmacology, sports medicine

Kinderklinik (Children's Clinic)

Address: Im Neuenheimer Feld 430, 69120 Heidelberg

Phone: 06221.56.2311

For emergencies: 06221.56.2319

Child and Adolescent Medicine (general pediatrics, metabolism, gastroenterology, nephrology, cardiology, congenital heart defects, oncology, hematology, immunology, pneumology, neonatology, neurology, epilepsy center)

Nierenzentrum (Kidney center)

Address: Im Neuenheimer Feld 162, 69120 Heidelberg

Phone: 06221.91.120

Services: Nephrology

Chirurgie (Surgery)

Address: Im Neuenheimer Feld 110, 69120 Heidelberg

Phone: 06221.56.6111

For emergencies: 06221.56.6220

Services: General surgery and visceral, transplantation, cardiac and vascular surgeries, including urological.

Frauenklinik (Women's Clinic)

Address: Voßstrasse 9, 69115 Heidelberg

Phone: 06221.56.7856

For emergencies: 06221.56.7856 Labor & delivery (Kreißaal): 06221.56.7971

Services: General obstetrics, gynecology, fertility disorders, gynecological, endocrinology

Psychiatrisches Krankenhaus (Psychiatric Hospital)

Address: Voßstrasse 2, 69115 Heidelberg

Phone: 06221.56.4466

For emergencies: 06221.56.4467

Services: General psychiatry, child and adolescent psychiatry

General information

Visiting hours

Visiting hours are 0800 – 2000 for most areas.

On the Intensive Care Unit, infectious disease and psychiatric wards, visits from close relatives are only permitted after obtaining permission from the attending physician and staff. Their visiting hours will most likely be different. Children under 14 years of age are not permitted in the ICU and infectious disease ward. Visitors must leave the room during rounds or nursing procedures.

Potted plants are not allowed in patient rooms. In some stations, such as the ICU, generally no plants are allowed.

Telephone/Internet

Telephone calls within Germany as well as abroad can be made with the help of a chip card in your patient telephone next to your bed. You can be reached by your personal extension at any time. This extension remains yours, even if you are moved to a different room or clinic.

The chip card can be purchased at phone card machines in the clinics for 20 euro (minimum amount). This amount includes a 10 euro security deposit on the card, which will be refunded when the card is returned to the vending machines.

After buying the card you will have a 10 euro credit. You can purchase more credit as many times as you would like. All charges incurred for your calls will be subtracted from your credit. Any remaining credit will be refunded when the card is returned to the automat. The chip card is valid throughout the whole clinic complex. Exception: There are no patient telephones in the Clinic for Children and Youth Medicine.

If you are not able to use a personal patient telephone, you can be reached through your nursing station. Please ask your nursing staff for further information. Public Telephones: In all clinics or in the general vicinity of all clinics, public telephones are available (some require a phone card, some require coins). Cellular phones can cause interference with medical devices. Therefore, you must turn off your cellular phone in the OR area, recovery room, ICU, procedure area and in outpatient treatment rooms!

On regular wards, in hallways, and in the waiting area, the use of cellular phones is usually allowed. Please be considerate of other patients and our staff and follow the signs in the clinics and the directions by the staff in this matter. Internet connection:

In the patient rooms of the Medical Clinic, the Head Clinic and the Surgical Clinic, you may use the internet on your personal laptop via WLAN, which will be billed through your telephone card. You will find an information sheet on internet connections in the admissions area.

Parking

There are adequate (but often crowded) parking lots available on the hospital grounds for a charge (maximum Euro 5/day). Follow the signs to the appropriate department.

Religious services

Religious services vary by clinics.

Bergheimer Straße Clinics

Chapel Hospitalstrasse 34. Catholic Mass: Sundays and holidays at 1900, Tuesdays at 1500 Fridays at 1500.

Psychiatrisches Krankenhaus/Psychiatric Clinic

Room 001, Department Ergo West

Catholic Mass: Mondays at 1845.

Protestant service: Thursdays at 1845.

Chirurgie (Surgical Clinic)

Chapel in the basement.

Protestant service: Sundays and holidays at 0900.

Catholic Mass: Sundays and holidays at 1800.

Children's Service: Please see the current posting in the chapel.

Kopf Klinik/Medizinische Klinik (Head Clinic/Medical Clinic)

Chapel on Level 00

Protestant Service: Sundays and holidays at 1015.

Catholic Mass: Sundays and holidays at 1930.

Evening services: Catholic Mass and Protestant services alternate every 14 days.

Muslim Prayer Room is available in the Head Clinic.

Note: Prayers can also be heard over the hospital radio system in your room.

Frauenklinik (Gynecological Clinic)

Patients can visit a "quiet room" on the ground floor. Prayers are held there on Wednesdays at 1800.

Smoking/Alcohol

Please observe the no smoking policy inside the clinic for all patients and visitors in the interest of other patients as well as the staff.

The consumption of alcoholic beverages is only allowed after explicit approval from the physician.

Television/Radio

In the Medical Clinic, you can use the television and radio in every room, individually, and free of charge (with the exception of the ICU). In the other clinics, cable television, standard television and radio are available in most of the rooms. Television sets and radios are in some of the lounges and they can be rented. If you are interested in renting one, please contact your nursing staff. Please be considerate of your roommates when watching television.

Patient radio broadcast times

Kopflinik and Chirurgie (Head Clinic and Surgical Clinic): Tuesdays from 0700 – 1900 on Channel 4.

To submit a request for music to the radio station call 06221 or 56.5333

Cafeterias

Cafeterias are located in various clinics.:

Medizinische Klinik (Medical Clinic)

Cafeteria with patio and kiosk on Level 01 over the main entrance.

Hours of operation:

Monday through Friday 0700 – 1800

Weekends and holidays 1030 – 1800

Kopflinik (Head Clinic)

Cafeteria with patio and a kiosk in the entrance hall.

Hours of operation

Monday through Friday 0700 – 1800

Weekends and holidays 1030 – 1800

Hours of operation for the kiosk: Monday through Friday 0700 – 1700

Weekends and holidays 1200 – 1700

Chirurgie (Surgical Clinic)

Cafeteria, kiosk and a lovely patio on the ground level.

Hours of operation

Monday through Friday: 0700 – 1700

Weekends and holidays: 1130 – 1700

Bergheimer Straße Clinics

Cafeteria with patio and kiosk in the 4370 building, Voßstraße 2.

Hours of operation

Monday through Friday: 0700 – 1700

Weekends and holidays 1130 – 1700

Sankt Elisabeth Krankenhaus

Web site: <http://www.sankt-elisabeth.de/obstetrc.html>

Sankt Elisabeth Krankenhaus, also known as St. Elisabeth's Hospital, is a 70-bed facility specializing in obstetrics and gynecology, as well as labor and delivery. In addition to the specialized departments for midwifery, obstetrics, gynecology and orthopedics, offices of private practice physicians are also in the hospital. Approximately 1,500 babies are born every year at Sankt Elisabeth's.



St. Elisabeth's has these departments:

Anesthesiology	Diagnostic Breast Center
General Surgery	Gynecology
Internal Medicine	Pathology of Gynecology
Pediatrics	Oncology
Orthopedics	Tomography/Nuclear Medicine

Contact information

Front Desk (Pforte)

Phone: 06221.48.80
Fax: 06221.48.82.08

Delivery room (Kreißaal)

Pregnancy-Hotline: 06221.48.8280

Obstetrics (Mutter-Kind-Station)

Phone: 06221.488.234.236

Gynecology (Gynäkologie)

Phone: 06221.488.220

Administration (Verwaltung)

English speaking personnel:
06221.488.201
06221.488.217

Floor Directory

Basement

Physical Therapy, Nuclear Medicine

Entry Level (1st Floor) - Erdgeschoss

Information/Front Desk (Pforte)
Patient Registration (Aufnahme)
Administrative offices (Verwaltung)
Cafeteria
Public Telephone (Telefonzelle)
Chapel (Kapelle)
Patient Garden (Park)
Smoking Area (Raucherecke)
Gymnastics (stretching w/ floor mats) room
Patient rooms

Gynecology (Gynäkologie)
Plastic Surgery (Plastische Chirurgie)
Orthopedics (Orthopädie)

2nd Floor

Patient Rooms
Mother-Child Station (Mutter-Kind Station)
Delivery Room (Kreißaal)
Ultrasound (Ultraschall)

3rd Floor

Recovery Rooms
Emergency Operations

4th Floor

Surgical Unit (Operationsbereich)

General information

Visiting hours

0800-1300, 1400-2000, Spouses may stay until 2100.

Every bed has a telephone. A phone card will be needed to activate it. They cost 10 euro (5 euro deposit) and can be purchased via the machine in the lobby.

Parking is free of charge. There is a parking lot at the north side of the building. There is additional parking on the surrounding streets and another parking lot at the rear of the building near the doctor's offices (Ärztehaus) portion of the hospital.

Religious Services

The Chapel on the entry level of the hospital is always open.

Open services are:

Sundays and Holidays 0645

Monday, Tuesday, Thursday, Friday 0620

Wednesday 1915

Smoking

No smoking inside the building. There are a few designated smoking areas (Raucherecke). One is on the Cafeteria terrace. Another is by the entrance near the main patient parking lot.

Televisions

Available in the single and double occupancy rooms (private patients) at no additional cost. In the three person rooms (standard) a television can be rented for 3.50 euro per day. Privately (patient) owned televisions are not allowed.

Cafeteria: On the 1st floor (entry level), open from 1000 to 1900.

There is a breakfast buffet for mobile patients; visitors may eat for 3.80 euro.

Drink and snack machines are available on the 1st floor near the entrance to the hospital.

Schwetzingen Kreiskrankenhaus

Web site

www.grn.de (German only)

Schwetzingen Kreiskrankenhaus is also known as Schwetzingen County Hospital. It is a modern hospital that offers emergency, maternity, general practice and specialty medical services.



Address

Bodelschwinghstrasse 10
68723 Schwetzingen

Admissions office: 06202.843.215

Department Phone numbers

Anesthesiology	06202.843.332
Cardiology and Angiology	06202.843.245
Gastroenterology and Oncology	06202.843.246
Labor and delivery	06202.843.345
Obstetrics and Gynecology	06202.843.339
Plastic surgery	06202.20900
Surgery	06202.843.248
Traumatology and Orthopedic Surgery	06202.843.247

Floor Directory

Ground floor

Aufnahme (admissions)
Cafeteria (cafeteria)
Canteen (café)

First floor

Röntgenabteilung (x-ray)
Zentrallabor (lab)
Chirurgische Ambulanz (surgical, OPD, ER)
Innere Medizin (internal medicine)
Innere Pflege (internal medicine wards)

Second floor

Intensivpflege (ICU)
OP-Abteilung (OR)
Chirurgische Pflege (surgical ward)

Third floor

Gynäkologische Abteilung (gynecology)
Gynäkologische Pflege (gynecology wards)
Entbindung (labor and delivery)

Emergency services

Schwetzingen Kreiskrankenhaus has a 24-hour, fully staffed Notaufnahme (emergency room). Enter through the main entrance; use the elevators to your right to go to the first floor. After you get to the first floor, go right to find the emergency room. Please note: the Schwetzingen Krankenhaus is able to treat only minor injuries in children. If necessary, children may be referred to the Kinderklinik for further treatment or admission. This hospital does not have a Pediatric Ward.

Parking

Parking is available for a fee. The first half hour is free; each subsequent half hour is 00.50 euro, with a maximum charge of 4 euro per day. Open parking is also available. Be sure to check signs for time limits (one-hour parking to four-hour parking) and put your blue parking tag on your dashboard to show what time you arrived.

Visiting hours

Unrestricted, except for the Intensive Care Unit, which allows visitors 1500 – 1900 daily. No more than two visitors are allowed at a time.

Room telephones

Phones may be rented. Check with the Information Desk at the main entrance of the hospital. Basic fee per day is 01.50 euro plus a per-unit of 00.15 euro.

Religious services

Catholic and Protestant services are conducted.

Catholic service: Monday at 1900

Protestant service: Saturday at 1900

The chapel is located near the main entrance on the left-hand side.

You can request room services on Mondays after 1830 by contacting the information desk.

Smoking

Prohibited in all patient areas, hallways and lobby. Smoking is allowed in a designated smoking area outside near the main entrance. Tables and chairs are available.

Television

Available for 2 euro per day.

Contact the Information Desk at the main entrance of the hospital to rent a television.

Cafeteria

Available on the ground floor of the hospital.

Operating hours are 0800 – 1700 Mon. – Fri.

and 1300-1700 Saturday/Sunday/Holidays

There is also a Canteen on the ground floor of the hospital.

Monday—Friday hours are:

Breakfast: 0700 – 0945

Lunch: 1200 – 1330

Saturday/Sunday/Holidays: breakfast only

Diakonie Hospital Mannheim

The Mannheim Diakonie Hospital has over 470 beds for acute care, 66 for geriatric rehabilitation and 12 for geriatric outpatient rehabilitation.



Address

Speyerer Strasse 91-93
68163 Mannheim

Phone Numbers

Front Desk: 0621.81.020
Fax: 0621.8102.2710
Delivery Room: 0621.8102.4224
Pregnancy Info Line: 0621.8102.3101 Monday-Thursday 1400-1600

Services

Anesthesiology, emergency surgery, general surgery, geriatric acute care, geriatric rehabilitation clinic, internal medicine, neurology, obstetrics, orthopedic multipractice, radiology, urology, women's clinic.

Emergency Care

The Mannheim Diakonie Hospital has a 24-hour, fully staffed emergency room. (Zentrale Notaufnahme) (ZNA).

Visiting Hours

Monday – Sunday 0900 -1200 and 1400 - 2100

Telephones

Telephones are available at each bedside. Mobile telephones in patient rooms are not permitted without nursing staff permission.

Parking

Parking is available off the street in front of the hospital and on the surrounding streets.

Religious Services

Both services are broadcast on the Hospital TV channel 33. There are 2 Chapels: One is on the 2nd floor (1.OG) in the "Mutterhaus". The other is in the Geriatric Rehabilitation clinic in the semi-basement.

Catholic services: Saturday at 1800
Protestant services: Sunday at 1000
Catholic Eucharistic mass: Tue, Wed, and Fri at 1330

Ecumenical service: Wednesday at 1600
Catholic Eucharistic mass: Thursday at 1600

Pastors will also come to bedside upon request.

Smoking

There is no smoking inside the building. We ask that if you must smoke, please do it outside the building and away from entryways. Please enquire with hospital staff. Any failure to adhere to this policy will result in expensive fines.

Televisions

Televisions are available in all rooms free of charge. A pair of headphones will be needed in order to hear them and can be obtained for a small fee from the patient registration office or hospital front desk.

Food/Snacks

Patients can request water (carbonated), tea and coffee as needed from the station's nursing staff. There are beverage and snack machines across the hall from the cafeteria.

The Cafeteria is on the 1st floor. It is open

Monday to Friday	0700 — 1100 and 1130 — 1800
Saturday, Sunday & Holidays	0930 — 1700

Additional Helpful information

Patient Registration Office is open from:

Monday to Thursday	0700 – 1600
Friday	0700 – 1530

Cashier is open from:

Monday to Friday	0800 – 1130
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The space available in the patient rooms is very limited; please consider whether or not you can go without some baggage.

Email can be checked in the IMD office (EDV-Abteilung)

Mannheim Klinikum/University Clinic

Web site:

<http://www.umm.de>

The Mannheim University Clinic was an emergency house founded in 1701 which turned into a city-run hospital in the inner city square R5 in 1806. By 1860, the facility had more than 320 beds, spread out over the wards for internal medicine, surgery, maternity, infants, and patients with scabies or venereal disease.



In 1913, the city began building a new hospital in what was then known as "Neckar Park," which became the grounds for the Mannheim Clinical Centre. The new hospital was completed in the 1920s. Its wrought-iron gate, still in use today, had impressed visitors to the Paris World Exhibition, which influenced the ground plan for the 440 metre long building which was modelled after the plan of a baroque castle.

Even today the nearly 100-year-old main building dominates the scenery, despite the many newer structures added on the spacious grounds in the recent history.

Address

Theodor-Kutzer-Ufer 1–3
68167 Mannheim

Phone Numbers

Front Desk: 0621.3830
Fax: 0621.383.2705

Services

Cardiology, angiology, pneumology, gastroenterology, hepatology, infectology, hematology, internistic oncology, geriatrics, nephrology, endocrinology, rheumatology, neurology, orthopedic and trauma surgery, neurosurgery, pediatric surgery, obstetrics and gynecology, pediatric and adolescent medicine, otorhinolaryngology, urology, ophthalmology, dermatology, venereology, allergology, radiotherapy, radio oncology, nuclear medicine, neuroradiology, microbiology and hygiene, pathological institute, pharmacology and toxicology, immunology, medical statistics and biometry.

Emergency Care

The Mannheim Klinikum has a 24-hour, fully staffed emergency room (Zentrale Notaufnahme) (ZNA) including the chest-pain center for adults.

Visiting

Visiting hours vary by station; please ask the staff at Station.

Telephone

You can use your mobile telephone anywhere. Please follow the instructions of our staff. UMM offers telephones: Deposit 100 euro first.

Telephone charge is a fixed fee per day of 2.50 euro and 0.13 euro per unit.

Parking

Outdoor parking near the river is free of charge. There is also a parking garage.

Please be prepared to pay your parking in euro. Parking costs 1.10 euro per hour.

Any other parking in the area is only allowed for short periods of time and only for handicapped and emergency patients.

Religious Services

The Chapel is in building # 7. Protestant and Catholic services are televised.

Catholic services:

Monday, Friday and Saturday: 1800

Protestant services:

Sunday: 1000

Pastors will also come to bedside upon request.

Smoking

There is no smoking inside the building. Smoking is allowed only in the designated smoking areas (Raucherzone).

Food/Snacks

The cafeteria in Building 40 is open for staff and guests

Monday- Friday, weekends and German holidays

"OASE" a small kiosk/bistro is also open Monday- Friday, weekends, and German holidays and is located between Buildings 6 and 40.

International- patient-office (IPO)

Phone Number: 0621.383.3876

Special service for U.S. citizens, please call Mrs. Walmsley at 0621.730.9777.

Additional Information

Despite the enormousness of the Centre, patients are viewed not as "cases" of an illness, but as ill persons in need of individual attention and care. As such, some services can be tailored to meet the patients' needs.

They include:

- Choice of meal
- Nutrition consultation
- Cafeteria
- Social services
- Spiritual guidance
- "Bridging" (counselling for tumour patients)
- School for sick children
- Care for siblings of sick children

Weinheim Hospital

Address

Röntgenstrasse 1
69469 Weinheim

Phone Numbers

Front Desk:
0620.1890
Fax:
0620.117.032
OB/GYN:
0620.189.2701/4145
Administration:
0620.189.2101



Departments

Department of surgery, internal medicine clinic, OB/GYN, Anesthesiology and surgical intensive care medicine, emergency medicine, physical therapy.

Emergency Care

The Weinheim Hospital has a 24-hour, fully staffed emergency room (Zentrale Notaufnahme) (ZNA) including the chest-pain center for adults.

Visiting Hours

Monday to Sunday	0900-2000 (Summer)
Monday to Sunday	0900-1900(Winter)

Telephones

Telephones are available at each bedside. Mobile telephones in patient rooms are not permitted without nursing staff permission.

Parking

There are 2 large parking lots in the front of the hospital. The first 2 hours are free. Every additional half hour costs .50 €. If you lose your parking ticket you will be charged a standard fee of 4 €.

Religious Services

The Chapel is on the first floor.

Catholic and Protestant services: alternating Wednesdays at 18:30 p.m.

Pastors will also come to bedside upon request.

Smoking

No smoking inside the building. There are several designated smoking areas (Raucherzone). Please enquire with hospital staff.

Food/Snacks

There is a Kiosk (snack shop) on the 1st floor. It is open:

Monday to Friday	0900 – 1900
Saturday	1000 – 1800
Sunday and Holidays	1300 – 1800

Health care overseas can be an adventure



If you need a Host Nation Patient Liaison or an interpreter during an emergency situation, call the HMEDDAC Staff Duty desk from a military phone at DSN 371-2605 or civilian 06221.17.2605.

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 Europe web site (see below) or contact your TRICARE Service Center for assistance.

Complaints / Compliments / Feedback

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

If you provide your e-mail address to the TRICARE Service Center during the referral process, a host nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Heidelberg Patient Representative at 06221.17.2666, or use the "Contact Us" feature on the TRICARE Europe web site, or contact the clinic commander.

Host Nation Patient Liaisons

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

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics.

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.

46 Guide to Host Nation Healthcare

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. The unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

What can the Host Nation Patient Liaison do for me?

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

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

What can I do to help myself?

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

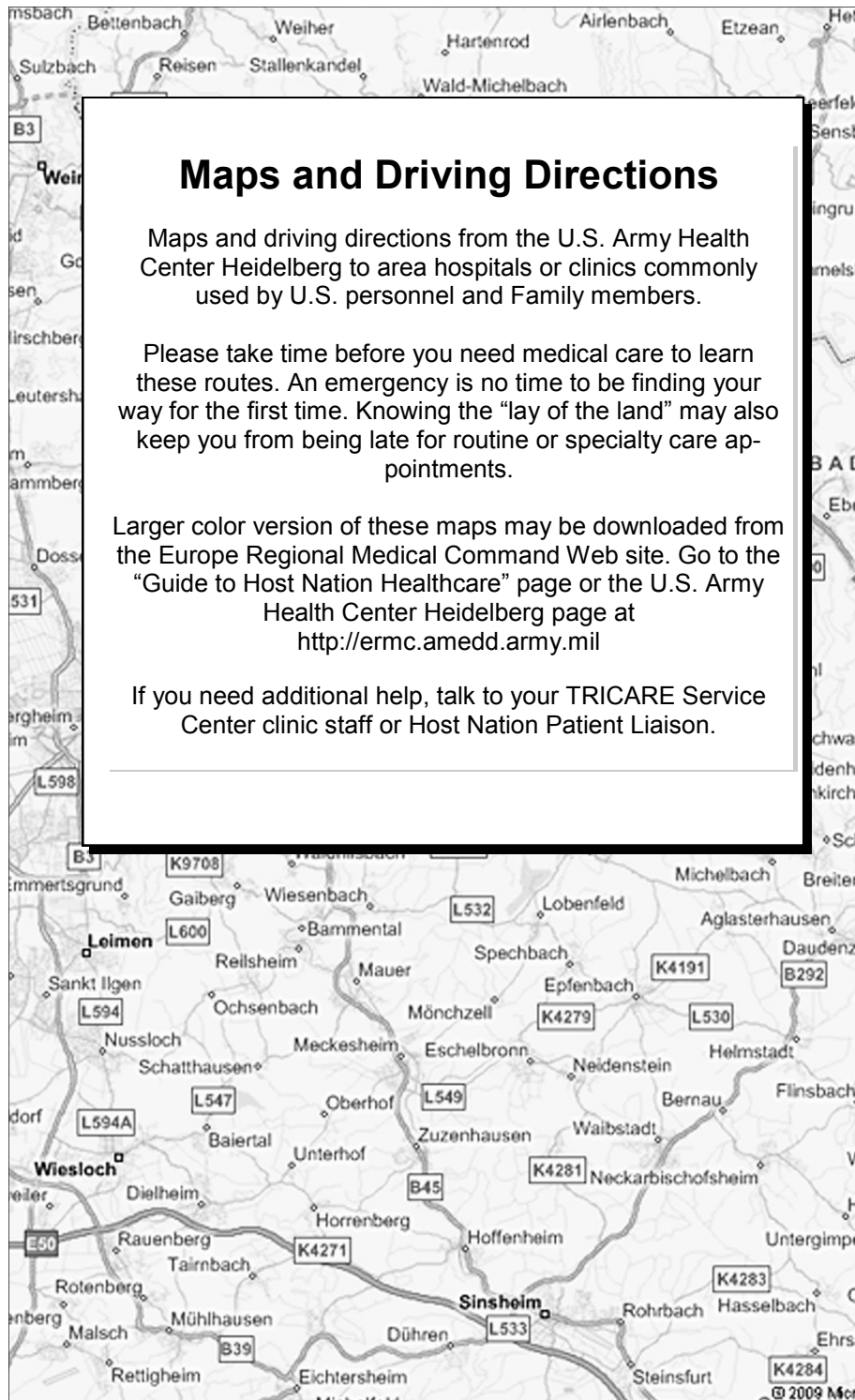
TRICARE

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

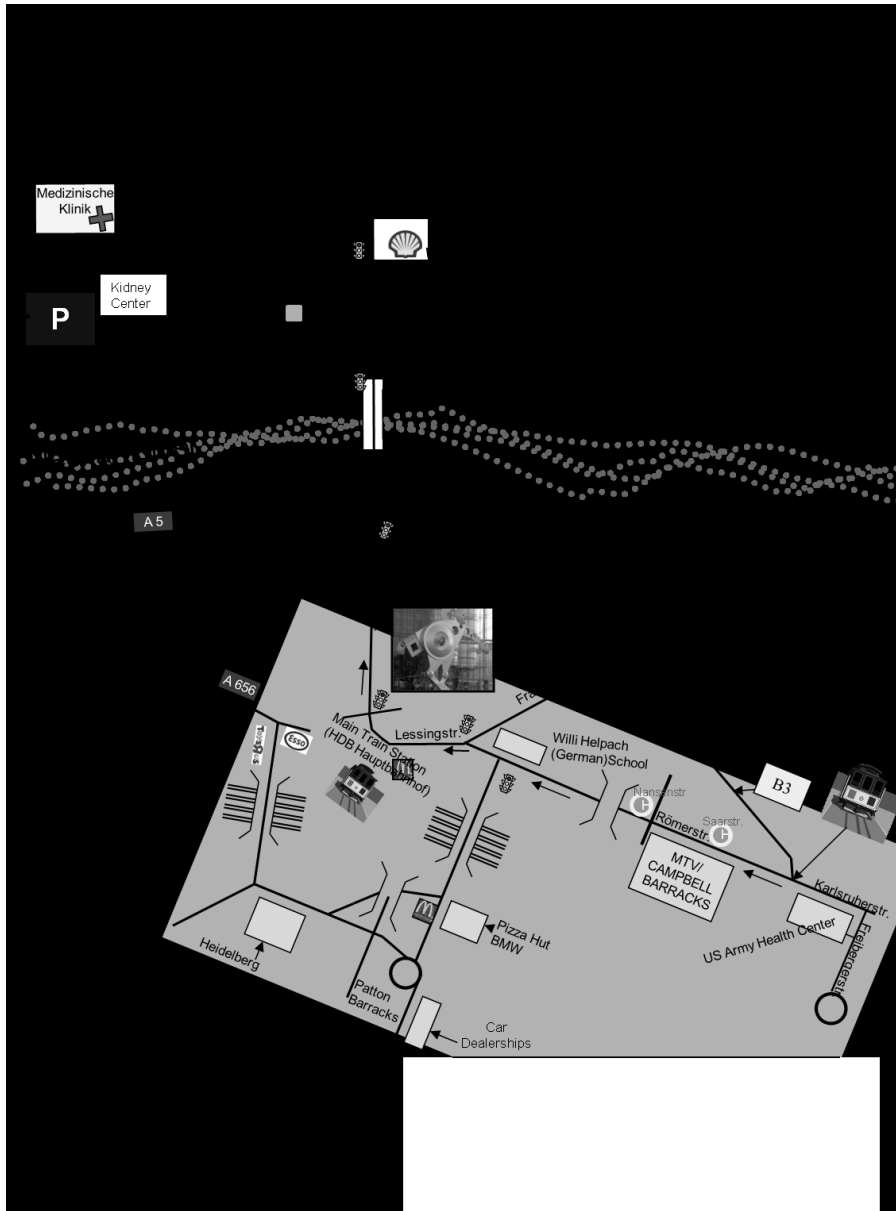
Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of host nation medical bills.

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.



University of Heidelberg Medizinische Klinik



University of Heidelberg Medizinische Klinik



GPS address

Im Neunheimer Feld 410
69120 Heidelberg

Phone Number

06221.56.8611

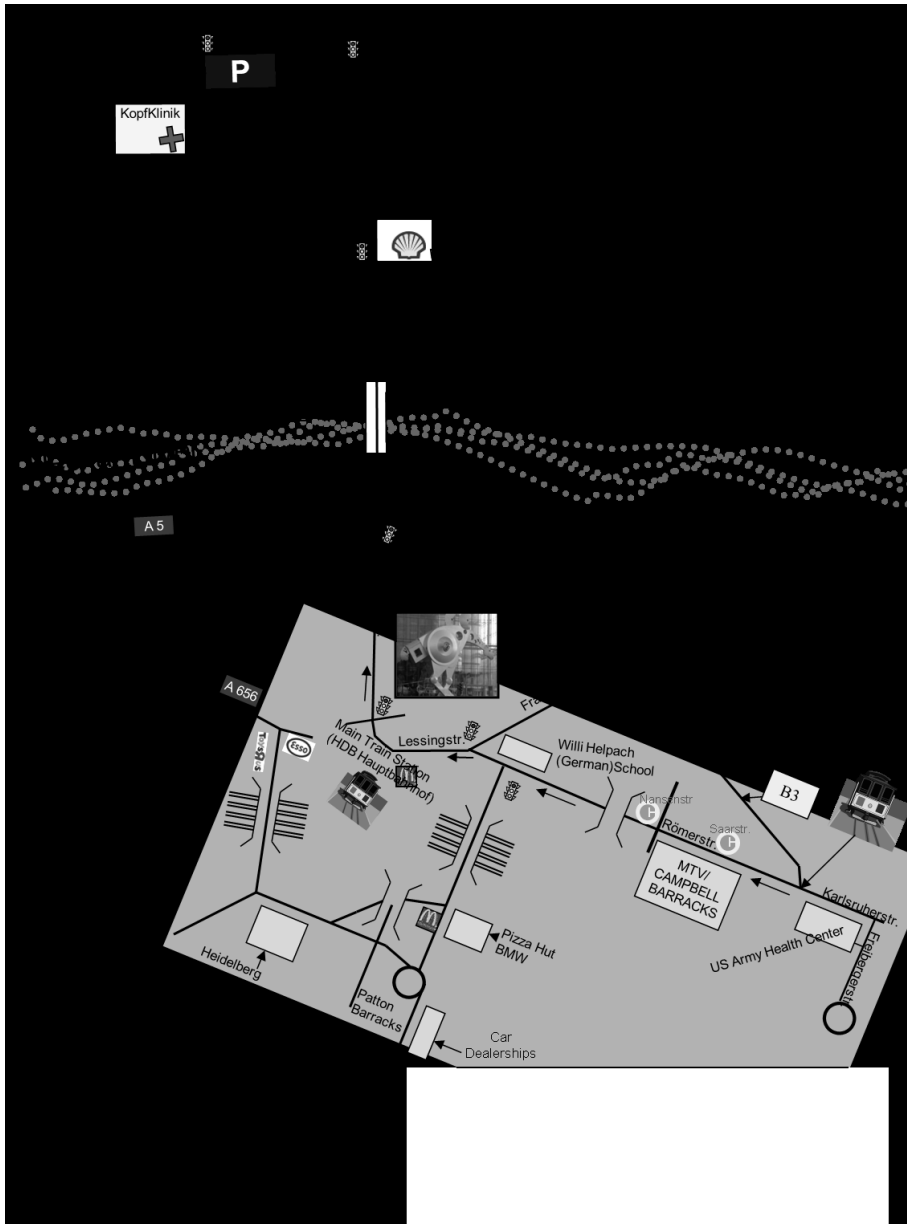
Medizinische Klinik emergency entrance

Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance is 3.47 miles (5.6 km)

- 1: **Exit Nachrichten Kaserne, turn left** onto Freiburger Straße toward Karlsruherstr.
- 2: **Turn left** onto B3 / Karlsruherstraße. (0.4 miles)
- 3: **Stay straight.** The road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessingstraße as you pass the main train station on the left; it will turn into Mittermaierstraße. (0.3 miles)
- 6: Mittermaierstraße becomes Ernst-Walz-Brücke (0.1 miles)
- 7: Ernst-Walz-Brücke becomes Berlinerstraße.
- 8: **Turn left** onto Jahnstraße (0.1 miles)
- 9: **Turn right** onto Im Neuenheimer Feld / Kirschnerstraße.
- 10: **Turn left** and stay on Kirschnerstraße/ Im Neuenheimer Feld
- 11: **Follow** Im Neuenheimer Feld past Chirurgie and Kinderklinik clinics.
- 12: **End** at University of Heidelberg Medizinische Klinik on the right side of the street.

University of Heidelberg Kopf Klinik



University of Heidelberg Kopf Klinik



GPS address

Im Neunheimer Feld 400
69120 Heidelberg

Phone Number

06221.56.6999

Kopf Clinic emergency entrance

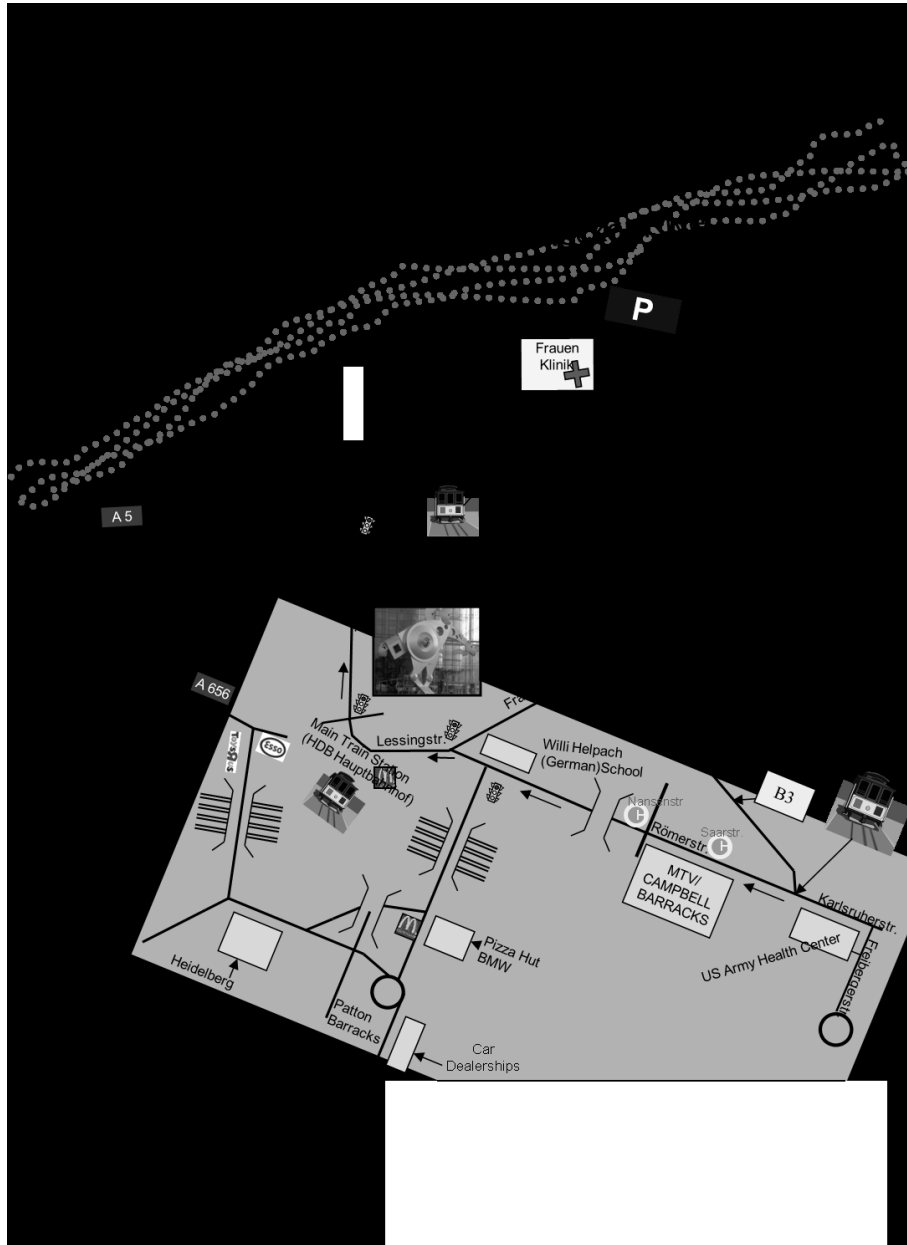
Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance: 3.98 miles (6.4 km)

- 1: **Exit Nachrichten Kaserne** and **turn left** onto Frieburger Straße toward Karlsruher Straße.
- 2: **Turn left** onto B3 / Karlsruher Straße. (0.4 miles)
- 3: **Stay straight**. Road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessingstraße as you pass the main train station on the left; it will turn into Mittermaier Straße. (0.3 miles)
- 6: Mittermaier Straße becomes Ernst-Walz-Brücke. (0.1 miles)
- 7: Ernst-Walz-Brücke becomes Berliner Straße. (0.8 miles)
- 8: **Stay straight** past the Shell gas station on the right
- 9: **Turn left** onto Im Neuenheimer Feld. (0.1 miles)
- 10: **Turn left** at the 3rd traffic light.
- 11: **End** at University of Heidelberg Kopf Klinik about 200 meters ahead on the right side.

Pay parking lots are available around the clinic area.

University of Heidelberg Frauen (Women's) Klinik



University of Heidelberg Frauen (Women's) Clinic



GPS Address

Vossstrasse 9
69115 Heidelberg

Phone Number

06221.56.7856

Frauen Klinik entrance

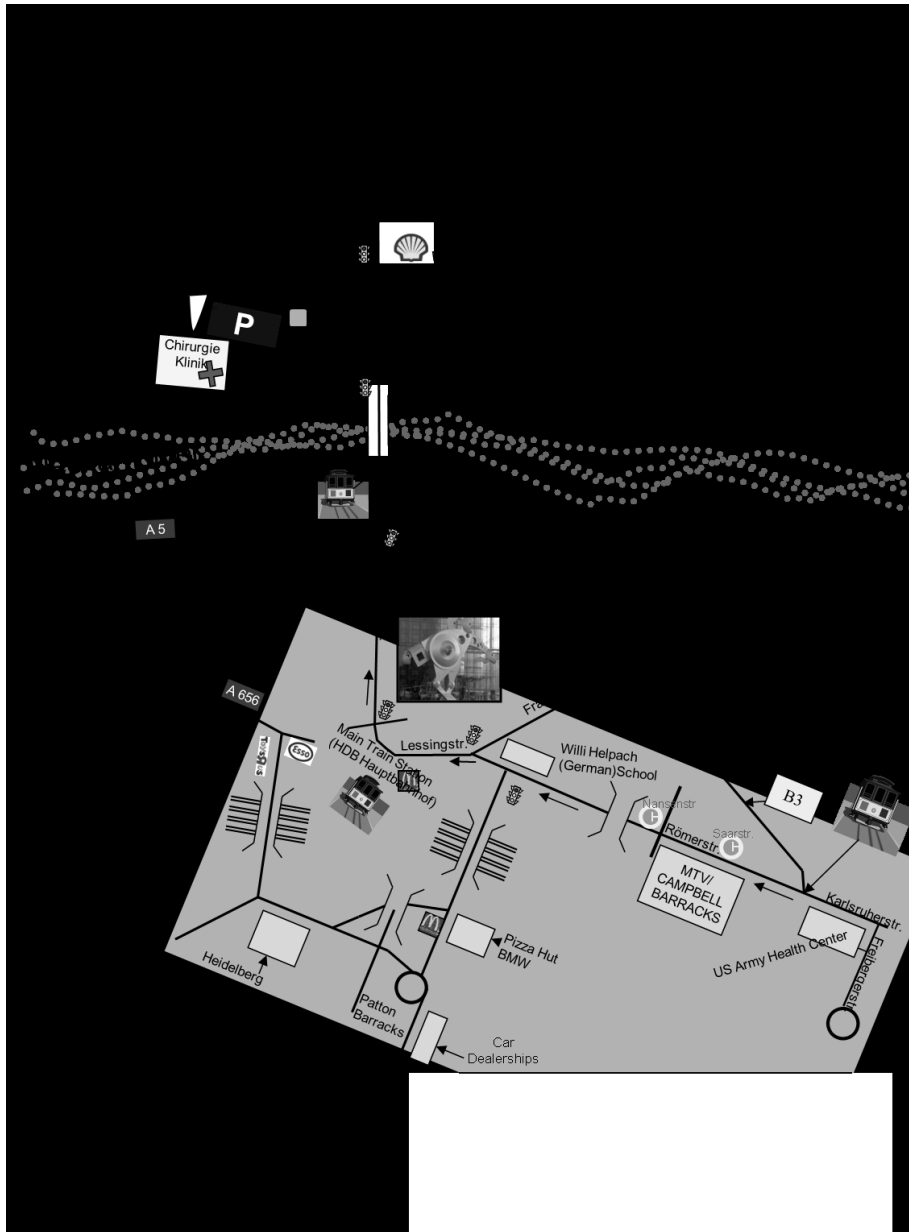
Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance: 2.88 miles (4.6 km)

- 1: **Exit Nachrichten Kaserne** and **turn left** onto Frieburger Straße toward Karlsruher Straße.
- 2: **Turn left** onto B3 / Karlsruher Straße. (0.4 miles)
- 3: **Stay straight.** Road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessingstraße as you pass the main train station on the left; it will turn into Mittermaier Straße. (0.3 miles)
- 6: **Turn right** onto Bergheimer Straße. 0.1 miles
- 7: **Turn left** onto Thibaut Straße. Flower shop on the corner. (0.1 miles)
- 8: **End** at University of Heidelberg Frauen Klinik.

There is underground parking one block ahead on the right side.

University of Heidelberg Chirurgische Klinik



University of Heidelberg Chirurgische Klinik



Chirurgische Klinik entrance

GPS Address

Im Neunheimer Feld 110
69120 Heidelberg

Phone Number

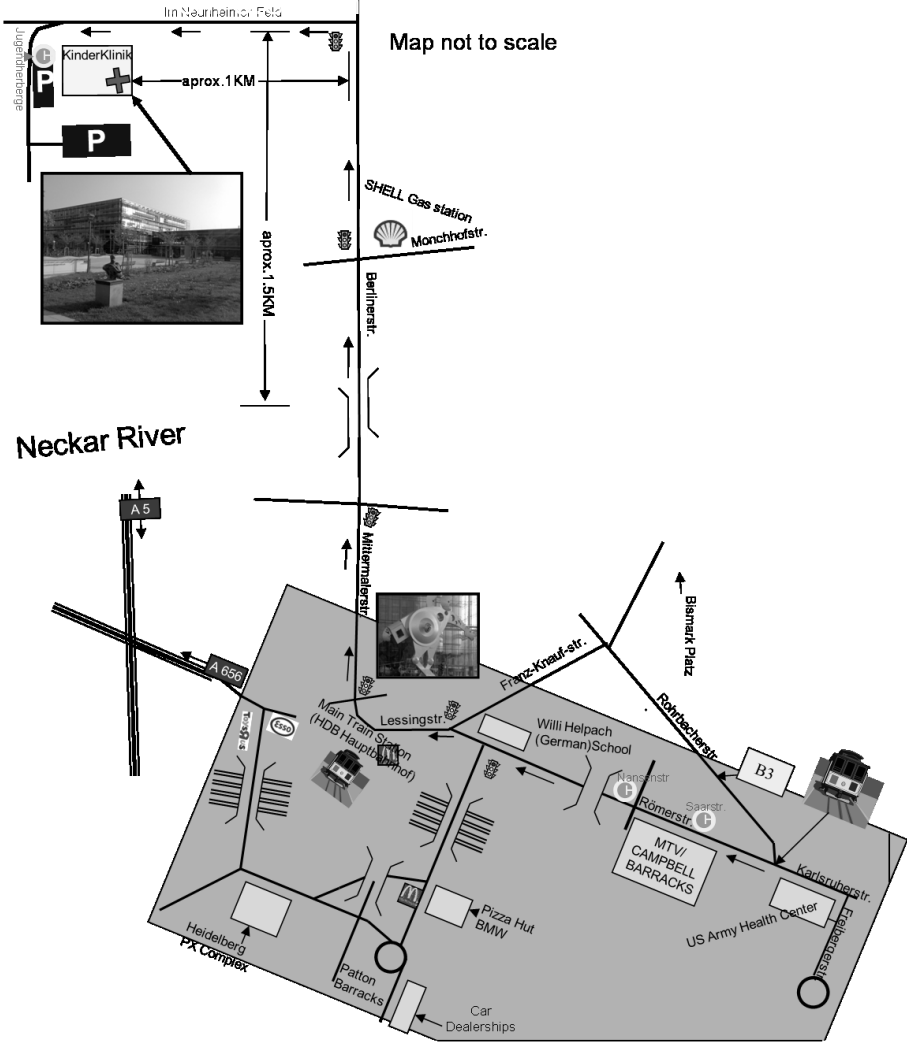
06221.56.6110

Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance: 2.9 miles (4.9 km)

- 1: **Exit Nachrichten Kaserne** and **turn left** onto Frieburger Straße toward Karlsruher Straße.
- 2: **Turn left** onto B3 / Karlsruher Straße. (0.4 miles)
- 3: **Stay straight**. Road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessing Straße as you pass the main train station on the left; it will turn into Mittermaier Straße. (0.3 miles)
- 6: Mittermaier Straße becomes Ernst-Walz-Brücke. (0.1 miles)
- 7: Ernst-Walz-Brücke becomes Berliner Straße. (0.8 miles)
- 8: **Turn left** onto Jahn Straße first left after the bridge. (0.1 miles)
- 9: **Turn left** and stay on Kirschner Straße / Im Neuenheimer Feld. Stop at parking security gate, push button to get a ticket, then enter.
- 10: **Stay straight** on Im Neuenheimer Feld. (0.1 miles)
- 11: **End** at University of Heidelberg Chirurgische Clinic on the left.

University of Heidelberg Kinder Klinik



University of Heidelberg Kinder Klinik



Kinder Klinik emergency entrance

GPS Address

Im Neunheimer Feld 430
69120 Heidelberg

Phone Number

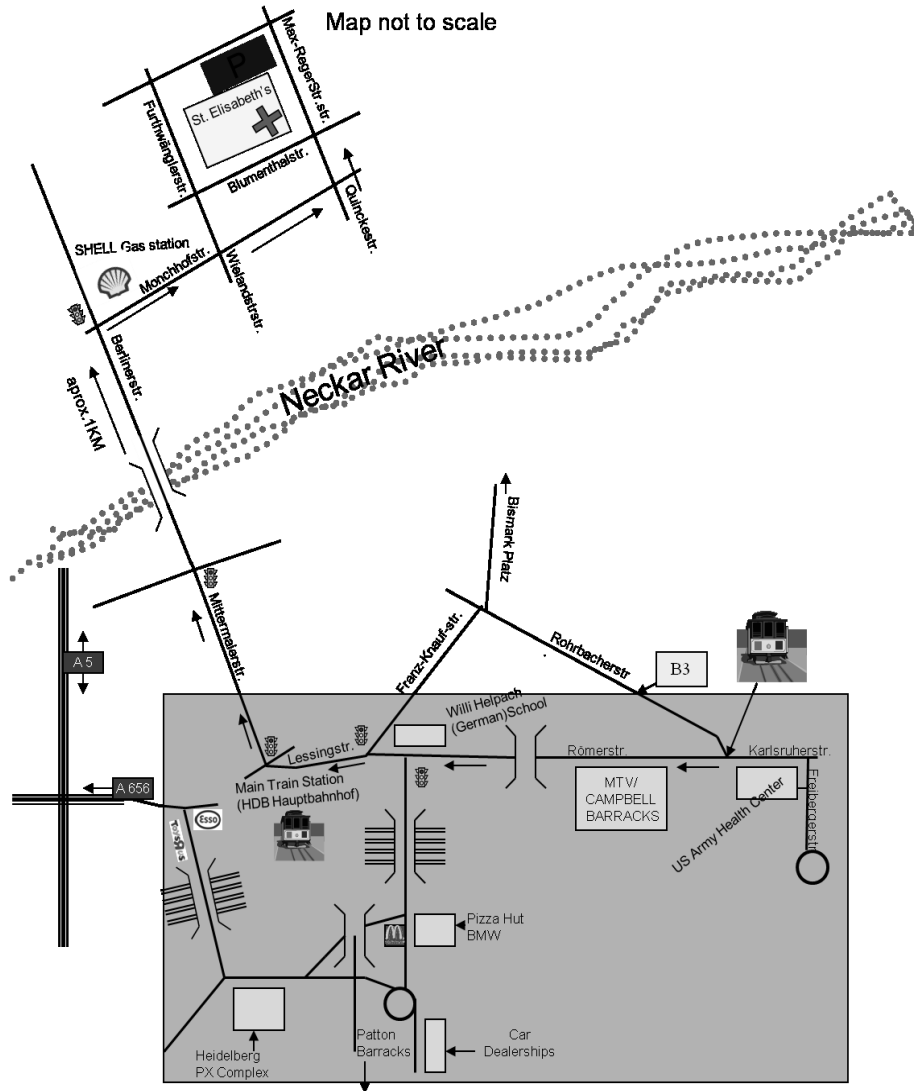
06221.56.2311

Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance: 3.65 miles (6.15 km)

- 1: **Exit Nachrichten Kaserne** and **turn left** onto Frieburger Straße toward Karlsruher Straße.
- 2: **Turn left** onto B3 / Karlsruher Straße. (0.4 miles)
- 3: **Stay straight**. Road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessingstraße as you pass the main train station on the left; it will turn into Mittermaier Straße. (0.3 miles)
- 6: Mittermaier Straße becomes Ernst-Walz-Brücke. (0.1 miles)
- 7: Ernst-Walz-Brücke becomes Berliner Straße. (0.8 miles)
- 8: **Stay straight** past the Shell gas station on the right
- 9: **Turn left** onto Im Neuenheimer Feld. (0.1 miles)
- 10: Follow Im Neuenheimer Feld past the Kopf Klinik.
- 11: **Turn left** at the T-intersection.
- 12: **End** at University of Heidelberg Kinder Klinik ER (Haupteingang)

Sankt Elisabeth Klinik



Sankt Elisabeth Klinik



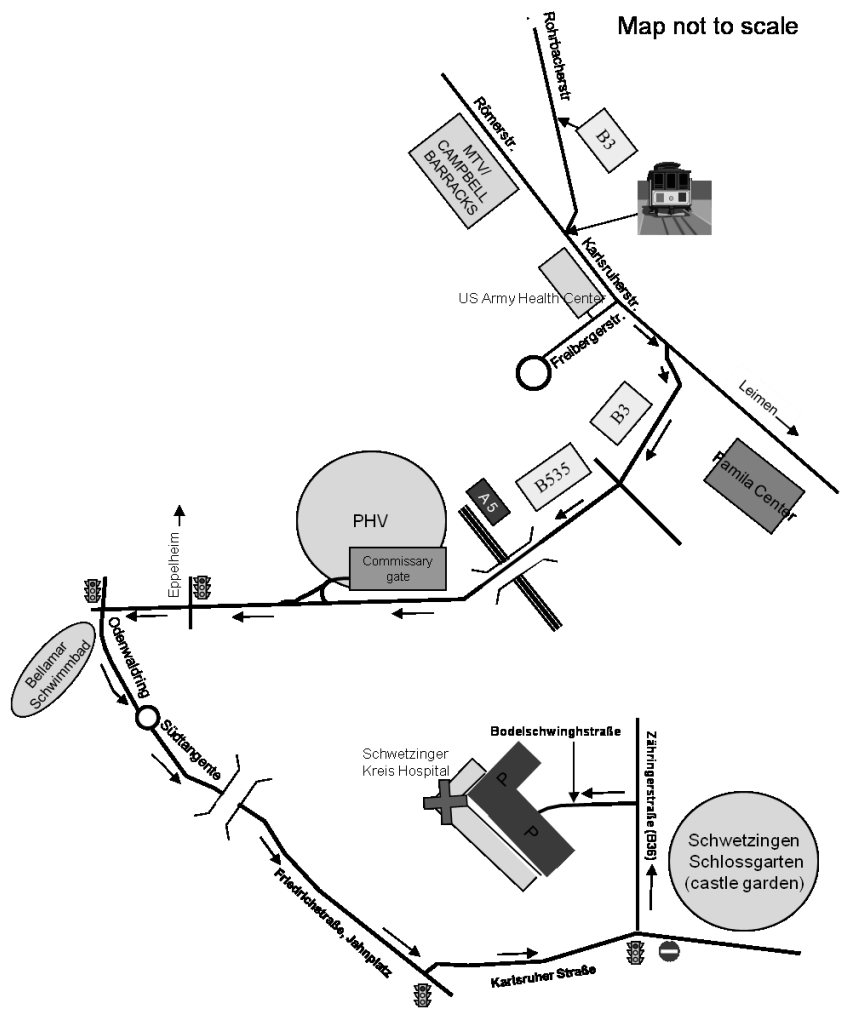
GPS Address
Max-Regerstr. 5-7
69121 Heidelberg

Phone Number
06221.488.0

Driving directions from the U.S. Army Health Center Heidelberg
Estimated distance: 4.18 miles (6.7 km)

- 1: **Exit Nachrichten Kaserne** and **turn left** onto Frieburger Straße toward Karlsruher Straße.
- 2: **Turn left** onto B3 / Karlsruher Straße. (0.4 miles)
- 3: **Stay straight**. Road changes name to Romerstraße. (1.3 miles)
- 4: **Turn slight left** onto Lessingstraße. (0.4 miles)
- 5: **Stay straight** on Lessingstraße as you pass the main train station on the left; it will turn into Mittermaier Straße. (0.3 miles)
- 6: Mittermaier Straße becomes Ernst-Walz-Brücke. (0.1 miles)
- 7: Ernst-Walz-Brücke becomes Berliner Straße. (0.8 miles)
- 8: **Turn right** at the Shell gas station onto Mönchhof Str.
- 9: **Turn left** onto Quincke Straße. (0.2 miles)
- 10: Quincke Straße becomes Max-Reger-Straße . (0.1 miles)
- 11: **End** at St. Elisabeth's Hospital on the left.

Schwetzinger Kreis Krankenhaus



Ample parking is available in front, behind, and to the side of the Hospital. The 1st half hour is free. Every half hour after that will cost .50€ up to a max of 4 € per day.

Schwetzingen Kreis Krankenhaus



GPS Address

Bodelschwinghstr. 10
68723 Schwetzingen

Phone Number

06202.84.30

Schwetzingen Kreis Krankenhaus

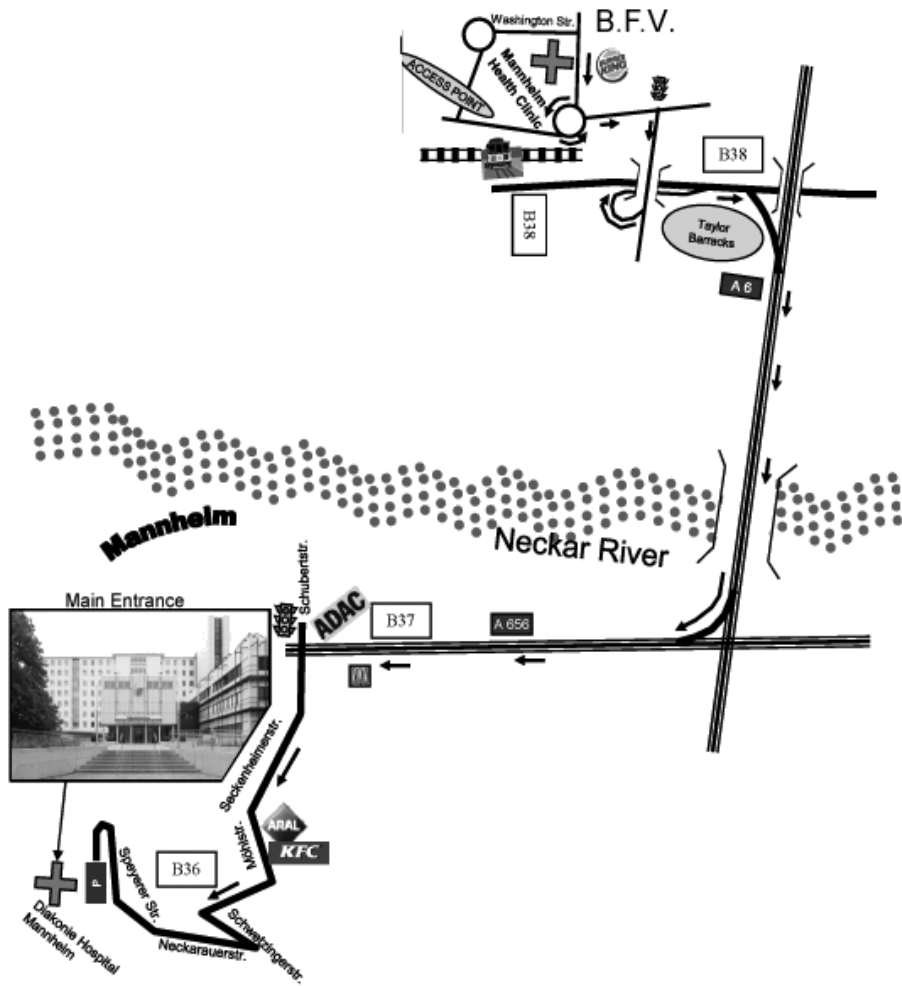
Driving directions from the U.S. Army Health Center Heidelberg

Estimated distance: 6.69 miles (10.7 km)

- 1: **Turn left** when departing Nachrichten Kaserne onto Freiburger Straße.
- 2: **Turn right** at traffic light on Karlsruherstr. Turn right. (.6 km)
- 3: **Make a slight right** to merge onto B3 (.5 km)
Road changes name to B535 1.7 km
- 4: **Take ramp on left** onto B535/Speyerer Straße. (2.4 km)
Continue to follow B535
- 5: **Stay straight** and pass Patrick Henry Village on the right. (.6 km)
- 6: **Turn left** at Odenwaldring. Stay on for 386 m.
- 7: **Enter roundabout** and leave at the 2 exit onto Südtangente.
Stay on Südtangente for 775 m.
- 8: **Leave Südtangente** and head straightforward onto Friedrichstraße,
Jahnplatz for 27 m.
- 10: **Leave Friedrichstraße** Jahnplatz
11. **Turn left** into Karlsruher Straße. Stay on for 93 m.
- 11: Leave Karlsruher Straße and turn left into Zähringerstraße (B36). The Schwetzingen castle garden is on the right. Stay on for 434 m.
- 12: **Leave Zähringerstraße (B36)** and turn left into Bodelschwinghstraße.
Stay on for 278 m until you reach Schwetzingen Kreis Krankenhaus.

Diakonie Hospital Mannheim

Map not to scale



Diakonie Hospital Mannheim



GPS Address

Speyerer Strasse 91-93
68163 Mannheim

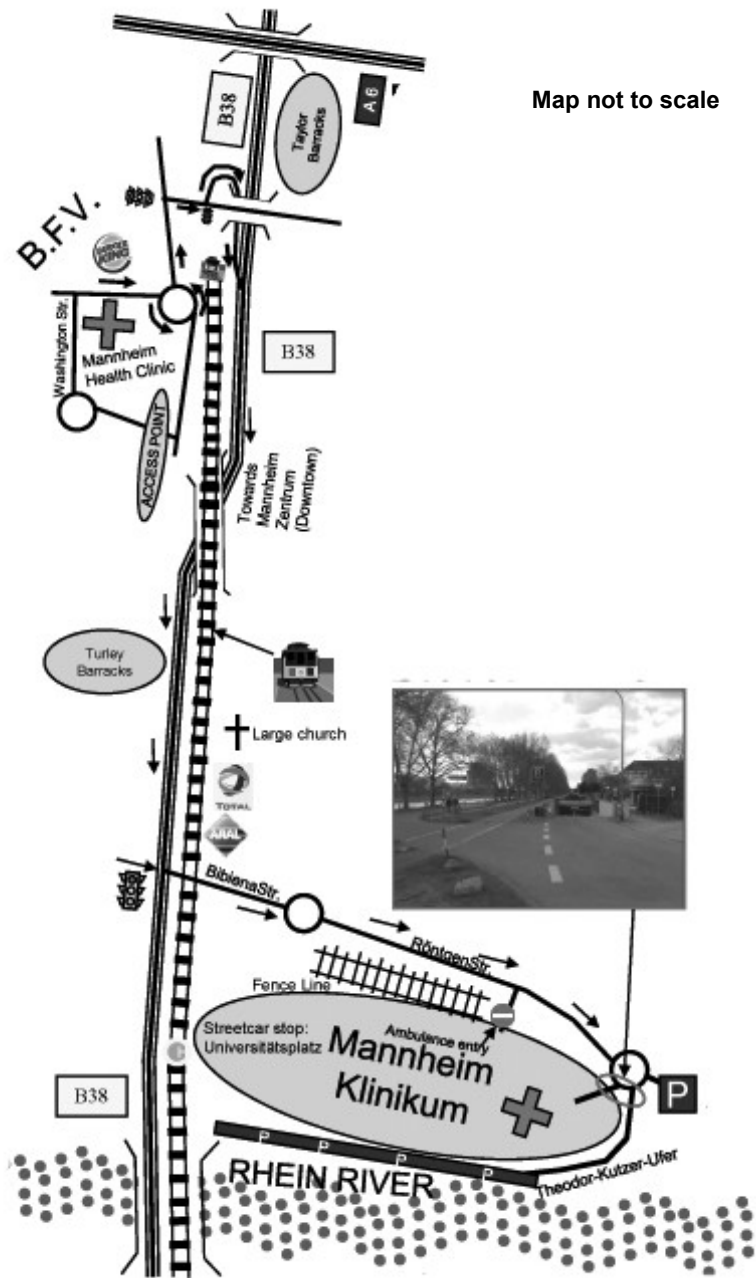
Phone Number

0621.81020

1. **Drive to the right** when departing the Mannheim clinic parking lot on Benjamin Franklin Village. Take another right in the direction of Friendship Circle passing Burger King on the left side.
2. **Go around the circle and take the 3rd right.** This will take you past a used car dealership on the right side.
3. **At the traffic light turn right** then go over the bridge and take the 1st right after the bridge.
4. This road will **merge onto B38** in the direction of Weinheim.
5. As you merge the road will say BAB.
6. There will be a sign for A 6. Take the **exit toward (to the right) Heidelberg.** Stay straight.
7. There will be a sign for Autobahn Kreuz Mannheim. This is where A6 meets A656. **Go right** on A 656 in the direction of Mannheim Mitte.
8. Continue on B 37. **Make a left** at Schubertstrasse.
9. Continue to **follow B 37** onto Möhlstrasse.
10. **Turn left** at Schwetzingenstrasse B36.
11. **Make a slight right** at Speyerer Strasse. The road is separated by a grassy island with trees. (You must drive to the end and back up on the other side of the island.) Make the U-turn at Meerwiesenstraße.
12. Diakonie Hospital is on the right.

Total Est. Distance: 10.1 miles (16.3 km)

Mannheim Klinikum



Map not to scale

Mannheim Klinikum



GPS Address

Theodor-Kutzer-Ufer 1-3
68167 Mannheim

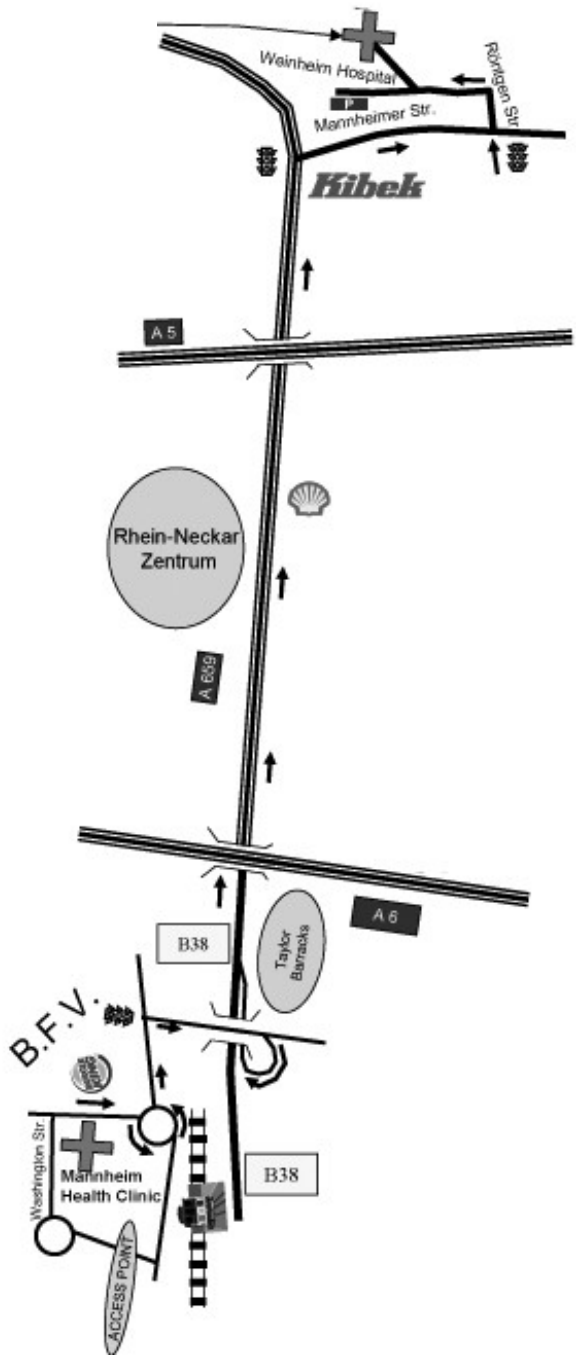
Phone Number

0621.3830

1. **Drive to the right** when departing the Mannheim clinic parking lot on Benjamin Franklin Village. **Take another right** in the direction of Friendship Circle passing Burger King on the left side.
2. **Go around the circle and take the 3rd right.** This will take you past a used car dealership on the right side.
3. At the traffic light **turn right** then pull into the 1st left turn lane. Turn left. There will be a white sign that says Mannheim 7 km.
4. The road you are on (Görxheimerstr.) will pass a Diner/Auto Exchange/Mr. Video. This road will **merge onto B38** in the direction of Mannheim Zentrum (downtown).
5. You will pass a Citroen car dealership off on the left side of this road. There will be a traffic light with a camera.
6. There will be a sign for the Klinikum just before the next light. **Stay straight**, the road goes under a Streetcar bridge. Turley Barracks (closed) will come up on the right side of the road.
7. The streetcar tracks are now on your left side. A large church will come up on the left 1 block after Turley Barracks.
8. There will be a Total gas station followed by an Aral gas station on the left side of the road.
9. **Get into the left turn lane. Turn left onto Bibiena Str.** then at the divided road intersection turn left after crossing the streetcar tracks. Follow the fence line on your right side.
10. Drive past the ambulance entry on your right side. Continue in the direction of the large antennae tower.
11. Follow the signs to Klinikum-Haupteingang to the right. There is a parking garage to the right or free parking is available on the river front.

Total Est. Distance: Turley 4.6 miles (7.4 km)

Weinheim Hospital



Weinheim Hospital



GPS Address

Röntgenstraße 1
69469 Weinheim

Phone Number

0620.1890

Directions

1. **Drive to the right** when departing the Mannheim clinic parking lot on Benjamin Franklin Village. **Take another right** in the direction of Friendship Circle passing Burger King on the left side.
2. **Go around the circle and take the 3rd right.** This will take you past a used car dealership on the right side.
3. At the traffic light **turn right** then go over the bridge and **take the first right after the bridge.**
4. This road will **merge onto B38** in the direction of Weinheim.
5. As you merge the road will say BAB and change its name to A659.
6. There will be a sign for A 6. Do NOT get on this road. **Stay straight, get into the middle lane.**
7. You will pass a shell gas station on the right side.
8. **Continue on A 659.** There will be a sign for A 5. Do NOT get on this road. Stay straight, the road you're on will change name again to B 38.
9. Continue to **follow B 38 to the 1st traffic light.** There is a large carpet and flooring store called Kibek off on the right side of the road. **Turn right at the light** onto Mannheimer Str.
10. **Turn left** at Röntgen Str.
11. **Make a slight left,** then follow the road to the marked parking.

Total Est. Distance: 6.4 miles (10.3 km)

Notes

Quick Reference Phone Numbers

U.S. Army Health Clinic Heidelberg

Nurse Advice Line:	00800.475.92330
Emergency care:	117, or 06221.57.117
Ambulance:	117, or 06221.57.117
Sexual Assault & Response:	0162.271.1413
Military Police (emergencies):	DSN 114, Civilian 06221.57.114
Clinic duty day phone number:	DSN 371-2605, Civilian 06221.17.2605
MP Desk:	DSN 388-2222, Civilian 06221.678.2222
Patient Advocate:	DSN 371-2666, Civilian 06221.17.2666
Patient Liaison:	DSN 371-2474, Civilian 06221.17.2474
Patient Liaison after hours:	DSN 371-2605, Civilian 06221.17.2605
EDIS:	DSN 371-2738, Civilian 06221.17.2738
EFMP:	DSN 371-2177, Civilian 06221.17.2177
Immunization Clinic:	DSN 371.3220, Civilian 06221.17.3220
Behavioral Health:	DSN 371-2690, Civilian 06221.17.2690
Optometry:	DSN 371-3407, Civilian 06221.17.3407
Pharmacy:	DSN 371-2673, Civilian 06221.17.2673
Pharmacy refills:	DSN 486-5601, Civilian 06371.86.5601
Physical therapy:	DSN 371-2201, Civilian 06221.17.2201
Preventive Medicine:	DSN 371-2899, Civilian 06221.17.2899
Community Health Nurse:	DSN 371-3115, Civilian 06221.17.3115
Social Work Services:	DSN 371-2084, Civilian 06221.17.2084
Health Benefits Advisors:	DSN 371-2362/2363 Civilian 06221.17.2362/2363

Quick Reference Phone Numbers (Continued)
U.S. Army Health Clinic Heidelberg

TRICARE Service Center:	DSN 371-3087/3088/2549 Civilian 06221.17.3087/3088/2549
Audiology:	DSN 371-2773, Civilian 06221.17.2773
Dermatology:	DSN 371-2139, Civilian 06221.17.2139
Family Practice:	DSN 371-3394, Civilian 06221.17.3394
Laboratory:	DSN 371-2602, Civilian 06221.17.2602
Patient Administration:	DSN 371-2176, Civilian 06221.17.2176
Pediatrics:	DSN 371-2177, Civilian 06221.17.2177
Radiology:	DSN 371-2647, Civilian 06221.17.2647
Soldier Clinic:	DSN 371.2533, Civilian 06221.17.2533
Wellness Center:	DSN 371-2706, Civilian 06221.17.2706
Poison Control:	DSN 486.7070, Civilian 06371.86.8255
Wounded Soldier and Family Hotline:	1-800-984-8523
Nutrition Care:	DSN 371.2747, Civilian 06221.17.2747
Orthopedics:	DSN 371-3444, Civilian 06221.17.3444
Public Affairs:	DSN 371-3130, Civilian 06221.17.3130

Notes

Notes

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.hqusareur.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)

Heidelberg Health Center

<http://ermc.amedd.army.mil/heidelberg/index.cfm>

(For latest health center information on hours and services and the most up-to-date version of this Guide to Host Nation Health Care in PDF format)

