



# *USAHC Grafenwöhr*

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*Healthy Force. Healthy Family.*



# *USAHC Grafenwöhr Mission*



*Provide comprehensive primary health care, preventive health care, and health education to Soldiers, their families, and other DoD beneficiaries in the Grafenwöhr community.*

*Monitor and coordinate care provided to beneficiaries in German hospitals and clinics.*

*Support 7<sup>th</sup> Army JMTC and US Army Garrison Grafenwöhr medical readiness.*

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# *USAHC Grafenwöhr Vision*



*A multi-disciplinary, well-trained team of medical professionals and administrators providing*

- safe,*
- coordinated,*
- comprehensive,*
- patient-centered,*
- evidence-based,*
- cost-effective*

*primary medical care and education to the Grafenwöhr military community.*

*Healthy Force. Healthy Family.*



# USAHC Grafenwöhr Goals



- *Project & sustain a healthy & protected force;*
- *Deploy a trained & equipped medical force;*
- *Manage the healthcare of our Soldiers & our Military Family;*
- *Accessible high quality care;*
- *Patient safety;*
- *Outcome & customer focused care & services;*
- *Optimize clinical & business practices;*

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# USAHC Grafenwöhr Goals

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- *Promote population health;*
- *Optimize medical readiness;*
- *Disaster/Emergency preparedness;*
- *Leverage science & technology;*
- *Maintain reliable facility & infrastructure;*
- *Recruit, train, develop, & retain quality personnel.*

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# *USAHC Grafenwöhr Services*

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Primary Care

Pediatrician

Dermatologist

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# *USAHC Grafenwöhr*

## *Ancillary Services*

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Pharmacist

Laboratory

Radiology

Audiology

Optometry

Physical Therapy

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# *USAHC Grafenwöhr Behavioral Health Staff*

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Psychiatrists

Psychologists

Social Work

Family Advocacy

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# *USAHC Grafenwöhr*

## *Role of Host Nation Liaison*



- Assist with verbal translation during hospital stay
- Daily visit to hospitals, available after duty hours for emergencies only (weather permitting)
- Will coordinate transfer between LRMC and Host Nation hospitals

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# *USAHC Grafenwöhr Tricare Service Center*



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- Tricare Enrollment
  - Referral Management
  - Assist with bills and claims
  - Patient education by nurse case managers

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*USAHC Grafenwöhr  
Patient Advocate*



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*LT Smith and SSG Woulard*

*If you have questions, compliments, or complaints about the care you receive at the clinic, contact our Patient Advocate at DSN: 475-5622 or CIV: 09641-83-5622.*

*The Patient Advocate acts as a liaison between customers/patients, families and clinic staff.*

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# *USAHC Grafenwöhr Hours of Operations*



Monday - Wednesday	0730-1700
Thursday	0800-1700
Friday	0730-1200

Sick call 0630-0730 (M, T, W, F)  
1230-1330 (Thursday only)

Monday-Thursday (Pharmacy, Lab, Radiology, Medical Readiness and Immunizations) - Closed for Lunch 1230-1330)

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

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# QUESTIONS

*Healthy Force. Healthy Family.*