



ERMC
EUROPE REGIONAL MEDICAL COMMAND



Honoring Warriors and the Army Family Covenant

U.S. Army Health Clinic Schweinfurt

Guide to Host Nation Health Care



Routine and Specialty Care



Maternity Care



Patient Liaisons



Emergencies and Surgery

and much more.....



The “Guide to Host Nation Healthcare” is a field manual to enhance your comfort when navigating your local medical community.

You will also get a lot of help from your Military Treatment Facility staff.

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



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



Bavaria Medical Department Activity Commander

Dear Bavaria Beneficiaries,

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

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

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

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

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

Fortress of Health, Army Strong!

Commander
U.S. Army Medical Department Activity, Bavaria

Letter from the Clinic Commander

To Our Valued Patients and Families:

The U.S. Army Health Clinic Schweinfurt is committed to providing you with the best quality health care possible. Occasionally, whether it be for specialty care or mission requirements, we may refer you to a Host Nation provider or health care facility.

As many of you know, the quality of health care in this country is exceptionally high and our TRICARE Preferred Provider Network (PPN) of doctors and hospitals is a reflection of that standard of excellence. We are fortunate in that Schweinfurt has some of the best health care available in the region.

Please read this booklet. It is your guide for accessing Host Nation medical care. It is your single source for information you will need for a successful visit to a PPN provider and will be a handy resource for you and your family.

The Schweinfurt TRICARE Service Center staff will help you coordinate all the care that you may need outside of the Clinic. It is very important that you visit the TRICARE Service Center during your in-processing to properly enroll you and your family to the Schweinfurt Health Clinic.

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

Please let us know how we can serve you better. We will listen. We have the time.

Commander
U.S. Army Health Clinic Schweinfurt



Bavaria Medical Department Activity

Mission

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

Vision

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

Our Services for You

You can make an appointment at the U.S. Army Health Center Schweinfurt at www.tricareonline.com or by calling Central Appointments at DSN 354-7901, civilian 09721.96.7901. If an appointment is not readily available or if you need specialty care not provided by the health center, you may be referred to a Host Nation provider.

TRICARE Prime Access Standards

It is extremely important that all Active Duty military and their command-sponsored Family Members enroll in TRICARE Prime at their servicing medical treatment facility. Enrollment can be accomplished either at in-processing or the MTF TRICARE Service Center. One significant benefit to Prime enrollment is the access to care standards that assure you receive timely, quality care. If timely care is unavailable at the U.S. Army Health Clinic Schweinfurt, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

Important: Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

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

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

Non-TRICARE Prime beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees may be seen at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

Host Nation Preferred Provider Network

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

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- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file cashless, claimless basis, filing claims for patients. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get **authorized**, covered care from a PPN provider.

Your local TRICARE Service Center staff will help you find a PPN provider or hospital when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa Web site.

TRICARE Eurasia-Africa

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

Your local TRICARE Service Center

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in building 201 on Leward Kaserne. The phone number is DSN 354-6687 / 6560 or civilian number 09721.96.6687 / 6560.

Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at www.tricare.mil/DEERS/

Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.



Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions, and other useful information. They can also help you understand required medical documentation and medical bills.

Host Nation Patient Liaisons

Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities or will accompany you on your first outpatient visit.

The US Army Health Clinic in Schweinfurt has patient liaisons that serve the entire Schweinfurt community. Their main purpose is to assist U.S. beneficiaries that are hospitalized in Host Nation Medical Treatment Facilities. They work in and out of their office Monday through Friday, 0730 – 1600 hrs. One of the patient liaisons is on call 24 hours a day, seven days a week for emergencies and serious illnesses/

injuries. If they are not at the office, they can be found visiting one of the hospitals in the Schweinfurt area.

Host Nation Patient Liaisons can:

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



The Host Nation Health Care Experience

The use of Host Nation medical facilities is not new. For many years, Host Nation hospitals have provided emergency care and treatment unavailable at U.S. Military Treatment Facilities.

Host Nation medical clinics and hospitals have much in common with those in the United States. Host Nation providers and staffs are highly educated professionals who provide excellent medical services. The last World Health Organization health system rating placed Italy, France, Luxembourg, the Netherlands, the United Kingdom, Germany, and Spain in the top 25 of the world's health systems of overall patient satisfaction. The U.S. was number 37.

Because we are overseas, remember that healthcare delivery follows cultural norms of the host country. Do not expect their medical system to be like ours.

General Observations

- **Language:** Though many Host Nation doctors may speak English, their staff may not. If you do not speak the Host Nation language, take a bilingual dictionary with you. Although your Host Nation Patient Liaison will provide you with a medical terminology translation booklet, your stay in the hospital can be an excellent opportunity to learn a few words of the Host Nation language.
- **Asking questions of your physician:** During rounds, junior physicians often

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accompany attending physicians. This can make it difficult for patients to feel comfortable asking questions. Write down your questions. During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some Host Nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.

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

Overnight Visitors

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



Packing for a Hospital Stay

During hospitalization, you may need:

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

- Phone numbers/ address book
- Clock for your bedside
- Car seat (this is German law!)
- Diapers

Please don't bring any valuables!

In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker. If you experience any problems during your stay, please inform your Host Nation Patient Liaison.

Emergency Medical Care

A medical emergency is one in which life, limb or eyesight may be in immediate danger. Time may be a critical factor during a medical emergency. Getting familiar with Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.



The Schweinfurt clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 112 if off post. You may also call the Military Fire Department at DSN 117 or civilian 09721.96.117, or call the Military Police station at DSN 114 or civilian 09721.96.114. If

you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 354-6835 / 6638, civilian 09721.96.6835 / 6638 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to a German clinic or hospital without a referral, you must call the International SOS emergency line at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 0800.4759.2330.



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

USAG Schweinfurt Emergency Phone Numbers 24/7

	DSN	Civilian
German Ambulance		09721.19222 (German speaking only)
German Police		110 (German speaking only)
Military Police	114	09721.96.114
German Fire Dept.		112 (German speaking only)
Military Fire Dept.	117	09721.96.117

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

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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) 06221.57.7099 from anywhere in Europe.

For Emergency Medical Care

Leopoldina Krankenhaus

Gustav-Adolf-Str. 8
Schweinfurt
Phone: 09721.7200

St. Josef's Krankenhaus

Ludwigstrasse 1
Schweinfurt
Phone: 09721.570

Both hospitals provide free medical care for TRICARE Prime enrollees and cost-shared care for TRICARE Standard enrollees. **Leopoldina** has the most specialized care and should be your first choice in the event of an emergency.

Civilian Ambulance Service

The U.S. Army does not provide ambulance service. You must be prepared to call and communicate with a Host Nation ambulance service. Some have English-speaking medical personnel. Some do not. It is your responsibility to know which one to call in an emergency. Your local Military Police and Fire Department 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.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

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

Emergency Rooms

Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

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

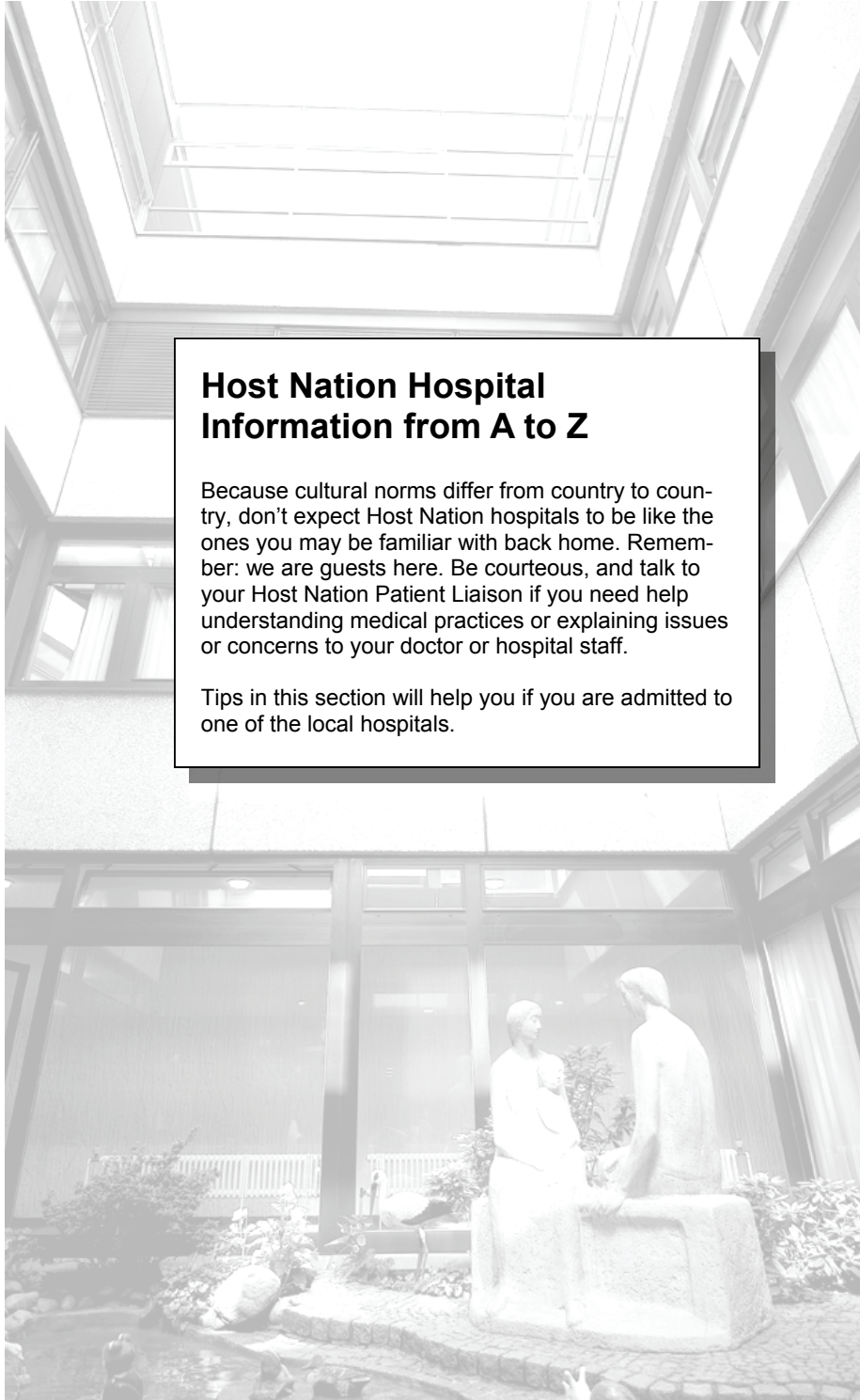
If you need a patient liaison or an interpreter call the Installation Operations Center at DSN 354-6708 or civilian phone number 09721.96.6708.

If you (Soldier or Family Member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a patient liaison if not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.



Notes





Host Nation Hospital Information from A to Z

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.

Host Nation Hospital Information from A to Z

Admission to the Hospital

A Beneficiary Counseling Assistance Coordinator at your TRICARE Service Center will discuss admission requirements and benefits with you prior to admission to a Host Nation hospital.

Upon admission, be prepared to complete some administrative formalities. You will need:

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

Alcohol

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

Birth Registration and TRICARE Enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent has been divorced, an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty

Soldiers who do not have a passport should take their military ID card and birth certificate.

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

Cell Phones

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

Discharge

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

Before leaving:

- Check out at your ward's nursing station.
- Ensure you have a prescription for the medication you will need for the entire course of treatment. Information about prescriptions is on page 17.
- Make sure you have your discharge summary.

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Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Hygiene problems might be caused and the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. Please ask the nursing staff. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.



Follow-Up Visits

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center may assist you in making follow-up appointments.

Health Insurance for Visitors in Europe

Unless a visitor to Europe is already an eligible TRICARE beneficiary, non-emergency medical treatment will not be available at U.S. Military Treatment Facilities or at TRICARE's expense at a Host Nation hospital or clinic. Medicare will not pay when the care is obtained outside of the United States.

Private insurance is available, however, from commercial health insurers and/or some travel agents. TRICARE-Prime beneficiaries enrolled in other regions must obtain pre-approval of all non-emergency care from the region where they are enrolled. Without such pre-approval, beneficiaries may face increased costs. Beneficiaries enrolled in other regions should also be prepared to prepay for medical care.

For emergency care when traveling or on temporary duty, active duty members and TRICARE Prime-enrolled family members may call International SOS at 00.44.20.8762.8133. ISOS will find the nearest military or civilian emergency room, and, if an admission is indicated, will work with the admitting facility to guarantee payment. The ISOS number is toll-free; they will also take collect calls or call you back.

For complete information on TRICARE requirements while traveling, visit your TRICARE Service Center or the TRICARE Eurasia-Africa Web site.

Leaving your Room

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

Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Be sure to let them know. Patients admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to heat up in the ward microwave. Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro to purchase snacks or drinks when needed.

Medical Reports

TRICARE beneficiaries should take any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning.

The medication is placed in a plastic dispenser which is marked morgens (morning), mittags (noon), nachmittags (afternoon), abends (evening). If you are unsure of the medication you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

Overnight Stays

In some hospitals spouses may stay overnight if they pay the overnight fee. The fee is usually between € 30 to € 50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

Parking

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

Patient Confidentiality

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

Personal Items

Host Nation hospitals do not provide personal items and toiletries. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

Phones

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

Prescriptions

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

Though a Host Nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. It is customary in the German Healthcare system that the patient report back to his/her family physician for follow-on care and prescriptions. However, there is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.



When you are discharged, ask your treating physician for a *Privatrezept* (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy.

In this case, be prepared to pay not only for your prescription but also an after-hour or Sunday surcharge. If you are a TRICARE beneficiary, you may contact your TRI-CARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt — you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

Opening hours for German pharmacies are usually 0800 – 1800 hours. One of the 24 **Apotheken** (pharmacies) in Schweinfurt is on call every day (including weekends and holidays) for a 24-hour period (0800 – 0800 hours next day).

Hospital Staff

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

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

As in our system, the nursing staff is not allowed to give you medical information (i.e., test or lab results). This information will be given to you by the physician. If you are uncertain whether you understand the nurses or they understand you, call the *Patientenbetreuerin* (Patient Liaison) for assistance. Nurses in Host Nation Facilities are not allowed to put in an IV line, give IV medication or draw blood. This is done by a physician. The exception is special ICU trained nurses.

Television

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

Getting Help After Hours

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

Useful Phone Numbers:

Schweinfurt Health Clinic	DSN 354-7901, civilian 09721.96.7901
24-hr Nurse Advice Line	00800.4759.2330
Host Nation Patient Liaisons	DSN 354-7062/7016/6922/6914/6155, CIV 9721.96.7062/7016/6922/6914/6155
ISOS (Eff. Sept. 1, 2010)	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

The Schweinfurt Health Clinic is open:

Monday to Thursday	0730-1630
Friday	0730-1200
Active Duty Priority Care	0630-0730
Training Holidays	Closed
Saturday and Sunday	Closed
Federal Holidays	Closed

Referred Care Services

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

The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and U.S. hospitals and clinics. The patient liaisons also coordinate your follow-up at the Schweinfurt Health Clinic. They may also assist with outpatient appointments.

Referred Care Team: The Referred Care Team is available to help when the Health Clinic is closed (after hours and on weekends). Contact is through the IOC at DSN 354-6708 or civilian 09721.96.6708.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.
TRICARE Medical Service Coordinator 09721.96.6687 / 6560 (DSN 354-6687 / 6560).

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMIC clinics help with referrals, answer questions on TRICARE benefits and policies and help patients understand the procedures of being referred to an off-post provider. You may call the Schweinfurt Clinic BCAC at DSN 354-6539 / 6979 or civilian 09721.96.6539 / 6979. Beginning Sept. 1, 2010, beneficiaries can contact ISOS with questions about benefits or for eligibility review and for authorization for an off-post appointment. This is true also for urgent care.



Notes





Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with Leopoldina Krankenhaus, St. Josef's Krankenhaus, and Orthopedic Hospital Schloss Werneck. These are all medical facilities that serve the Schweinfurt 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>

Leopoldina Krankenhaus

GPS Address

Gustav-Adolf-Str. 8
97421 Schweinfurt

Phone Number

09721.7200

Background/ History

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



Departments/ Services

Cardiology, Nephrology, Pulmonology, Gastroenterology, Oncology, Trauma and Orthopedic Surgery, Gynecology, Obstetrics, Breast Center, Urology, Neurosurgery, Craniocerebral Injuries, Brain Tumors, Cerebrovascular Diseases, Center for Vertebral Stabilization, Pediatrics, Juvenile Psychiatry, Oncology, ENT, Ophthalmology, and Oral and Facial Surgery.

Emergency Care

Leopoldina Krankenhaus in Schweinfurt has a 24-hour, fully-staffed **Notaufnahme** (Emergency Room). Enter through the main entrance and tell the staff at the reception desk what medical problem you have.

Floor Guide/ Directory

Note: There are no signs posted to direct you to the correct floor. Please use the floor guide below.

- FLOOR **8.OG** Kapelle (Chapel), Sky Café (Coffee Shop)
- FLOOR **7.OG** Gynäkologie (Gynecology), Geburtshilfe (Obstetrics)
- FLOOR **6.OG** Neurologie (Neurology), Neurochirurgie (Neurosurgery), Urologie (Urology)
- FLOOR **5.OG** Chirurgie (Surgery)
- FLOOR **4.OG** Medizinische/ Neurologische (Medical/ Neurological), Aufnahme (Emergencies), Intensiv Station (Intensive Care Unit), Stroke Unit (Schlaganfall)
- FLOOR **3.OG** Innere Medizin (Internal Medicine), Kardiologie (Cardiology)
- FLOOR **2.OG** Kinderklinik (Pediatrics), Kinder Intensiv Station (Pediatric Intensive Care Unit)
- FLOOR **1.OG** Chirurgische Intensiv Station (Surgical Intensive Care Unit)

- FLOOR **Erdgeschoss** (Entry Level)
Pforte (Information / Front Desk/ Patient Liaison), Aufnahme (Admissions Office), Kiosk, Bankautomat (ATM), Röntgen (X-Ray), ESWL, Labor (Laboratory), Brustzentrum (Breast Center)

- FLOOR **1.UG** Notfallchirurgie (Emergency Room), Operations Räume
(Operation Rooms)
- FLOOR **2.UG** Cafeteria, Patientengarten (Patient) Garden, Hubschrauber
Landeplatz (Helicopter Landing Area), Frisör (Hair Dresser)
- FLOOR **3.UG** Pathologie (Pathology)

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

Admission

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

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

Visitors

Hours:

Normal Stationen (Regular Wards)	1000 – 2000 hrs
Intensive Stationen (ICU Wards)	1400 – 1800 hrs
Kinderklinik (Pediatric Ward)	1100 – 2000 hrs
Kinderintensiv (Pediatric ICU)	1100 – 2000 hrs

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

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the second floor. If you do not want to receive visitors, please tell the nursing staff.

Telephones

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

Charges: One-time-deposit for the chip card is € 12. You will get the money back when you return the chip card. Basic fee per day: € 1. Phone fee per unit: € 0.10. Your phone card can be loaded at the machine next to the main entrance.

Television

Most of the patient's rooms have television and it may be used free of charge. Privately owned, portable TV's may **not** be used at Leopoldina. On some wards TV's are not allowed for reasons of possible detrimental effects on the health of some patients.

Parking

Use the parking garage on Hennebergstraße (next to Leopoldina). For a short period of time, and in the area of the ambulance entrance, parking is allowed. This parking is only for handicapped patients and emergent cases. Expect to pay your parking in euro.

Food/Snacks

The cafeteria “Piazza Leopoldina” with sun-terrace is located on the 2nd floor

Hours of Operation

Monday to Friday	0700-1900
Saturday, Sunday, German Holidays	0930-1900

Cafe “Leoncino” is located on the 12th floor

Hours of Operation

Tuesday to Sunday	1300-1900
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Religious Services

Protestant Service

Sundays and Holidays	0900 hours
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Catholic Service

Sunday	1000 hours
Wednesday	1830 hours

The chapel is located on the 12th floor.

Smoking

Smoking is prohibited in all patient areas, hallways and lobbies. Smoking is only allowed in a special area at the cafeteria and/or in the Raucherzimmer.

Overnight Stay

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



St. Josef's Krankenhaus

GPS Address

Ludwigstr. 1
97421 Schweinfurt

Phone Number

09721.570



Departments/ Services

St. Josef's Krankenhaus has a total of 260 beds. The different departments are: Internal Medicine, Nephrology, Gastroenterology, Cardiology, Obstetrics/ Gynecology, General Surgery, Plastic Surgery, Visceral Surgery, Orthopedics, ENT (Ear, Nose and Throat), Palliative Medicine.

Floor Guide/ Directory

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

Admission

The **Patientenaufnahme** is located on the second floor. As you get off the elevator it is right ahead of you.

Hours

Monday to Friday	0730 – 1630 hours
Saturday	0800 – 1130 hours
Sunday	Closed

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

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

Visitors

Regular Wards	0800 – 2000 hours
ICU Wards	1030 – 1230 hours 1630 – 1800 hours

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

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As soon as the inpatients are allowed to get out of bed, they may take their visitors

to the cafeteria or the hospital park. Both are located on the second floor. If you do **not** want to receive visitors, please tell the nursing staff.

Telephones

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

Charges: The deposit for the chip card is € 10. You will get the money back when you return the chip card. Fee per day: € 1. Fee per unit: € 0.10. Phone cards can be loaded at the machines next to the elevators on each floor.

Television

All patient rooms have television and it may be used free of charge. Privately owned, portable TV's may **not** be used at ST. Josef's Krankenhaus. There are no TV's in the ICU ward.

Parking

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

The charges are:

First hour	€ 1.00
Every 30 min afterwards	€ 0.50 not exceeding € 7.50 per day
Saturday and Sunday	€ 30.00 (for 48 hrs total)

Food/Snacks

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

Smoking

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

Overnight Stay

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

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

Orthopedic Hospital Schloss Werneck

GPS Address

Balthasar-Neumann-Platz 1
97440 Werneck

Phone Number

09722.210



Background

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

Services

Hip, knee and shoulder endoprosthesis, Arthroscopic operations of all joints, traumatology, Pediatric orthopedic operations (i.e., foot deformities, hip dysplasia), Spinal operations (intervertebral disc surgery, including minimally invasive procedures, spondylolysis), All types of orthopedic surgery for rheumatism

Departments

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

Admission

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

Overnight Stay

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

Visitors

Regular Wards	0900 – 2000 hours
ICU Wards	0800 – 2000 hours

Note: Sometimes you will have to wait before you can visit the patient due to the different patient care procedures in ICU.

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

As soon as the inpatients are allowed to get out of bed, they may take their visitors to the cafeteria or the hospital park. Both are located on the first floor. Visitors are expected to leave the room when physicians make their rounds. If you do **not** want to receive any visitors, please tell the nursing staff.

Telephones

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

Charges: The deposit for the chip card is € 10.00. You will get the money back when you return the chip card. Fee per day: € 0.87. Phone fee per unit: € 0.14. There are **no** cell phones allowed within the hospital.

Television

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

Parking

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

Food/Snacks

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

Smoking

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



Health care overseas can be an adventure



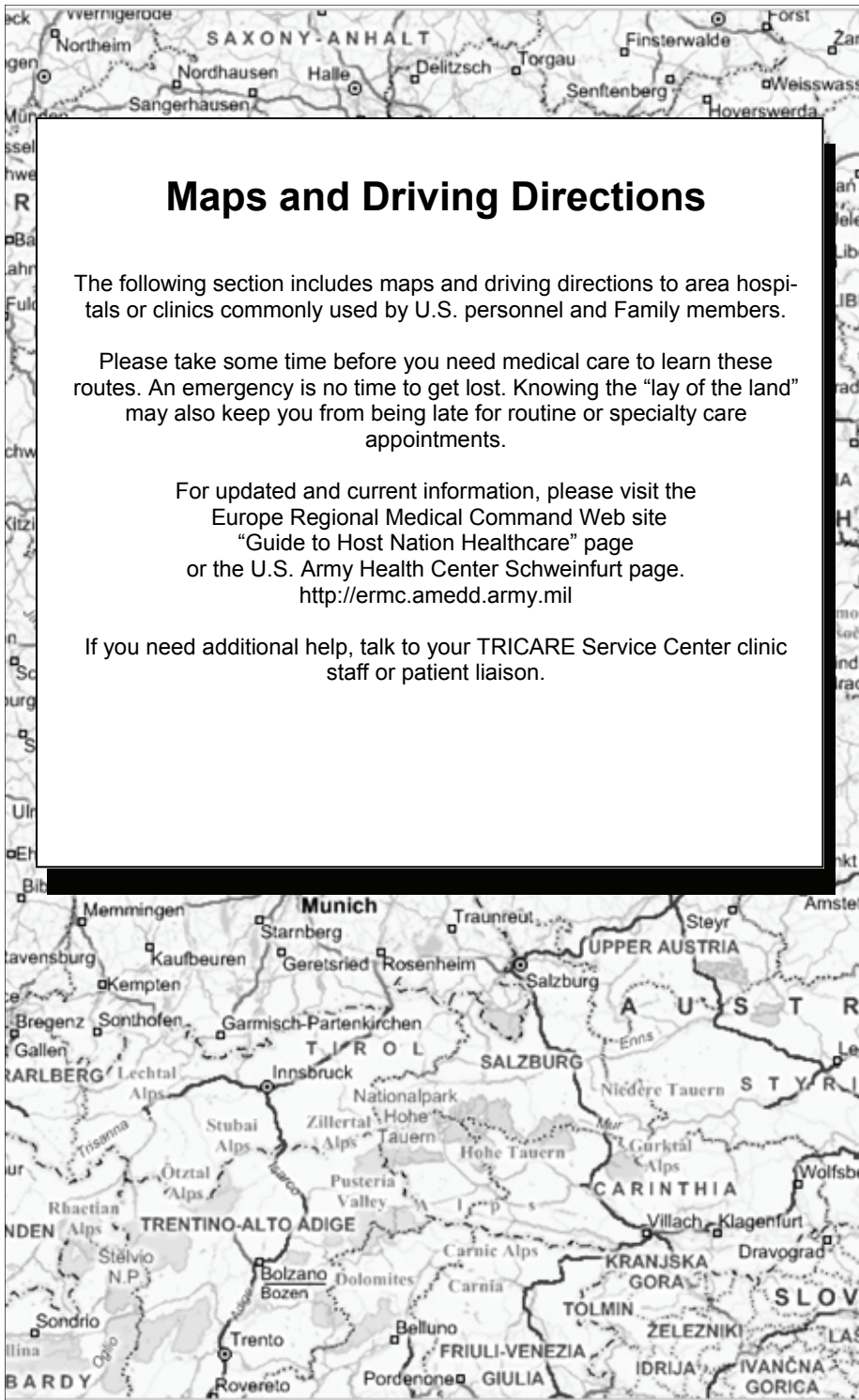
Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call
DSN 354-7062/7016/6922/6914/6155, civilian 09721.96.7062/7016/6922/6914/6155



Notes





Maps and Driving Directions

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

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

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

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

Leopoldina Krankenhaus

GPS Address

Gustaf Adolf Str. 8
97421 Schweinfurt

Phone Number

09721.7200

Driving Directions

1. Exit Ledward Barracks through the front gate. You will be on Niederwerrner Strasse.
2. Make a U-Turn at the first light, making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerrner Strasse through four traffic lights.
4. At "5 Points" intersection, which has five directions to choose from, stay in the lane that proceeds straight.
5. After one more traffic light, oncoming traffic is divided by a median. Get into the left lane. By now you will see signs to the Krankenhaus.
6. Stay in the left lane and turn left at the traffic light. Follow the signs to Bamberg Highway (26)(303). The Hotel Panorama is on the right.
7. Take a left at the next traffic light (**not** the U-Turn left). The Shell station is on the right.
8. Drive up the hill; the hospital will be on your left. The German word for emergency is "Notaufnahme."



St. Josef's Hospital

GPS Address

Ludwigstr. 1
97421 Schweinfurt

Phone Number

09721.570

**Driving Directions**

1. Exit Ledward Barracks through the front gate. You will be on Niederwerrner Strasse.
2. Make a U-Turn at the first light, making Ledward Barracks on the left and McDonald's on the right.
3. Continue straight on Niederwerrner Strasse and turn right at the first light after the McDonald's, which is Richard Wagner Strasse.
4. AT the next light, take a left, which is Ignaz Schoen Strasse.
5. At the 2nd light, take a right. There is a video shop and the Stein Apotheke (Wilhelm Strasse). St. Josef's Hospital is right in front of you at Ludwig Strasse #1. Parking is across the street.

Schloss Werneck Hospital

GPS Address

Balthasar-Neumann-Platz 1
97440 Werneck

Phone Number

09722.210

Driving Directions

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



Frequently Asked Questions

Host Nation Providers

What is the Preferred Provider Network?

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

Why should I use a PPN provider?

PPN providers provide routine and specialty care that may not be readily available at your local Army Medical Treatment Facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

How can I locate a PPN provider?

Your local TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa web site (see below) or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010, you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

Complaints / Compliments / Feedback

What if I have a complaint, compliment or concern about Host Nation care?

If you provide your e-mail address to the TRICARE Service Center during the referral process, a Host Nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Schweinfurt Patient Representative at DSN 354-6440 / 6658 or civilian 09721.96.6440 / 6658 or use the "Contact Us" feature on the TRICARE Eurasia-Africa Web site, or contact the clinic commander.

Host Nation Patient Liaisons

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

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

Where do I get follow-up care after being hospitalized in a Host Nation facility?

Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a Host Nation hospital. If you were seen as an outpatient in a German facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the Host Nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will need to be translated.

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.

How can Host Nation Patient Liaisons help?

Host Nation Patient Liaisons are fluent in English and the Host Nation language. They are familiar with medical terminology, can assist you with communication, and ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies, after hours, and on weekends.

If you are a Soldier or active duty Family member and are admitted to a Host Nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, the unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

What can the Host Nation Patient Liaison do for me?

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

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

What can I do to help myself?

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

TRICARE

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

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

When will TRICARE NOT pay my bills?

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than in an emergency).
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE.
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.
- If you are TRICARE-ineligible, (this may apply to parents and parents-in-law who are command-sponsored), command sponsorship does not include TRICARE coverage unless the parent/in-law is eligible for TRICARE in his/her own right, for instance, as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
 - When the care was provided more than a year ago, TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. Be sure to inform TRICARE of any non-referred care you received from a Host Nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

What are the contact numbers for the military treatment facility?

TRICARE Nurse Advice Line 00800.4759.2330
Provides medical advice and can book you an appointment in the MTF

U.S. Army Health Clinic Schweinfurt
Central Appointments DSN 354-7901
Civilian 09721.96.7901

TRICARE Service Center
Referrals: DSN 354-6638 / 6835, civilian 09721.96.6638 / 6835
Enrollment: DSN 354-6687 / 6560, civilian 09721.96.6687 / 6560

Bavaria District Hotline 0900 350 3104


TRICARE Area Office-Eurasia-Africa DSN 496-7432 / 7433 / 7434
Civilian 49.(0) 6302.67.7432
E-mail teoweb@europe.tricare.osd.mil

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

Quick Reference Phone Numbers

U.S. Army Health Clinic Schweinfurt

Emergency Care:	DSN 117 or DSN 114 Civilian 112
Ambulance:	DSN 117 / 114 Civilian 09721.96.117 / 114 19222 (German speaking only)
Nurse Advice Line:	00800.4759.2330
Military Fire Department:	DSN 117, Civilian 09721.96.117
Military Police:	DSN 114, Civilian 09721.96.114
MP Desk:	DSN 354-6766 / 6624 Civilian 09721.96.6766 / 6624
EDIS:	DSN 354-6257, Civilian 09721.96.6257
Clinic Duty Day Number:	DSN 354-7901, Civilian 09721.96.7901
Dental Clinic:	DSN 354-1720, Civilian 09721.96.1720
Public Health Nurse:	DSN 354-1750, Civilian 09721.96.1750
Military Sick Call:	DSN 354-6722, Civilian 09721.96.6722
Immunization Clinic:	DSN 354-6378, Civilian 09721.96.6378
Behavioral Health:	DSN 354-6231, Civilian 09721.96.6231
Optometry:	DSN 354-6837, Civilian 09721.96.6837
Pharmacy:	DSN 354-6137, Civilian 09721.96.6137
Physical Therapy:	DSN 354-6016, Civilian 09721.96.6016
Social Work Services:	DSN 354-6276, Civilian 09721.96.6276
Pharmacy Refills:	DSN 486-5601 Civilian 00800.7446.2500
Patient Advocate:	DSN 354-6440 / 6658 Civilian 09721.96.6440 / 6658
Patient Liaison:	DSN 354-7062 / 7016 / 6922 / 6914 / 6155 Civilian 09721.96.7062 / 7016 / 6922 / 6914 / 6155



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>

(ERMC 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)



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