

PATIENT INFORMATION GUIDE TO HOST NATION MEDICAL CARE

Wolf Pack members may require host country inpatient medical care. This may include tests, procedures, emergency or inpatient treatment. Depending on your circumstances the time spent away from your unit will vary from a few hours to a few days. Receiving medical care in any foreign country can present many unexpected challenges. This guide supplies tools to make your experience less challenging.

WHAT PATIENTS NEED TO KNOW

- First of all...Get Well! You are going to the hospital for a reason, and usually you are not feeling your best. You may be in pain or require surgery but one must remember we are guests in a host nation country. What you say and your actions directly reflect on the USAF. Always be kind, courteous and most importantly respectful since these are core values of the Korean culture.
- What do you bring? Korean facilities are a little different than hospitals in the U.S.. The Korean families play a large part in providing general care, feeding, providing personal comfort items. It is advisable that a friend/unit personnel help bring a personal bag with basic hygiene/care items, such as toothbrush, toothpaste, pajamas/sweats, slippers, robe, toilet paper, brush, soap, towel.
- Active Duty TRICARE beneficiaries are not required to pay cash at discharge. The referral management office will furnish a "Letter of Payment" to present to the host nation hospital.
- Non-Active Duty TRICARE beneficiaries receiving treatment at any Korean facility will be required to self-pay their medical bill (cash or credit card) before being discharged. Speak with the TRICARE representative, at 782-7385 before admission for assistance.
- All active duty members must report to the 8 MDG clinic within 24 hours of discharge to receive post-hospitalization follow-up. This assures appropriate care is rendered after discharge. If follow up care with Korean specialist is required after discharge, patient should contact the 8 MDG TRICARE office for coordination of follow-up appointment.
- Medical facilities in the area provide interpreters to members requiring language services as inpatients. This service is free of charge and can be accessed by asking your doctor or nurse to contact their translator.
- 8 MDG translator will assist with admission and discharge coordination of inpatient care. All other personal matters will be handled through the unit representative/designee. i.e. call spouse, personal preferences, food, etc..
- LINK to communication card to help translate needs.

WHAT UNIT NEEDS TO KNOW WHEN MEMBER IS ADMITTED TO HOSPITAL

- Korean inpatient medical care focuses on the essential medical treatment/therapies. Family members in the Korean culture provide much of the care rendered by nursing staff i.e. changing linens, bathing, and assistance with daily activities. Since Wolf Pack members do not have family here, it may be necessary for the patient's unit to supply 24/7 attendant to assist him/her with activities of daily living.

- If the member is admitted (non-emergently) to local Korean hospital (Kunsan Medical Center or WongKwang Medical Center) 8 MDG TRICARE van with translator will deliver patient and/or attendant to the hospital. When patient is ready to be discharged, TRICARE van with translator will provide transportation if the discharge occurs on a weekday unless the unit desires to provide transportation. If TRICARE van not available, the unit would have to provide transportation. Patients going to non-local facilities, either military or civilian, will need someone from their unit to arrange discharge transportation. If the member is getting discharged from Yongsan or Osan and condition permits, they can use the Wolf Pack Wheels as their means of return transportation.
- After discharge, the member needs to come to the clinic within the next 24 hours to see their PCM. This ensures we provide appropriate follow-up care after your hospitalization.

- **MEDICAL GROUP RESPONSIBILITIES:**

- Transport as specified above. The 8 MDG can also provide directions to the various hospitals. The MDG homepage on the Kunsan intranet provides a link to these directions. If you cannot find, please contact our TRICARE office and we will be glad to provide.
- An interpreter is available for handoff communications during admission and discharge of the member and will provide discharge paperwork/test results to our military providers. They act as the communication between Korean and 8 MDG medical staff for continuity of care.
- Performing follow-up medical and administrative care after member discharge.
- Provide picture flip cards with key phrases to the member while they are in the hospital to help them communicate.