



ERMC

Europe Regional Medical Command

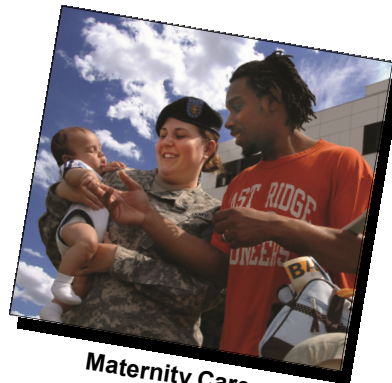
Honoring Warriors and the Army Family Covenant



U.S. Army Health Clinic, Livorno **Guide to Healthcare at Camp Darby**



Routine and Specialty Care



Maternity Care



Patient Liaisons



Emergencies and Surgery

and much more.....

What if I get sick or hurt when the clinic is closed?

You can:

- Go to the Emergency Room, Directions are on page
- MP desk (DSN 633-7575 or commercial 050.54.7575) and request an Italian ambulance or request an interpreter meet you at the hospital for assistance when available, as the interpreter-on-call is a volunteer-based service
- Call 118 directly for an ambulance (English-speaker not guaranteed)
- 24/7 nurse helpline at 800.788847 for questions pertaining to your injury/illness and what to do
- Poison Control: (Landstuhl Regional Medical Center) 0049.6371.867070 (24 Hr); (Milan) 02.6610.1029



Quick Reference Phone Numbers U.S. Army Health Clinic Livorno



Nurse Advice Line:	CIV: 00.800.877.660
Ambulance (Italian):	118
Military Police: (emergencies, ambulances, after hours translators)	DSN 633.7575 CIV: 050.54.7575
Primary Clinic number:	DSN: 633.7357/8 CIV: 050.54.7357/8
Appointments:	DSN: 633.7357/8 CIV: 050.54.7357/8
Patient Advocate:	DSN: 633.7896 CIV: 050.54.7896
Pharmacy refills:	DSN: 633.7338 CIV: 050.54.7338
TRICARE Service Center:	DSN: 633.7883 CIV: 050.54.7883
Patient Liaisons:	DSN: 633.7357/7245/7485/7869/7928 CIV: 050.54.7357/7245/7485/7869/7928
LRMC Poison Control:	DSN: 314.486.7070 CIV: 0049.3671.867070
Italian Poison Control:	02.6610.1029
Livorno Dental Clinic:	DSN: 633.7328 CIV: 050.54.7328

**The “Guide to Healthcare at Camp Darby”
is a field manual to enhance
your comfort when navigating your
local medical community.**

You will also get a lot of help from your clinic staff.

Be sure to visit our website at:
<http://ermc.amedd.army.mil/livorno/>



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Letter from the Landstuhl Regional Medical Center Commander

An assignment in Europe allows you the opportunity and excitement of learning and experiencing new cultures. Part of that experience may include receiving healthcare from a host Nation medical provider-if the treatment you need is not available at your clinic.

Landstuhl Regional Medical Center (LRMC) maintains robust specialty care medical services and will continue to be a priority for our Active Duty and family members. It is important to note that when you medical needs are provided for by our host Nation medical partners, the care delivered by our Belgian, German, and Italian medical counterparts is also outstanding.

Your local TRICARE services center stands ready to facilitate your visit as a part of our comprehensive system that is in place to guide you to the medical care process.

This Guide is designed to answer frequently asked questions about Host Nation healthcare treatment in your local area to include: how to schedule appointments, help to get to the clinics or hospitals, and what to expect upon arrival.

This guide should cover all aspects of host Nation medical treatment. If you feel something is missing or needs correction, please let us know. The mantra of LRMC is one of quality through continual process improvement and provider-patient collaboration and communication. Sharing your thoughts and suggestions is encouraged and will help us or be better. Selfless Service!

Commander
Landstuhl Regional Medical Center



Letter from the Clinic Commander

Dear Beneficiary,

The U.S. Army Health Clinic Livorno serves as the patient centered medical home for Camp Darby. We are a primary care clinic, with limited special care services, that prides itself on prevention. We are also committed to ensuring that you receive well-coordinated and easy-to-access emergency and specialty care services through our translators, patient liaisons and Preferred Provider Network of community providers.

We invite you to become familiar with our health clinic by checking out our website, liking us on Facebook, talking to our TRICARE representatives, and registering for TRICARE on-line. Come and see us by booking your appointment online at www.tricareonline.com or calling us.

Your concerns and comments are valuable to us and help our team ensure that we meet your expectations and your goals. You may provide comments in person, via phone, in writing, via the mailed satisfaction surveys, or the ICE comment system whose link is on our website. Contact information is provided in this booklet.

We are proud to serve such an incredible population in an amazing location.

Clinic Commander
U.S. Army Health Clinic, Livorno



Livorno Army Health Clinic

Mission:

To serve as the patient centered medical home for Camp Darby, Italy-providing world class health care for our beneficiaries while promoting readiness and training.

Vision:

To consistently surpass all patient expectations by providing exceptionally high quality, efficient, accessible and safe health-care; engendering our patient's absolute trust; thereby becoming the ERMC recognized clinic leader in primary health-care operations.

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Livorno Army Health Clinic

Medical Services Available

Primary Care, Optometry, Well Women Care, Hearing Testing, Military Physicals, Laboratory, Pharmacy, Radiology, Physical Therapy, Behavioral Health.

The Livorno Health Clinic **DOES NOT** handle any emergencies. You should go to the Emergency Room or call an ambulance. That information is provided in this booklet on page 10.

Hours of Operation

Monday/Tuesday/Wednesday/Friday: 0730-1630 (first appointment is at 0800)

Thursday: 1300-1800 (acute walk-in clinic from 1600 –1745)

Closed: Weekends, US Holidays, and US Army Europe Training Holidays

Appointments

You can make appointments at www.tricareonline.com or by calling our appointment line at DSN 633.7357/8 or civilian 050.54.7357/8 .

TRICARE Prime Access Standards

TRICARE Prime access-to-care standards assure you receive timely, quality care. 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 the clinic on a **space-available** basis. *To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a local provider.*

Patient Centered Medical Home (PCMH)

A PCMH is a team-based model of care led by a personal physician who provides continuous and coordinated care throughout a patient's lifetime to maximize health outcomes. The PCMH practice is responsible for providing for all of a patient's health care needs or appropriately arranging care with other qualified professionals. This includes the provision of preventive services, treatment of acute and chronic illness, and coordination of all medical care.

The Livorno Health Clinic is your PCMH at Camp Darby. We work hard and are constantly improving our processes and procedures to provide better, well coordinated care with a focus on prevention. You can expect us to use this team approach to coordinate both medical and preventative care. We will work to contact you about preventative screening issues and care issues as needed. You are free to contact your physician or their team any time via phone or the secure messaging system anytime and we will respond as promptly as possible, and not more than 72 business hours after you contact us.

Tricare Service Center (TSC)

The Tricare Service Center (TSC) is your “one stop shop” for in-processing, coverage and authorization information and liaison support.

Be sure to visit the Benefit Services Representative during in-processing to verify your TRICARE eligibility and enrollment status. It is located in Room 19 in the health clinic. The phone number is DSN 633-7306 or civilian 050.54.7306. 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/

The Health Benefits Advisor (HBA) (Room 17, DSN: 633.7883 or CIV: 050.54.7883) can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Italian facility. They can help with all questions and concerns about coverage, authorizations, claims, and billing. If you are unsure, go to the TSC prior to going to an appointment.

The HBA will also help schedule your initial appointment with the Italian 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. In Pisa and Livorno, you may also use their services, as available, for outpatient visits scheduled at local hospitals if needed and as available. Please note that not all outpatient visits can be attended by a liaison.

Patient Liaisons can be contacted at DSN 633.7357/7245/7485/7869/7928 or civilian 050.54.7357/7245/7485/7869/7928. Liaison duty hours are 0730-1630 Monday through Friday. After duty hours and on the weekends we utilize a volunteer interpreter system that can be accessed by calling the Livorno MP Desk at DSN 633-7575 or civilian 050.54.7575.



Host Nation Patient Liaisons can:

- Conduct routine daily visits to inpatients to assess treatment progress and address evolving concerns
- Ensure that the USAHC-Livorno Medical Director and Commander are informed on the status of all patients receiving care at the HN facility
- Assist all patients (inpatients and outpatients) with the discharge process; furnish written Discharge Summary Plan (DSP) outlining the events of care received at the HN facility and detailing recommended treatment and follow-up plans
- At discharge, schedule follow-up appointments at the USAHC-Livorno with your primary care physician
- Talk to your local physician to get up-to-date information on your medical condition and treatment plan

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- 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
- Assess and interpret patient concerns to determine specific assistance needs.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge
- Provide local resources for medical supplies and pharmacies
- Provide on-site assistance at the local hospitals for outpatient encounters (ER visits, consultations, diagnostic procedures, etc.) as available or required by medical necessity/complexity. Many outpatient encounters may not have liaison attendance, although they are always available via phone
- Translate and transcribe in a timely fashion, all pertinent medical documentation generated by each patient encounter at an Italian facility
- Coordinate in association with other DOD agencies, patient transfer to other MTFs

*Patient liaisons are available to all patients, but the priority is to TRICARE PRIME beneficiaries. This includes inpatient visits, outpatient visits, ER Visits, and Medical Report Translations.

*Inpatient visits have the overall priority, all other functions are as available.



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 local emergency care options and civilian ambulance services **before** an emergency is strongly recommended.



The Livorno health clinic **DOES NOT** provide emergency care. For medical emergencies, go to the hospital nearest you or dial 633-7575 on post, 118 off post, or call the MP station at 050.54.7575 from off post. Visits to the ER no longer require authorization from TRICARE although it is recommended that you call the clinic's TSC as soon as possible.

If you are unsure about what to do call the toll-free Nurse Advice Line at 00.800.877.660, 24 hours a day.

Pisa/Livorno area Emergency Phone Numbers 24/7

	DSN	Civilian	
Ambulance	633.7575	050.54.7575	Calls the MP Desk
Ambulance		118	Off post
Police		112 or 113	Carabinieri or Polizia
Fire Dept.	633.7575	050.54.7575	
Fire Dept.		115	Off post
Military Police	633.7575	050.54.7575	Emergencies only

While traveling, active duty and active duty family members can call International SOS toll-free for help finding an ER or collect at 0800.181.8505.

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 0049.6221.67.7099 from anywhere in Europe.

Civilian Ambulance Service

The U.S. Army **DOES NOT** provide ambulance service. There are two ways to call an ambulance. If you call the MP desk, an interpreter will call the ambulance for you. If you call the Italian National Medical number 118, you may not reach someone who speaks English and must be prepared to 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.

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

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Know which 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.

The Primary ER for the Pisa/Livorno Area is Cisanello hospital in Pisa. The alternative is the Livorno Hospital

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 are being asked to sign, talk to your TRICARE Service Center or patient liaison. After duty hours call the MP desk. Many times interpretations can be and will be conducted on the phone. In situations that warrant the presence of the interpreter, one will join you at the hospital as available. Be certain to provide a mobile telephone number to the MP Desk along with a clear explanation of the situation. Bring a minimum of €30 for incidental costs. Parking costs approximately €5. Only cash is accepted.

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



Host Nation Health Care

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

Local 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.

Here are a few general observations about Italian health care practices:

- **Language:** Though many host nation doctors may speak English, their staff may not. English is less prevalent in Italy than in other European countries. 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 Italian 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 Italian 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:** Privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
 - 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.

Host Nation Preferred Provider Network

In Italy, the TRICARE Europe Preferred Provider Network, or PPN, consists of health care providers who agree to provide care to TRICARE beneficiaries. 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 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 Europe

The TRICARE Europe Web site at www.tricare.mil/tma/europe/ offers a wealth of information for beneficiaries, including benefit information, forms, mail order pharmacy contact information, Preferred Provider Network contact information and much more.

Packing for a Hospital Stay

During hospitalization, you may need:

- A list of medications you are currently taking
- Cellular Phone
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euros for telephone or items you may wish to buy.
- Dictionary (a Host Nation Patient Liaison can give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- Bottled water (mineral water is common in the hospitals)
- Phone numbers/ address book
- Car Seat (as applicable)
- Diapers (as applicable)

Please don't bring any valuables!



Host Nation Hospital Information from A to Z

Because cultural norms differ between countries, don't expect Italian 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 one of the local hospitals.

Host Nation Hospital Information from A to Z

Admission to the hospital

The Health Benefits Advisor at the 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 or International SOS 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 Certificates

- After the birth of a child in a local hospital you will need to get the Italian birth certificate. At Camp Darby, that is almost always done at the Pisa Town Hall. The TSC and the HBA will give you directions and instructions. It is normally ready about 10 business days after the birth.
- After you have the Italian birth certificate, the legal office does the translation, and the passport office helps you to apply and receive the US Consulate Certificate of Birth Abroad (OCONUS US Birth Certificate) and a passport for the child
- The DEERS office can accept the translated Italian Certificate to enter the child into DEERS
- The Tricare Service Center can enroll the child into TRICARE after the child is 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 or at least until you are able to be seen at the clinic.
- Make sure you have your discharge summary.
- Take all your valuables

Enrollment in Tricare

Done with the Benefits Service Representative at the TSC. Bring:

- Military Orders
- Soldiers who do not have a passport should bring their military ID card.
- Spouses need passports, military ID, and original or certified copy of the marriage certificate.
- Birth Certificates for each child.

Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. No potted plants or plants with soil are permitted.

Follow-Up Visits

Usually a follow up appointment with your primary doctor at the clinic will be made shortly after discharge. Additional appointments with the Italian providers that were involved in the care will likely need another referral from your primary physician.



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. Be sure to let them know.

Provided food is dependent on the patient's condition and the doctor's orders, but 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 the 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, birth control, 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 *mattina* (morning), *mezzogiorno*(noon), *pomeriggio* (afternoon), *sera* (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. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

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.

Parking

Parking at the Cisanello and Livorno hospitals is free if you show your ID card and tell them you are from Campo Darby. There are pay lots available. San Rossore has free parking. Additional parking is allowed near the Cisanello ER area for the purpose of discharging and picking up ER patients .

Patient confidentiality/Privacy

Providers in Italy have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

Personal Items

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

Phones

Bedside phones may not be available. It is advisable to take a cell phone.

Prescriptions

The Livorno health clinic will **not** fill prescriptions from Italian providers, unless a clinic provider agrees and orders the medication. This will require a visit to the clinic and this is not always available, especially on the weekends. The patient liaisons are available during your stay and at your departure to assist you in purchasing the proper medications from the **Farmacia** (pharmacy).

Though a local 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 Italian Healthcare system that the patient report back to his/her community or 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.



Therefore, when you are discharged, ask your treating physician for a **ricetta** (prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to an Italian pharmacy. On the weekends and holidays, the liaisons can help you find the nearest open pharmacy.

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.

Private Rooms

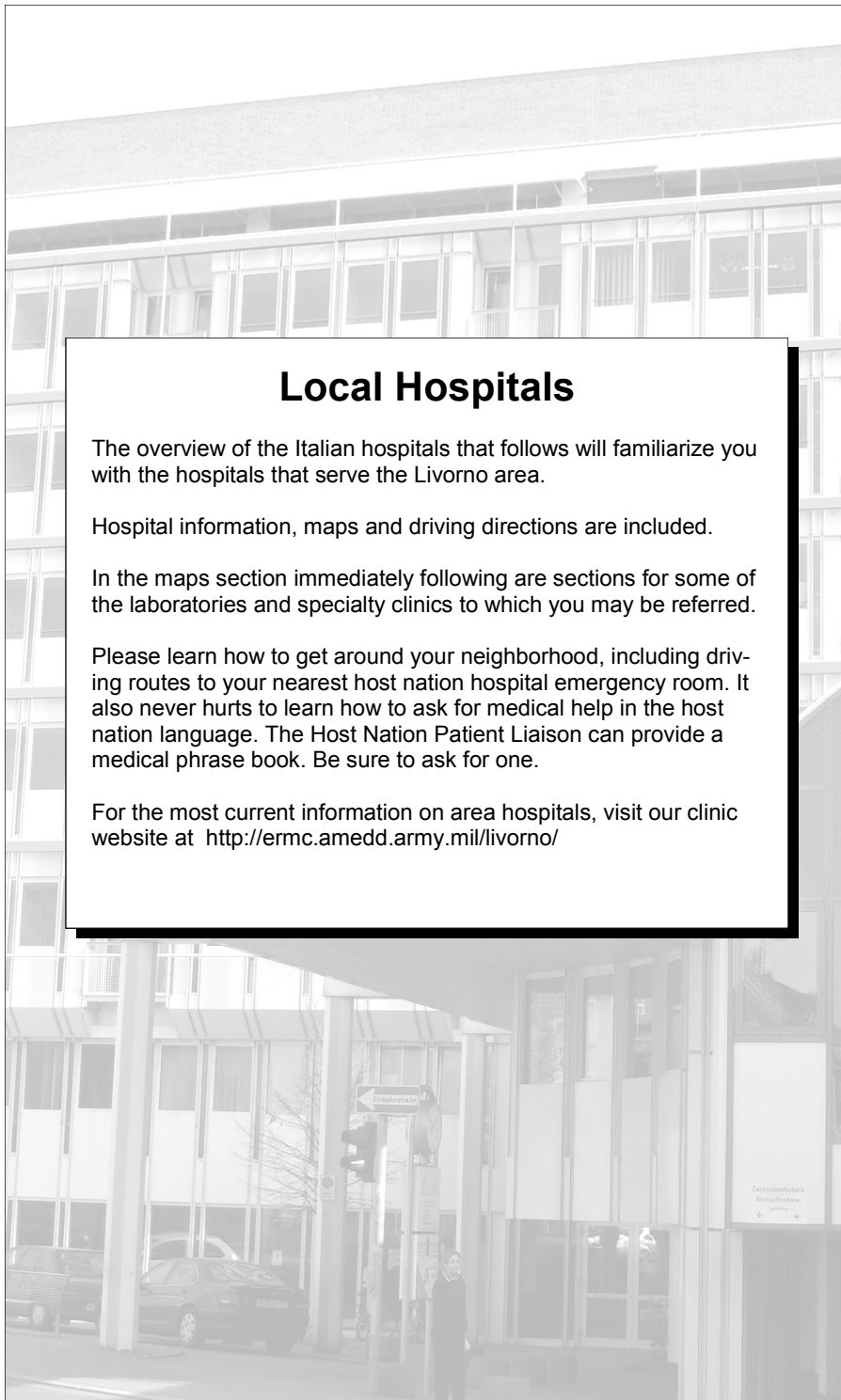
TRICARE pays only for a double room, unless there is a medical necessity. In some hospitals, private rooms are available but may be at extra cost which you will be responsible. Ask the TSC or liaisons if you are not sure.

Television

Not all rooms has its own personal television screen (small) and headphones for radio programs. Please note that all programming is in Italian. Patients may bring their own portable laptop computers, DVD and MP3/Walkman players with headphones (required to avoid disturbing the other patients).

Smoking policy

Smoking is forbidden inside the buildings. Smoking outside the buildings on the grounds is usually permitted, however.



Local Hospitals

The overview of the Italian hospitals that follows will familiarize you with the hospitals that serve the Livorno area.

Hospital information, maps and driving directions are included.

In the maps section immediately following are sections for some of the laboratories and specialty clinics to which you may be referred.

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 our clinic website at <http://ermc.amedd.army.mil/livorno/>

Hospital Services Matrix

Hospital	E m e r g e n c y R o o m	O u t - p a t i e n t C l i n i c s	I n - P a t i e n t	F r e e P a r k i n g	O B E R - P r e t e r m	O b s t e t r i c s - T e r m
Cisanello	X	X	X	X		
San Rossore		X	X	X		X
Santa Chiara (Pisa)		X	X		X	
Livorno	X	X	X	X	X	X



Cisanello Hospital

Cisanello Hospital

Via Paradisa 2
56124 Pisa
Reception Desk Tel. (0039) 050 -
995.111
or 996.111 (24 hrs a day)



Emergency Room:

YES, primary ER for the area. Full service. Separate pediatric emergency area.

Outpatient Clinic:

Yes, all specialties. Used intermittently depending on the specialty needed.

In Patient Admissions:

Yes, primary admission here are acute illness that present to the ER, such as Appendicitis or chest pain. Hospital is a public hospital associated with a school of medicine and has all services available.

Hospitalization

As a rule, the liaison will help you with the admission. You should have your authorizations and ID card. Prior to a known admission, contact the TSC.

Visiting Hours

Each department has its visiting hours. However, the most general and common visiting hours are:

Morning: 1230- 1345 hrs

Afternoon: 18300 - 2000 hrs.

At admission, it is advisable to ask the department's chief nurse about visiting hours. On the pediatric wards, one parent can stay all the time.

Food

There is a bar near the newspaper shop and a restaurant in the front of the vehicle entry gate.

Other Services

Religious assistance is available on request.

Parking

There is a free parking lot.



Cisanello Hospital

Directions

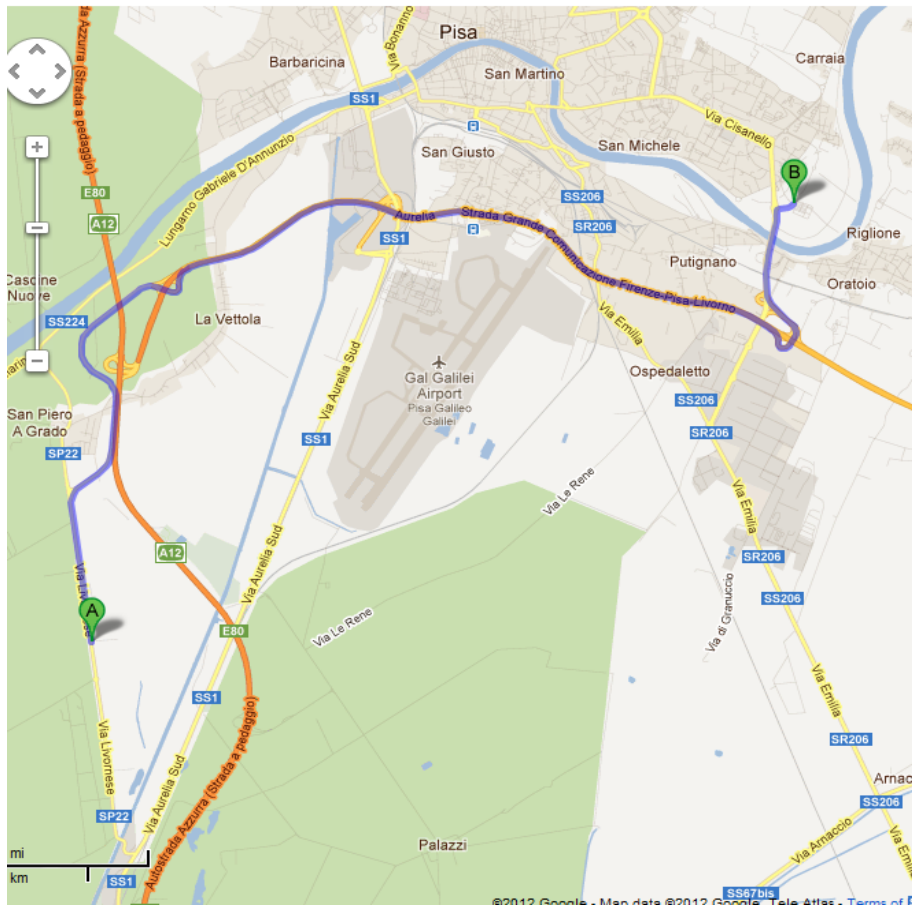
Turn left on **Via Livornese/SP22** towards Pisa, go straight through the first roundabout and bear right at San Piero A Grado.

Keep left at the fork, follow signs for Firenze/Pisa Centro and merge onto Strada Grande Comunicazione Firenze-Pisa-Livorno (FiPiLi)

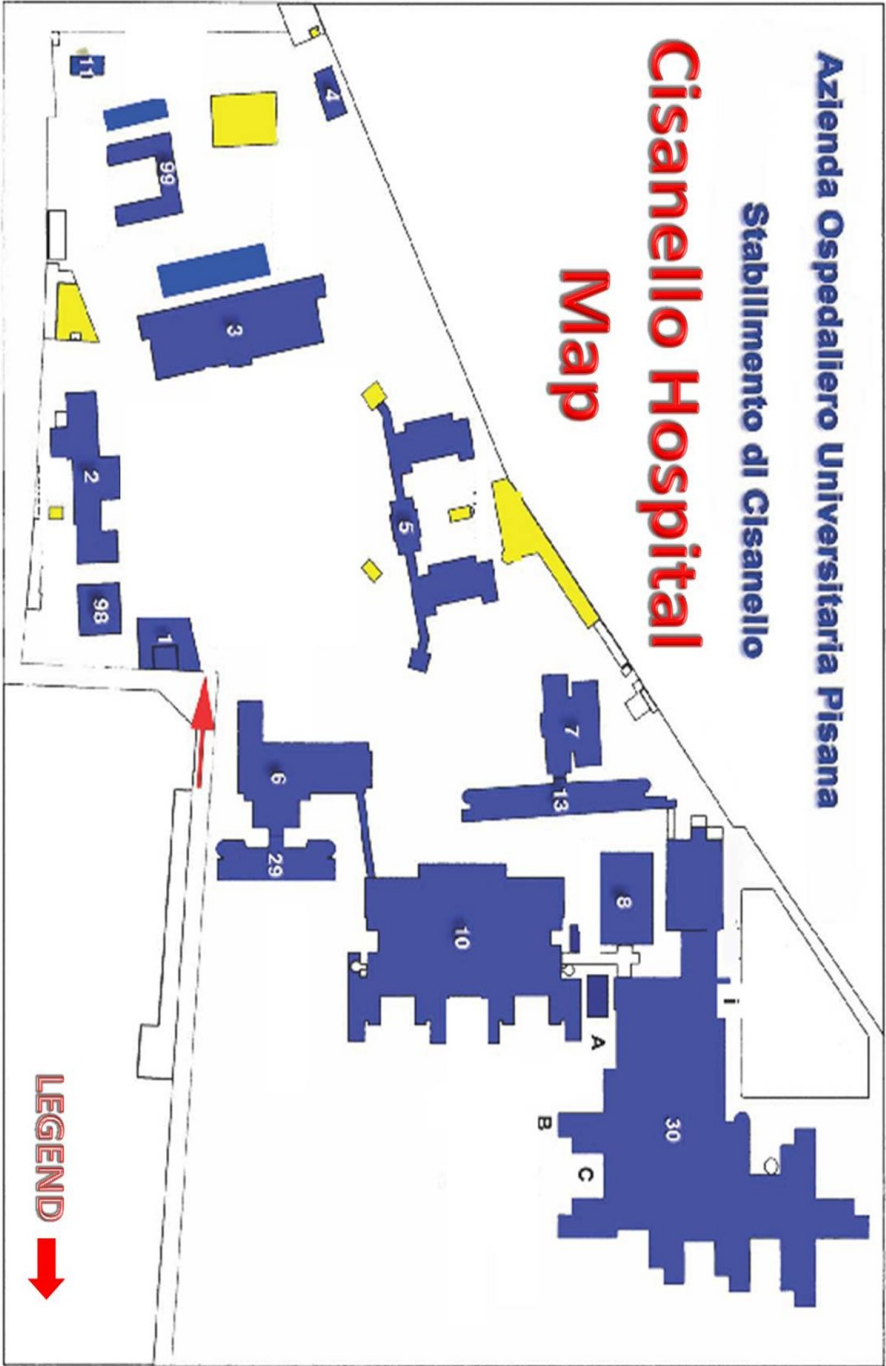
Exit at Pisa Nordest and stay to the right, merge onto Via Giovanni Gronchi (towards Lucca)

At first roundabout, take 1st exit. There is a “ospedale/pronto soccorso” sign.

There is a parking lot on the right. This is free and there is a free shuttle bus to the hospital. There is also closer pay parking.



Cisanello Hospital



Cisanello Hospital

- BUILDING #1:** Centro Riscossione Ticket/Accettazione Amministrativa
TICKET/ADMISSION OFFICE
- BUILDING #2:** U.O. Analisi Chimico Fisiche - LABORATORY Dept
U.O. Microbiologia universitaria - MICROBIOLOGY Dept.
U.O. Immunoematologia 2 - IMMUNOHEMATOLOGY 2 Dept.
- BUILDING #3:** U.O. Chirurgia Plastica - PLASTIC SURGERY Dept.
Centro Grandi Ustioni - SEVERE BURNS CENTER
U.O. Ortopedia 1 Univ. - ORTHOPEDECS 1 Dept.
U.O. Chirurgia della Mano e Microchirurgia Ricostruttiva - HAND SURGERY & RECONSTRUCTIVE MICROSURGERY Dept.
U.O. Chirurgia Maxillo Facciale - MAXILLOFACIAL SURGERY Dept.
- BUILDING #4:** Centrale di Sterilizzazione ETO - ETO STERILIZATION CENTER
- BUILDING #5:** U.O. Medicina Generale 4 - GENERAL MEDICINE 4 Dept.
Sez. Dipart. Allergologia Clinica - CLINICAL ALLERGOLOGY Dept.
Sez. Dipart. Geriatria - GERIATRIC Dept.
- BUILDING #6:** U.O. Radiodiagnostica 2 - RADIODIAGNOSTIC 2 Dept.
U.O. Chirurgia Generale 1 Univ. - GENERAL SURGERY 1 Dept.
U.O. Chirurgia nell'Uremico e nel Diabetico Univ. - UREMIC & DIABETIC SURGERY Dept.
U.O. Chirurgia Vascolare - VASCULAR SURGERY Dept.
U.O. Chirurgia Generale e trapianti di fegato - GENERAL SURGERY & LIVER TRANSPLANT Dept.
U.O. Nefrologia trap e Dialisi 1 - NEPHROLOGY TRANSPLANTS AND DIALYSIS 1 Dept.
U.O. Epatologia - HEPATOLOGY Dept.
Sez. Dipart. Anestesia Rianimazione - ANESTHESIA & REANIMATION Dept.
- BUILDING #7** U.O. Endocrinologia 1 Univ. - ENDOCRINOLOGY 1 Dept.
& U.O. Endocrinologia 2 Univ. - ENDOCRINOLOGY 2 Dept.
- BUILDING #8** U.O. Malattie Metabol. E Diabetologia Univ. - METABOLIC DISEASES & DIABETOLOGY Dept.
- BUILDING #10:** U.O. Angiologia Univ. - ANGIOLOGY Dept.
U.O. Cardiochirurgia Univ. - CARDIOSURGERY Dept.
U.O. Chirurgia Toracica Univ. - THORACIC SURGERY Dept.
U.O. Malattie Cardiovascolari 1 Univ. - CARDIOVASCULAR DISEASES 1 Dept.
U.T.I.C.- ICU INTENSIVE CARE UNIT
U.O. Pneumologia/Fisiopatologia
Respiratoria Univ. - PULMONOLOGY 1&2 Depts.
U.O. Anestesia Rianimazione 5 Cardiotor. - CARDIOTHORACIC ANESTHESIA & REANIMATION 5 Dept. –
Medicina Nucleare - NUCLEAR MEDICINE
Sez. Dipart. Endoscopia Toracica - THORACIC ENDOSCOPY Dept.
- BUILDING #11:** Obitorio - MORGUE

Cisanello Hospital

- BUILDING #13:** U.O. Malattie Infettive - INFECTIOUS DISEASES Dept.
U.O. Neuroriabilitazione Univ. - NEUROREHABILITATION Dept.
U.O. Epatologia Laboratori - HEPATOLOGY LABORATORIES Dept.
- BUILDING #29:** Ambulatori INTRA MOENIA - FREELANCE OFFICES
Ambulatori Tao Controlli Post Trapianti - OAT THERAPY & POST TRANSPLANTS OFFICES
- BUILDING #30:** U.O. Nefrologia dei Trapianti e Dialisi 1 e 2 Univ. - TRANSPLANTS & DIALYSIS NEFROLOGY Dept.
U.O. Gastroenterologia - GASTROENTEROLOGY Dept.
U.O. Medicina Generale 5 - GENERAL MEDICINE Dept.
U.O. Radiodiagnostica 1 Univ. - RADIODIAGNOSTIC Dept. -
- BUILDING #98:** U.O. Anatomia Patologica 1 Univ. - ANATOMIC PATHOLOGY Dept.
- BUILDING #99:** Ambulatori di Linfodrenaggio - MANUAL LYMPHATIC DRAINAGE OFFICES
Servizio Dietiste - DIETICIANS



Casa di Cura San Rossore

Viale delle Cascine 152/f
56122 Pisa (PI), Italy

Tel. (0039) 050 - 586 111
Fax (0039) 050 - 532 063
Main Operator 0444.75.3111
info@sanrossorecura.it
Monday - Friday: 06:00 - 22:00
hrs
Saturday: 06:00 - 22:00 hrs



Emergency Room:

There is **NO** Emergency Care

Outpatient Clinic:

Yes. Almost all specialties are represented as well as all radiology studies. This hospital and its clinics are our primary referral facility. For TRICARE PRIME beneficiaries, San Rossore does not collect money up front and will bill TRICARE directly.

You must check in with the front desk at the entrance of the hospital prior to proceeding to any specialty clinics or to radiology.



In Patient Admissions:

Yes, primarily for Obstetrics and Elective surgeries such as orthopedic surgery.

Hospitalization

The day of the admission, the patient has to go to the Secretary Office on the ground floor. The office is open Monday to Saturday from 0800 to 2000hrs. Upon admission patient must have: ID card and Referral of the Doctor. Contact the TSC prior to elective admission.

Visiting Hours

Visiting hours is free everyday from 0900 to 2100hrs. Usually one person can stay with the patient always.

Food

There is a bar inside the Casa di Cura on the ground floor where you can also buy newspapers, books, magazines, etc. It is open Monday to Friday from 0800 to 2000hrs and on Saturday from 0800 to 1300hrs.

Parking policy

Free parking lot. The entrance is the small road on the right just prior to the main entrance of the hospital.



Casa di Cura San Rossore

Directions

Turn left onto Via Livornese and go straight through the first roundabout

At the first major curve, turn left into San Piero a Grado (follow SP22)

Bear left at the next fork in the road onto Via Deodato Orlandi (SP22)

At the next Roundabout, take the first exit onto SP 224

At the first red light turn left, cross the bridge and take the first exit off the traffic Circle

At the end of the road, turn left onto the Via Aurelia (SS1)

At the second traffic light, turn left onto Viale Delle Cascine

The entrance to the parking lots is on the left, prior to the hospital driveway which is gated.



Santa Chiara (Pisa University Hospital)

Via Bonnano
56126, Pisa
Reception Desk Tel. (0039) 050 -
992.111 or 993.111 (24 hrs a day)
Main Operator 0444.75.3111



Emergency Room:
OB/GYN Emergency Room—Preterm labor

Outpatient Clinic:

Yes, some specialties. Used intermittently depending on the specialty Needed.

In Patient Admissions:

Yes, primary admissions are High Risk OB, Psychiatry, Neonatal ICU, Neurology. Hospital is a public hospital associated with a school of medicine and has all services available.

Hospitalization

Patient agrees directly with the department where he needs to be hospitalized. The day of the admission patient has to go to the department with the referral of the doctor, the department will accept the request for the admission and then the patient will have to go to the Administration Office/Tickets with the ID card. The patient will be given a paper to bring back to the department.

Visiting Hours

Each department has its visiting hours. However, the most general and common visiting hours are:

Morning: 1230- 1345 hrs

Afternoon: 18300 - 2000 hrs.

At admission, it is advisable to ask the department's chief nurse about visiting hours.

On the pediatric wards, one parent can stay all the time.

Food

There is a bar inside the Hospital where you can also buy newspapers, books, magazines, etc.

Parking

Usually by showing your ID and stating that you are with Campo Darby, you can park inside the hospital lot for free.



Parking entrance

Santa Chiara (Pisa University Hospital)

Driving directions

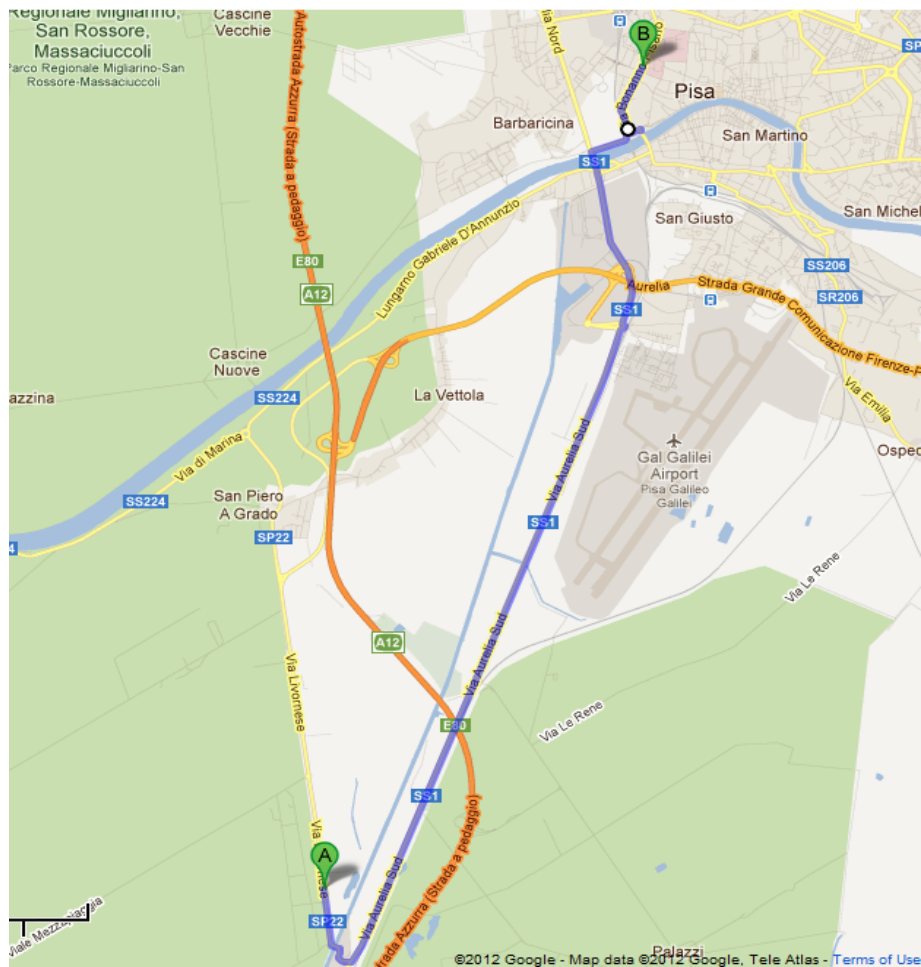
Turn right out of Darby, cross the bridge, then turn left onto the Via Aurelia (SS1)

Turn right onto Lungarno Cosimo Primo (first street after the bridge across the river)

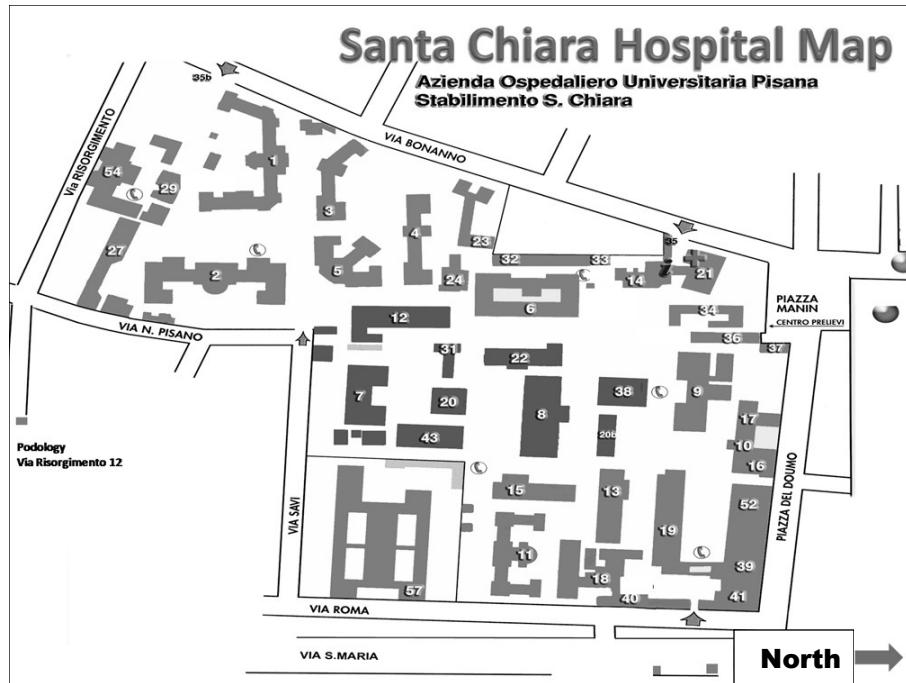
Turn Left at Via Bonanno Pisano (first left after the tunnel under the railroad)

Proceed to the second traffic light (intersection with Via Gabba on the left and Via Risorgimento on the right) (1,2 km - 2 min)

Cross the intersection and you will find Pisa University Hospital vehicle entrance gate on your right about 50 meters from the intersection. You may obtain a parking pass for Santa Chiara from the Livorno clinic. The clinic patient liaisons can also arrange for your access by telephone with security personnel at the gate.



Santa Chiara Hospital (Pisa)



- BUILDING #1:** U.O. Pediatria 1&2 Univ. - PEDIATRIC Dept.
 Sez. Genetica Medica Univ. - MEDICAL GENETICS Dept.
 U.O. Oncoematologia Pediatrica SSN - PEDIATRIC ONCOHEMATOLOGY Dept.
 U.O. Citogenetica e Genetica Molecolare SSN - CYTOGENETICS & MOLECULAR GENETICS Dept.
 U.O. Oncologia Medica SSN - MEDICAL ONCOLOGY Dept.
 U.O. Terapia Antalgica SSN - PAIN MANAGEMENT Dept.
- BUILDING #2:** U.O. Ostetricia e Ginecologia 1 e 2 Univ. SSN - OB/GYN Dept.
 U.O. Neonatologia Univ. - NEONATOLOGY Dept.
- BUILDING #3&4:** U.O. Psichiatria 1 e 2 Univ. - PSYCHIATRY 1 & 2 Dept.
 Servizio Riabilitazione Neurocognitiva Et  Evolutiva - NEUROPSYCHOLOGICAL REHABILITATION Dept.
- BUILDING #5:** U.O. Urologia 2 SSN - UROLOGY Dept.
 U.O. Psicologia Clinica - CLINICAL PSYCHOLOGY Dept.
 Servizio Dietiste - DIETICIANS
- BUILDING #6:** U.O. Oculistica Univ. - OPHTHALMOLOGY Dept.
 U.O. Chirurgia Oftalmica SSN - OPHTHALMIC SURGERY Dept.
 U.O. Chirurgia Generale Colon-rettale - COLORECTAL GENERAL SURGERY Dept.
- BUILDING #7:** U.O. Otorino 1 e 2 Univ. SSN - ENT 1 & 2 Dept.
 U.O. Neuroriabilitazione Univ. - NEUROREHABILITATION Dept.
- BUILDING #8:** U.O. Medicina Generale 1 e 2 Univ. - GENERAL MEDICINE Dept.
 U.O. Farmacologia Univ. - PHARMACOLOGY Dept.
- BUILDING #9:** U.O. Chirurgia Generale e d'Urgenza Univ. - GENERAL & EMERGENCY SURGERY Dept.
 U.O. Chirurgia Generale 2 Univ. - GENERAL SURGERY 2 Dept.
 U.O. Urologia 1 univ. - UROLOGY 1 Dept.
 U.O. Anestesia e Rianimazione 4 Univ. - ANESTHESIA REANIMATION Dept.

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BUILDING #10: U.O. Odontostomatologia e Chirurgia Orale Univ. - ODONTOSTOMATOLOGY & ORAL SURGERY Dept.

BUILDING #11: U.O. Dermatologia Univ. - DERMATOLOGY Dept.
U.O. Ematologia Univ. - HEMATOLOGY Dept.
U.O. Oncologia Medica SSN - MEDICAL ONCOLOGY Dept.

BUILDING #12: U.O. Malattie Cardiovascolari 2 SSN - CARDIOVASCULAR DISEASES Dept.
U.T.I.C. - ICU INTENSIVE CARE UNIT
U.O. Medicina Nucleare Univ. - NUCLEAR MEDICINE Dept.

BUILDING #13: U.O. Neurologia Univ. - NEUROLOGY Dept.

BUILDING #14: U.O. Medicina D'Urgenza SSN - EMERGENCY MEDICINE Dept.
U.O. Accettazione Amministrativa/Informazioni - ADMISSION/INFORMATION OFFICE

BUILDING #15: U.O. Neurochirurgia 1 e 2 Univ. SSN - NEUROSURGERY Dept.
U.O. Anestesia Rianimazione 2 SSN - ANESTHESIA REANIMATION Dept.

BUILDING #16: U.O. Anatomia Istologia Patologica 2 SSN - PATHOLOGICAL ANATOMY & HISTOLOGY Dept.
U.O. Lab. Chimico e di Endocrinologia SSN - CHEMICAL & ENDOCRINOLOGY LABORATORY

BUILDING #17: U.O. Immunoematologia 1 SSN - IMMUNOHEMATOLOGY Dept.

BUILDING #18: U.O. Radioterapia Univ. - RADIOTHERAPY Dept.
U.O. Radiodiagnostica 1 Univ. - RADIOLOGIC 1 Dept.
U.O. Oncologia Medica SSN - MEDICAL ONCOLOGY Dept.

BUILDING #19: U.O. Chirurgia Generale 4 SSN - GENERAL SURGERY Dept.

BUILDING #20: Ambulatori di Medicina Generale 1,2,3 Univ. - GENERAL MEDICINE OFFICES
U.O. Reumatologia Univ. - RHEUMATOLOGY Dept.
Sez. Immunoallergologia Clinica Univ. - CLINICAL IMMUNOALLERGOLOGY Dept.

BUILDING #21: Pronto Soccorso - EMERGENCY ROOM
U.O. Chirurgia Generale e D'Urgenza Univ. - GENERAL & EMERGENCY SURGERY Dept.
U.O. Anestesia Rianimazione PS Univ. - ER ANESTHESIA REANIMATION Dept.
U.O. Radiodiagnostica PS SSN - ER RADIOLOGIC Dept.

BUILDING #23: U.O. Andrologia Univ. - ANDROLOGY Dept.
U.O. Ostetricia e ginecologia 1 Univ. - OB/GYN 1 Dept.
U.O. Odontostomatologia e Chirurgia Orale Univ. - ODONTOSTOMATOLOGY & ORAL SURGERY Dept.
U.O. Senologia - SENOLOGY Dept.
U.O. Analisi Chimico Cliniche Spec. Univ. - CHEMICAL & CLINICAL LABORATORY Dept.

BUILDING #29: Centro Riscossione Ticket - TICKET PAYMENTS

BUILDING #31: U.O. Medicina Nucleare Univ. - NUCLEAR MEDICINE Dept.

BUILDING #34: U.O. Analisi Chimico Cliniche SSN - CHEMICAL & CLINICAL LABORATORY Dept.
Centro Prelievi - BLOOD DRAWING Dept.

BUILDING #39: U.O. Farmacia Univ. - PHARMACY Dept.

BUILDING #43: U.O. Medicina Generale 3 Univ. - GENERAL MEDICINE 3 Dept.
U.O. Analisi Chimico Cliniche Spec. Univ. - CHEMICAL & CLINICAL LABORATORY Dept.
U.O. Neurologia Univ. - NEUROLOGY Dept.

BUILDING #52: U.O. Anatomia Istologia Patologica 2 Univ. - PATHOLOGICAL ANATOMY & HISTOLOGY 2 Dept.

BUILDING #54: U.O. Traumatologia univ. - TRAUMATOLOGY Dept.
U.O. Ortopedia 2 SSN - ORTHOPEDECS Dept.
U.O. Anestesia e Rianimazione 3 SSN - ANESTHESIA & REANIMATION 3 Dept.
RMN - MRI

BUILDING #57: U.O. Anatomia Istologia Patologica 1 e 3 Univ. - PATHOLOGICAL ANATOMY & HISTOLOGY 2 Dept.
Sez. Citopatologia Univ. - CELL BIOLOGY Dept.
U.O. Farmacologia - PHARMACOLOGY Dept.

Livorno Hospital

Livorno Hospital
Viale Vittorio Alfieri
57124 Livorno



Emergency Room:
YES, however Cisanello is preferred. Full service.

Outpatient Clinic:
Yes, all specialties. Used intermittently depending on the specialty Needed.

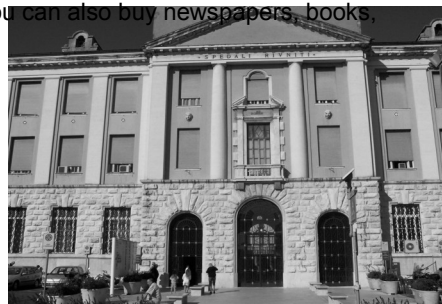
In Patient Admissions:
Yes, primary admission here are acute illness that present to the ER, such as Appendicitis or chest pain. Hospital is a public hospital associated with a school of medicine and has all services available.

Hospitalization
Patient agrees directly with the department where he needs to be hospitalized. The day of the admission patient has to go to the department with the referral of the doctor, the department will accept the request for the admission and then the patient will have to go to the Administration Office/Tickets with the ID card. The patient will be given a paper to bring back to the department.

Visiting Hours
Each department has its visiting hours. However, the most general and common visiting hours are:
Morning: 1230- 1345 hrs
Afternoon: 18300 - 2000 hrs.
At admission, it is advisable to ask the department's chief nurse about visiting hours. On the pediatric wards, one parent can stay all the time.

Food
There is a bar inside the Hospital where you can also buy newspapers, books, magazines, etc.

Parking
There is free parking inside the hospital Complex.



Livorno Hospital

Driving directions:

Turn right at the main gate and continue on Via Livornese/SP22 (1,9 km - 2 min)

Turn right to Via Aurelia Sud/SS1 (6,1 km - 7 min)

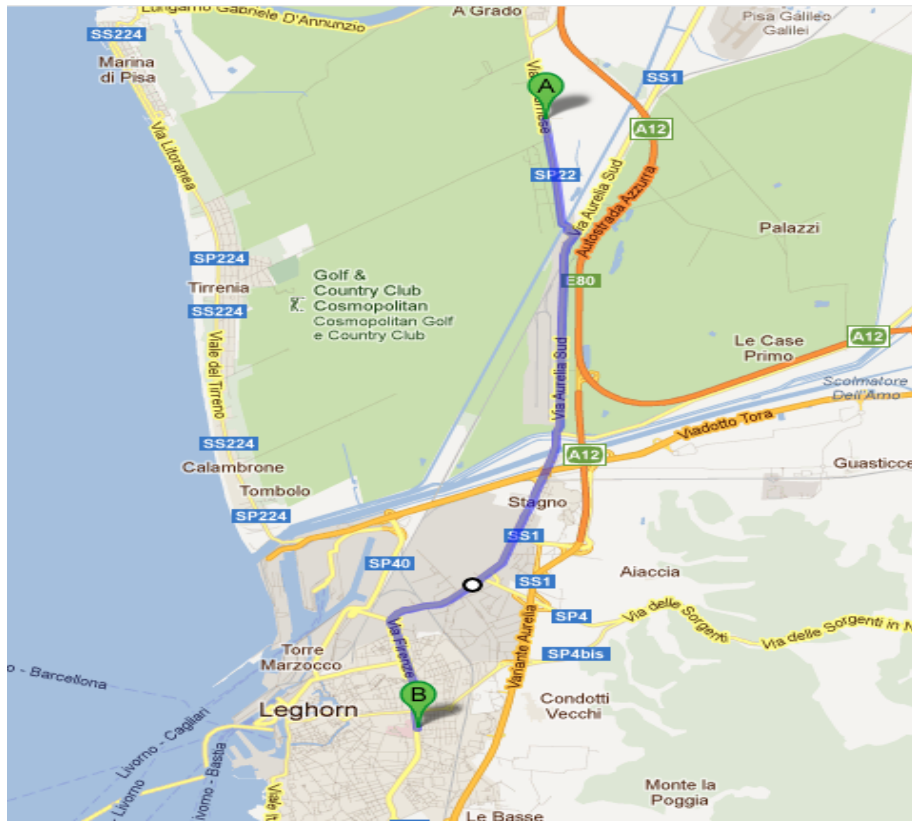
Continue on Via Aurelia (0,8 km - 1 min)

Continue on Via Firenze by going straight through the traffic circle (Via Aurelia becomes Via Firenze (3,1 km - 5 min)

Go on until you pass four traffic lights; then continue straight onto Viale Ippolito Nievo (1 km - 2 min)

Turn right to Viale Giosué Carducci, (just pass main road, Viale Giosue Carducci) (0,9 km - 2 min)

Turn left to Via Della Meridiana. The Livorno hospital vehicle entrance gate will be to your front (0,2 km - 1 m)



Frequently Asked Questions

Host Nation Providers

What is the Preferred Provider Network?

The TRICARE Europe 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 my care from a local provider?

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.

Host Nation Patient Liaisons

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

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 our local 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 an Italian 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 and bring them to the clinic.

After a hospitalization, your next visit is usually with your clinic primary provider who will help determine, based on the treating doctors recommendation and the situation what the next step should be.

Your Italian doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been previously authorized by TRICARE, you may be required to pay for any follow-up appointments if you don't get a new referral, so it is important to see your primary physician first.

How can Host Nation Patient Liaisons help?

Host Nation Patient Liaisons are fluent in English and Italian. 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 local hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in an Italian 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 volunteer translator service on call in the community for emergencies after hours and on weekends.

If you are a Soldier or active duty Family member and are admitted to a local 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?

See pages 7-8

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.

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 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, fertility treatments, 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 in the distant past. TRICARE policy prohibits the payment of bills for care rendered more than 36 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because Italian providers may mail the bill to you instead of to TRICARE, check your Italian mail box regularly. 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.

TRICARE Area Office-Europe

DSN 314.496-7412

Civilian 49.(0) 6302.67.7432

E-mail teurope@europe.tricare.osd.mil



***Health care overseas
can be an adventure***

Talk to your Patient Liaison about local customs and medical practices.



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Resources on the Web

US Army Health Clinic-Livorno

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

TRICARE Online

www.tricareonline.com

(Online Primary Care Appointments)

TRICARE

www.tricare.mil

(Complete access to TRICARE benefits and coverage information)

Europe Regional Medical Command

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

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

Military OneSource

www.militaryonesource.com

(Support system and access to community resources)

Centers for Disease Control and Prevention

www.cdc.gov

(Reliable health information, updates on pandemics, flu's, vaccinations, etc.)

World Health Organization

www.who.int/en

(Updates and information on worldwide health trends)

Army Wounded Warrior Program

<http://wtc.army.mil/aw2/>

(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)

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)

Like us on Facebook, search for Livorno Health Clinic.





April 2012