

Who are we? *Patient Liaisons assigned to the 31st Medical Group's TOPA Flight are responsible for providing urgent and routine translator/interpreter services and medical administrative assistance to eligible DoD beneficiaries in need of medical care. Services are rendered at various host nation hospitals and specialty clinics in the local area.*

What services do the Patient Liaisons provide?

- Interpreter services and triage assistance at Pordenone Hospital Emergency Room
- Interpreter services during outpatient consultations and diagnostic procedures at Pordenone Hospital and outlying host nation medical facilities
- Administrative and interpreter services during hospitalization in off-base hospitals
- Written translations for host nation medical care, discharge, emergency reports, and inpatient medical records
- Appointment booking for referred care in the host nation sector

What do I do in case of an emergency?

An '**emergency**' is defined as a life-threatening situation resulting in possible loss of life, limb, or eyesight.

In the case of an emergency, report immediately to the nearest local Emergency Room. To dispatch a translator, call Command Post at DSN 632-3100.

For non-emergent medical care questions or concerns, call the **Nurse Advice Line at DSN 632-5000** or the **Italian Toll Free Number at 800-87-7660**.

What is the Physician Liaison Program?

- A Team of Host Nation Providers, screened and selected by the 31 MDG, to provide visitation and coordination of care services to patients admitted in downtown facilities
- An adjunct service to the Patient Liaison program
- 24/7 medical liaison assistance

All about the On-Call Interpreter Program

- A unique team of interpreters providing daily coverage during shift hours from 1700 to 0700 Monday through Friday and 24 hours per day on Saturdays, Sundays and holidays
- Provide translator support for eligible DoD beneficiaries on behalf of the 31 MDG
- 24/7 interpretation at Pordenone Hospital Emergency Room for minor to life threatening injuries
- Assist patients based on priority depending on the patient's medical condition and care requirements
- Report to Pordenone Hospital Emergency Room approximately 30 minutes after notification

**To utilize this service,
call Command Post at
DSN 632-3100 or
0434-30-3100**

Off-base medical appointments

- If you receive a referral for a specialty appointment not available at the MTF, you may proceed directly to the RMC, where you will be provided your off-base options and a complete briefing on the process. Additionally, you will provide your availability and verify your contact information
- Your referral will be faxed to International SOS (ISOS), our TRICARE partner in health care, for an authorization
- Once TRICARE receives the authorization from ISOS, the referral is deferred to the Patient Liaison Team for appointment scheduling
- Liaison Services will contact you with the off base appointment, details, and instructions.
- Under the terms of the ISOS contract, ***please be advised that all beneficiaries are subject to be billed by the contractor for missed appointments***

Do you know your Liaison Team and what they can do for YOU?

Useful Numbers:

31 MDG Appointment line: 632- 5000
Referral Management Center: 632- 5792
HBA/BCAC/DCAO: 632 5067
TRICARE Service Center: 632-5133
Red Cross: 632-5576
TRICARE Patient Advocate: 632-6978
Chaplain Services: 632-5211



**PORDENONE HOSPITAL
EMERGENCY ROOM (PRONTO SOCCORSO)
VIA MONTEREALE 24
33170 PORDENONE
DRIVING DIRECTIONS
Call Command Post at DSN 632-3100 to
dispatch an interpreter.**

Exit the Gate and head towards Pordenone. Drive past Roveredo for 4 and 1/2 miles until you reach a T-intersection where you turn right (the Paradiso restaurant is on your right). Drive 1 mile to the next traffic light. The Palazzetti Fire Place shop is on your left. Proceed straight for 800 ft to the next traffic light – this is the main entrance to the Hospital. The Emergency Room is on your left. Report to TRIAGE immediately where the interpreter will meet you.

31st Medical Group

**TRICARE Operations and
Patient Administration
(TOPA) Flight**



**PATIENT LIAISON
SERVICES**



Aviano Patient Liaisons:

632-5408/0434-30-5408

Fax 632-5024/0434-30-5024

Pordenone Patient Liaisons:

0434-36-5701

Fax 0434-36-5720