LRMC Transformation Information Center

To help our beneficiaries stay up to date on how transformation and realignment of military forces in Europe affect your Military Treatment Facility (MTF), we have compiled a list of MTFs in the Landstuhl Regional Medical Center footprint with the latest information concerning changes at your clinic or health center. This list will be updated as soon as any change is announced as a result of transformation, as well as other information we feel is useful to our beneficiaries.

**Background:**

In August 2011, U.S. Army Europe (USAREUR) announced major changes in facilities and units in the Mannheim and Heidelberg areas. Concurrently, Europe Regional Medical Command is conducting a Europe-wide realignment of healthcare. Realignment of resources will affect the healthcare services provided to beneficiaries in some local communities.

LRMC and its Health Clinics are right-sizing in accordance with the reshaping of USAREUR forces. Whether your clinic is getting smaller, larger or remains the same as a result of transformation, LRMC is committed to maintaining the same level of high quality patient-centered healthcare.

**Baumholder Army Health Clinic**

**Changes on the Horizon:**

* An Advanced Open Access appointment structure has been adopted to increase availability to access and decrease wait times
* A renovated Embedded Behavioral Health Facility is scheduled to open approximately Spring 2013 on Smith Barracks

**Other Relevant Information Not Related to Transformation:**

* The mild Traumatic Brain Injury Clinic has decentralized and aligned with similar medical specialties within the Baumholder Army Health Clinic to impact greater access to care.

**Information Sources:**

* To schedule an appointment please feel free to use one of the following options:
  + Contact DSN 483-8080 or Commercial 06783-6-8080
  + Utilize TRICARE Online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* Utilize the toll-free Nurse Advice Line at 00800-4759-2330

**Kaiserslautern Army Health Clinic**

**Changes Already Taken Place:**

* Kleber Health Clinic moved into a new facility in October 2011
* Physical Therapy and Occupational Therapy services were added in March 2012 to support the enrolled population

**Changes on the Horizon:**

* Optometry services will be added to the list of services offered at the clinic in the near future
* There is an anticipated growth of approximately 1,700 patients, to include Soldiers and Civilians, within the year.

**Other Relevant Information Not Related to Transformation:**

* There is currently a hold on TRICARE Plus enrollments

**Information Sources:**

* To schedule an appointment please feel free to use one of the following options:
  + Contact DSN 483-1750 or Commercial 0631-411-1750
  + Utilize Tricare online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* + Utilize the toll-free Nurse Advice Line at 00800-4759-2330

**Heidelberg Army Health Clinic**

**Background:**

As part of the Army’s overall transformation plan within the European Theater, U.S. Army Europe (USAREUR) announced major changes in facilities and units in the Heidelberg and Mannheim areas with a projected departure of all troops by 2014. In Heidelberg, the hospital at Nachrichten Kaserne was redesignated as the Heidelberg Health Center (HHC) in July 2008 and subsequently as the Heidelberg Army Health Clinic in August 2012 based on the decreasing patient population, staff and services available. The Heidelberg Clinic is slated to close in July 2013.

**Changes Already Taken Place:**

* The Acute Care Clinic at the Heidelberg Health Clinic closed Sept. 30, 2011. There are no after-hours or weekend care services available at the health center, to include pharmacy services. Beneficiaries can now receive acute care through Host Nation Providers and emergency services at local medical facilities.
* Pharmacy reduced its hours to 8 a.m. to 5 p.m. Mondays through Fridays
* Dermatology has relocated to within the Soldier Team Clinic (STC) on the second floor of Bldg. 3617 with no change in services.
* The Soldier Primary Care section of the STC has consolidated with and moved into the Family Practice Clinic on the first floor of Bldg. 3617 with no change in services.
* The Wellness Center has consolidated with and moved to the Physical Therapy Clinic with no change in services.
* The Tricare Service Center is no longer open Wednesdays and Fridays due to staff shortages and has ceased new enrollments at their Nachrichten Kaserne office. All new enrollments (i.e. birth of a child) will need to be accomplished at the Tricare office in the shopping center complex.
* Mammogram services are no longer available at the Heidelberg Clinic. Appointments for mammograms can be made at Landstuhl Regional Medical Center via self referral by calling DSN 486-5037 or CIV 06371-9464-5037 or at host-nation medical treatment facilities in the Heidelberg/Mannheim area. Appointments on the local economy will require a referral from the Heidelberg Clinic.

**Changes on the Horizon:**

* The Heidelberg Clinic is scheduled to close in July 2013.
* The clinic transitions to acute care services for active duty and their family members only, beginning June 14, 2013. All other beneficiaries (i.e., DoD civilians, military retirees) will need to seek alternate health care services in the local area or at another military treatment facility, if desired, where space is available.
* The pharmacy also transitions its services to active duty and their family members June 14, 2013, filling only acute care medicines prescribed for same-day pick up. In addition, refill services will be discontinued June 14.
* The Heidelberg Army Health Clinic will scale back certain services beginning March 1, 2013, leading up to the facility’s closure:
* Due to personnel losses in the Radiology department, ultrasound services will cease March 1. All ultrasound services will be referred to either Landstuhl Regional Medical Center or host-nation treatment facilities in the local community.
* Also due to personnel losses, the Audiology section will curtail services to hearing testing only March 1, with complete closure of services May 1.
* The Physical Therapy clinic will close April 1, with the remaining provider and services being incorporated into the Family Practice clinic through its closure in June. Services will be limited to active duty only with all other patients being referred to LRMC or the local economy.
* The Wellness Center will close and start its transition to Wiesbaden April 1.
* In addition, the dining facility on Nachrichten Kaserne will end hot meal services March 1, with a transition to grilled items, salad bar, soups, and cold breakfast items. Breakfast services will end April 1 and the DFAC will cease operations May 1.

**Other Relevant Information:**

* Heidelberg Clinic beneficiaries remaining in the area after the clinic closes in June 2013 (i.e., retirees and family members) can enroll for care at Landstuhl Regional Medical Center.  
  LRMC is an alternative option, in addition to host-nation care, for continued health care needs. LRMC has made additional capacity to accommodate retirees and other eligible beneficiaries. For more information talk to your TRICARE representative or call LRMC TRICARE at 06371-9464-6374.

**Information Sources:**

* ERMC Care Call Center. Beneficiaries should call the ERMC Care Call Center to schedule an appointment or request a referral to a Host Nation treatment facility. The Call Care Center can be reached toll free at 00800-ERMC-CARE (3762-2273), DSN 371-2622, or Commercial 06221-17-2622.
* Patient Liaison Services. TRICARE referrals for appointments with Host Nation Providers ensure specialized and timely care. We have a network of outstanding German healthcare providers and hospitals that has been developed over many years, and we will continue to refer our patients to these providers with confidence. For more information call DSN 371-2362/2363 or Commercial 06221-17-2362/2363.
* Utilize Tricare online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* Utilize the toll-free Nurse Advice Line at 00800-4759-2330

**Livorno Army Health Clinic**

**Changes on the Horizon:**

Transformation is affecting U.S. Army Garrison Vicenza in regards to the garrison command going away and the garrison coming directly under Vicenza. However, beneficiary levels are projected to remain the same, so medical service to beneficiaries should remain the same and access to care for TRICARE beneficiaries will not change.

**NATO Army Health Clinic**

**Changes on the Horizon:**

Transformation in Europe is not anticipated to affect the NATO Army Health Clinic at this time.

**SHAPE Army Health Clinic**

**Changes on the Horizon:**

Transformation in Europe is not expected to affect the SHAPE Clinic at this time.

**Stuttgart Army Health Clinic**

**Changes Already Taken Place:**

* The medical staff was increased in 2011/2012 to accommodate the enrolled population, to include an additional optometrist, pediatrician, family practice providers and nursing staff. A Clinical Social Worker was embedded in Primary Care Clinic in February 2012.
* Appointment-only Immunization Clinic converted to walk-in clinic in February 2012.

**Other Relevant Information Not Related to Transformation:**

* Support staff will continue to grow due to Patient Center Medical Home.
* There is currently a hold on TRICARE Plus enrollments. TRICARE Plus enrollments are taken as space allows, based on the number of providers to patient population. Current numbers preclude additional enrollments at this time.

**Information Sources:**

* ERMC Care Call Center. Beneficiaries should call the ERMC Care Call Center to schedule an appointment or request a referral to a Host Nation treatment facility. The Call Care Center can be reached toll free at 00800-ERMC-CARE (3762-2273), DSN 371-2622, or Commercial 06221-17-2622.
* Patient Liaison Services. TRICARE referrals for appointments with Host Nation Providers ensure specialized and timely care. We have a network of outstanding German healthcare providers and hospitals that has been developed over many years and we will continue to refer our patients to these providers with confidence. For more information call DSN 430-7523 or Commercial 0711-680-7523.
* Utilize Tricare online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* Utilize the toll-free Nurse Advice Line at 00800-4759-2330

**Vicenza Health Center**

**Changes Already Taken Place:**

In September 2010, the Vicenza Health Center opened its doors to a new 141,000 square-foot facility, completing a $52 million investment by DOD to provide a facility for the expected increase in population in 2013. The new facility consolidated the medical and dental services in one location and provides a permanent fixed inpatient facility for Mother/Baby services. The new health center also includes space to expand for future services to included Same Day Surgery capability. In April 2011, Vicenza added Mammography services and started to offer limited Same Day Surgeries.

**Changes on the Horizon:**

* The Vicenza Health Center will add additional Primary Care providers to accommodate the increase in population. Confirmed changes in specialty services include the additional of an OBGYN physician, a Physical Therapist and a General Surgeon.
* While Vicenza and Aviano have collaborated for surgery services in the past, the major difference will be some of the cases will now be performed in Vicenza.
* The 173rd Airborne Brigade Combat Team is growing. As a result, the Vicenza Health Center will run the Troop Medical Center at the new Del Din site.

**Information Sources:**

* Utilize Tricare online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* Utilize the toll-free Nurse Advice Line at 800-877-660

**Wiesbaden Army Health Clinic**

**Changes Already Taken Place:**

* Pharmacy expansion and newly installed Prata Mini System to improve overall service
* Completed renovation of the Early Developmental Intervention Services (Bldg. 1526)
* Added two exam rooms to the Soldier Medical Readiness Center. More renovation scheduled.
* Secure Messaging implementation Summer 2012
* Newly Renovated Behavioral Health (Bldg. 1041) to open Fall 2012

**Changes on the Horizon:**

* Transforming to a Patient Centered Medical Home system of care in 2013. PCMH will allow an “Open Access” appointment structure that will increase availability and access to your healthcare team.

**Other Relevant Information Not Related to Transformation:**

* Support staff will continue to grow due to PCMH

**Information Sources:**

* Beneficiaries can contact central appointments to book primary care appointments by calling DSN 337-6620, or Commercial 0611-705-6620
* Patient Liaison Services 24 hours a day can be contacted directly at 0162-270-7746
* TRICARE Referrals for appointments with Host Nation Providers ensure specialized and timely care. We have a network of outstanding German healthcare providers and hospitals that has been developed over many years and we will continue to refer our patients to these providers with confidence. For more information call DSN 337-7191/6870 or Commercial 0611-705-7191 or 0611-705-6870
* TRICAREONLINE (Make appointments on-line) at <https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>
* Utilize Tricare online at:

<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

* Utilize the toll-free Nurse Advice Line at 00800-4759-2330

(Current as of 5 Feb 2013)