



**ERMC**  
EUROPE REGIONAL MEDICAL COMMAND



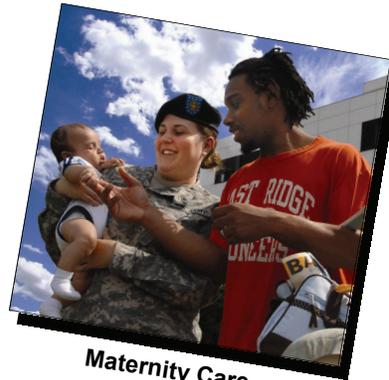
**Honoring Warriors and the Army Family Covenant**

**U.S. Army Health Clinic Hohenfels**

# **Guide to Host Nation Health Care**



**Routine and Specialty Care**



**Maternity Care**



**Patient Liaisons**



**Emergencies and Surgery**

*and much more.....*



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

You will also get a lot of help from your Military Treatment Facility staff.

Be sure to visit your clinic page on the Europe Regional Medical Command Web site to view or download the most current version of this guide. <http://ermc.amedd.army.mil>





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For a current online version of the Hohenfels Guide to Host Nation Care, visit our  
Web site at: <http://ermc.army.mil/hohenfels>.



## **Bavaria Medical Department Activity Commander**

Dear Bavaria Beneficiaries,

In your hands you hold one of the best resources available regarding the Host Nation health care system. This comprehensive guide was assembled by dozens of health care professionals including your local clinic staff, Host Nation patient liaisons and TRICARE personnel. As a result of their commitment to quality care, you now have the tools you need to successfully navigate the Host Nation health care system.

In this guide, you will find information about your local Host Nation hospitals and learn about Host Nation customs. You will also gain a better understanding of how emergency medical care works in Bavaria and find a compiled list of important phone numbers.

As you go through the guide and have questions, please contact your local clinic. Staff is available to answer your health care questions.

Our goal is to take care of Soldiers and their Families by providing them with the best possible health care at both our Army clinics and Host Nation hospitals. I truly believe this booklet is a step in the right direction in having a successful Host Nation experience.

Now that you have the booklet, make sure you use it. Only you can take charge of your health.

Fortress of Health, Army Strong!

Commander  
U.S. Army Medical Department Activity, Bavaria

## Letter from the Clinic Commander

The U.S. Army Health Clinic Hohenfels' vision is a tight-knit family-operated health care business providing responsive access to quality, patient and family-centered health care while exceeding community expectations and assisting units and families in meeting their goals.

This booklet provides information about how to access Host Nation medical care and to hopefully make you comfortable about visiting health care providers we have partnered with in our area.

We, as a health care team, are committed to customer service and seek to constantly improve patient satisfaction. Please help our team better serve you by letting us know how we can! We read and respond to all of the Interactive Customer Evaluation (ICE) cards submitted because we pride your satisfaction. The Army Provider-Level Satisfaction Survey (APLSS) is sent to about one-fourth of our patients following a visit with a provider; this survey is yet another way you can give us feedback and impact your healthcare. Every survey you return, via mail or online, directly results in resources for the clinic, resources used based on your feedback!

Clinic leadership is committed to your service and we gladly welcome any concerns or suggestions. In the coming months we will implement a Patient and Family-Centered Care model for our community. We will stand up a Patient Advisory Committee and seek our patients input on matters pertaining to our health care operations. We look forward to partnering with you.

Quality health care is our mission! Please let us know how we can better serve you.

Clinic Commander  
U.S. Army Health Clinic Hohenfels



## Bavaria Medical Department Activity

### Mission

Provide accessible, quality, and comprehensive healthcare for our Soldiers and their Families, while facilitating inpatient and specialty care with our Host Nation.

### Vision

Be the standard bearer for ambulatory health care networks in the Department of Defense.

## Our Services for You

You can make an appointment at the U.S. Army Health Clinic Hohenfels at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 466-1750 or civilian 09472.83.1750. If an appointment is not readily available or if you need specialty care not provided by the clinic, you may be referred to a Host Nation provider.

### TRICARE Prime Access Standards

It is extremely important that all Active Duty military and their command-sponsored Family Members enroll in TRICARE Prime at their servicing medical treatment facility. Enrollment can be accomplished either at in-processing or the MTF TRICARE Service Center. One significant benefit to Prime enrollment is the access to care standards that assure you receive timely, quality care. If timely care is unavailable at the U.S. Army Health Clinic Hohenfels, you may be referred to another military treatment facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

**Important:** Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

Active duty military and their Family members will be scheduled for appointments in accordance with these standards:

Appointment Type	Required within:
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

Non-TRICARE Prime beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees may be seen at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

### Host Nation Preferred Provider Network

The TRICARE Eurasia-Africa 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. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

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.

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- **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 Eurasia-Africa Web site.

### **TRICARE Eurasia-Africa**

The TRICARE Eurasia-Africa Web site at [www.tricare.mil//tma/EurasiaAfrica/](http://www.tricare.mil//tma/EurasiaAfrica/) offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Eurasia-Africa area, Preferred Provider Network contact information and much more.

### **Your local TRICARE Service Center**

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in Building 51, Room 303, which is the Hohenfels Health Clinic. The phone number is DSN 466-4528 or civilian number 09472.83.4528.

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/](http://www.tricare.mil/DEERS/)

Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation 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 or with out patient visits to a Host Nation specialty provider, upon request.

Patient liaisons can be contacted at DSN 466-4549/3602 or civilian 09472.83.4549/3602. After hours, the liaisons can be reached by contacting the MP desk at DSN 466-2812 or civilian 09472.83.2812.

### Host Nation Patient Liaisons can:

- Help plan your transfer from a military treatment facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.
- Ease language barriers between the patient and Host Nation Providers and provide the patient with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- 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.
- Assist with the discharge of a patient from a Host Nation hospital.
- Will assist with arranging outpatient visits and are on-call 24/7.
- Per request, accompany you on your first visit to a Host Nation provider.

## 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 Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.



The Hohenfels clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 116 on post, 09472.83.116 off post, or call the MP station at 09472.83.2812. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 466-4528 or civilian 09472.83.4528 the next working day to ensure that TRICARE will cover the cost of your care. For 24-hour medical advice, call the toll-free Nurse Advice Line at 0800.825.1600. Beginning Sept. 1, 2010, As a TRICARE Prime patient, if you go to a German clinic or hospital without a referral, you must call the International SOS emergency line at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out what emergency services are available on and off post.

### USAG Hohenfels Emergency Phone Numbers

	DSN	Civilian	
German ambulance	—	09641.19222	Off-Post Only
German Police	466-110	09641.83.110	
German Fire Dept.	475-112	09641.83.112	
Military Police	466-2812	09472.83.2812	

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While traveling, all TRICARE beneficiaries can call International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). If you cannot obtain assistance locally, call the Installation Operations Center 24 hours a day. Call DSN 466-2812 or civilian (49) 09472.83.2812 from anywhere in Europe.

### **Civilian Ambulance Service**

The U.S. Army does not provide ambulance service. You must be prepared to call and 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. Your local Military Police will be able to help.

The German Red Cross has a universal phone number for requesting an ambulance. From off-post, call German civilian number 19222. From an on-post DSN phone, call 99-19222.

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**

Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

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 may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation, call the IOC: civilian 09472.83.2812 or DSN 466-2812. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

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 not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

For after hours care you may go directly to a German health care facility. In case of an after hours Emergency, call civilian 09472.83.116 or DSN 466-116. If you are admitted or visit a German hospital when the clinic is closed you **MUST** notify the clinic the next business day. This will ensure that you receive prompt assistance from a patient liaison and will allow us to account for U.S. beneficiaries located in German hospitals. The Patient Liaison Coordinators are on call after hours. Call the Emergency Operations Center (EOC) if you need their immediate assistance (CIV 09472.83.2812 or DSN 466-2812 - available 24/7).

When you go to a German Emergency Room, expect to be seen according to the urgency of your problem, not in the order in which you arrive. Also, many U.S. patients are accustomed to using the ER as a “convenience clinic”, rather than for true emergencies. The Germans are NOT accustomed to this, and consider this an abuse of their system. Since most Germans call their personal physicians for urgent care, their ER’s are not staffed to deal with a large volume of minor problems which could wait until the Health Clinic is open. If your problem is not considered to require immediate care, the Germans may refuse to see you and instead refer you back to the Health Clinic.

## The Host Nation Health Care Experience

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

Host Nation 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.

### Host Nation health care practices

- **Language:** Though many Host Nation doctors may speak English, their staff may not. If you do not speak the Host Nation language, take a bilingual dictionary with you. 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 Host Nation 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 Host Nation 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:** Host Nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
  - Host Nation physicians may not always use a chaperone when examining

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### **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.

### **Packing for a Hospital Stay**

During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euro for the telephone or items you may wish to buy.
- Notebook and pen
- Books, magazines or newspapers
- Snacks
- Bottled water (mineral water is common in Host Nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- If you are not on a special diet, friends or family can bring meals in. You can purchase limited food and beverages in the hospital self service store, but do not expect to store food in your room or on the ward.

### ***Please don't bring any valuables!***

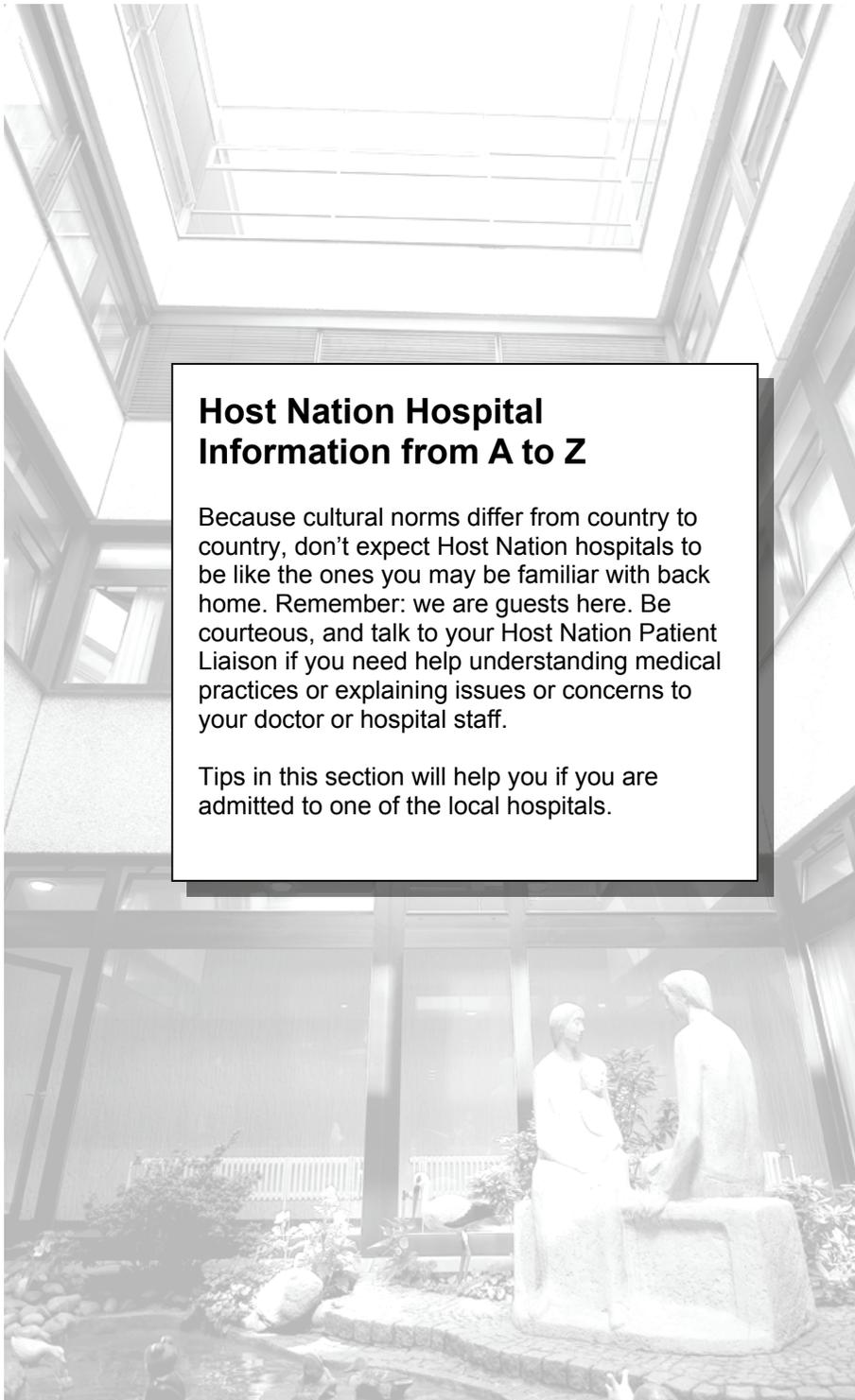
In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker. If you experience any problems during your stay, please inform your Host Nation Patient Liaison.





**Notes**





## **Host Nation Hospital Information from A to Z**

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the 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

Because cultural norms differ from country to country, don't expect Host Nation 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.

### Admission to the Hospital

A Beneficiary Counseling Assistance Coordinator at your 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 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 Registration and TRICARE Enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent has been divorced, an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty Soldiers who do not have a passport should take their military ID card and birth certificate.

An international birth certificate is required by DEERS and a copy of the birth registration (Auszug aus dem Geburtsregister) is required by the U.S. State Department. Each certificate costs € 12 and must be paid at the hospital admissions office. These certificates cannot be processed before payment. You will be able to pick up your passports and baby's documents approximately three weeks later directly from the admissions office. To save yourself an unnecessary journey, please call the admissions office to confirm that they are ready to be picked up. If your child is TRICARE-eligible, please do not forget to visit the TRICARE enrollment office to enroll your newborn once the child is registered 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

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- course of treatment. Information about prescriptions is on page 16.
- Make sure you have your discharge summary.
- Take all your valuables.
- Return your phone card to the vending machine so you can get your deposit back.

### **Flowers**

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. The flowers may cause hygiene problems and the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.



### **Follow-up Visits**

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center may assist you in making follow-up appointments.

### **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 Eurasia-Africa 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.

Patients who are admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

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 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, 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 **morgens** (morning), **mittags** (noon), **nachmittags** (afternoon), **abends** (evening). If you are unsure of the medication 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 Stays

Spouses may stay overnight if they pay the overnight fee. This fee is approximately € 45 per night, although it is subject to change. TRICARE will not reimburse you for this expense.

## Parking

Parking may not be available for long-term stays.

If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

## Patient Confidentiality

Providers in Germany 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**

Phones are available for personal phone calls for a fee. Take enough euro to purchase a hospital telephone card that will allow you to make and receive calls from your bed side phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

### **Prescriptions**

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all Host Nation providers are in the PPN.

Though a Host Nation 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 German Health-care system that the patient report back to his/her 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.



When you are discharged, ask your treating physician for a *Privatrezept* (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription but also an after-hour or Sunday surcharge. 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. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

### **Television**

Televisions have only Host Nation channels. You may take a small DVD player or radio with headphones (respect the comfort of those around you). Do not forget that book you have always wanted to read. Ask friends and family to bring current magazines or puzzle books that can help pass the time while waiting for tests.

## Getting Help After Hours

The Health Clinic's Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted to the hospital. We can't help you if we don't know you're there:

### When the clinic is open:

Patient Liaisons 09472.83.4549/3602, DSN 466-4549/3602  
After clinic hours 09472.83.2812 or DSN 466-2812 (IOC)

### The Hohenfels Health Clinic is open:

Monday to Thursday 0700-1700  
Active Duty Sick-Call 0700-0730

Friday and Training Holidays 0700-1700  
Active Duty Sick-Call 0700-0730

Saturday and Sunday Closed  
Federal Holidays Closed  
Appointments DSN 466-1750 or CIV 09472.83.1750  
Log-On to [www.tricareonline.com](http://www.tricareonline.com) to book appointments online.

### Referred Care Services

The TRICARE Service Center, located in the Hohenfels Health Clinic, provides a range of services to help you navigate the German Health Care system: The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and American hospitals and clinics. The patient liaisons also coordinate your follow-up at the Hohenfels Health Clinic. They may also assist with outpatient appointments.

Patient Liaisons 09472.83.4549/3602 (DSN 466-4549/3602)  
ISOS (Eff. Sept. 1, 2010) 0800.181.8505 (toll-free from Germany)  
0044.20.8762.8133 (someone will call you back)

**Referred Care Team:** The Referred Care Team is available to help when the Health Clinic is closed (after hours and on week-ends). Contact is through the IOC: 09472.83.2812 (DSN 466-2812)

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers: TRICARE Medical Service Coordinator 09472.83.4528 (DSN 466-4528).

Beginning Sept. 1, 2010, beneficiaries can contact ISOS with questions about benefits or for eligibility review and for authorization for an off-post appointment. This is true also for urgent care.

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMIC clinics help with referrals, answer questions on TRICARE benefits and policies and help patients understand the procedures of being referred to an off-post provider. You may call the Hohenfels Clinic BCAC at DSN 466-4538 or civilian 09472.83.4538.



**Notes**

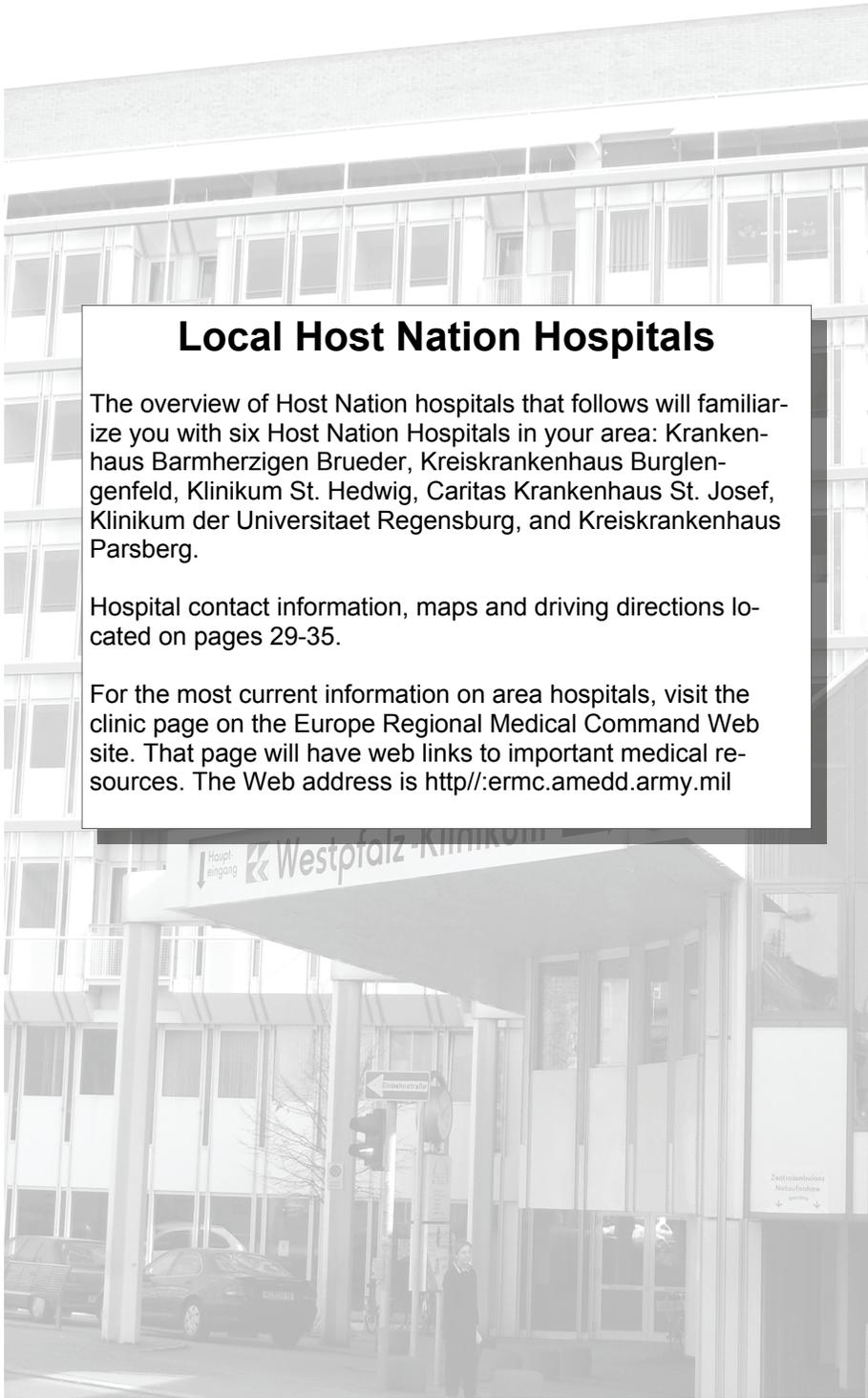




***Health care overseas  
can be an adventure***

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

If you need a  
Host Nation Patient Liaison or  
an interpreter, call DSN 466-  
4549 or civilian 09472.83.4549.



## Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with six Host Nation Hospitals in your area: Krankenhaus Barmherzigen Brüder, Kreiskrankenhaus Burglengenfeld, Klinikum St. Hedwig, Caritas Krankenhaus St. Josef, Klinikum der Universität Regensburg, and Kreiskrankenhaus Parsberg.

Hospital contact information, maps and driving directions located on pages 29-35.

For the most current information on area hospitals, visit the clinic page on the Europe Regional Medical Command Web site. That page will have web links to important medical resources. The Web address is <http://ermc.amedd.army.mil>

## Krankenhaus Barmherzigen Brueder

### GPS Address

Pruefeningerstrasse 86  
93049 Regensburg

### Phone Number

0941.3690



This is a general hospital offering services in most areas of health care, with the exception of OB/GYN and pediatrics. Since Barmherzigen Brueder is a large complex comprised of several different buildings, you may find it helpful to stop first at the information desk located at the main entrance.

### Telephone Use/Hours/Restrictions

If you are admitted to the hospital you can apply for a telephone at the main admission office (Patientenaufnahme). The phone requires a € 10 deposit. Basic telephone service costs € 0.50 per day, plus there is an additional charge of € 0.15 for each timed unit of outgoing telephone usage. Before leaving the hospital, return to the admission office to receive the remainder of your deposit, or pay charges if your telephone costs have exceeded € 10. You are personally responsible for all telephone fees that you incur.

### Admissions Office

The admission office is located on the ground floor, next to the main entrance. The entrance lobby area also contains a gift shop, snack bar and hair dresser.

### Packing for the Hospital

As is the case with all German hospitals, Barmherzigen Brueder patients must provide their own pajamas and toiletries.

## Kreiskrankenhaus Burglengenfeld

### GPS Address

Dr. Sauerbruchstrasse 1  
93133 Burglengenfeld

### Phone Number

09471.7050



This medical facility is a general hospital with the capability of treating and stabilizing trauma patient, performing acute surgeries, and providing ENT and OB/GYN care. The facility is small and treatment tends to be more personalized. Under normal circumstances, you will be in a two-bed room.

### Television

Television services require a € 10 deposit for the remote control which can be obtained from the information desk on the first floor. The deposit will be refunded upon return of the remote control.

### Telephone Use

To receive telephone service in your room, fill out an application form at the Information Desk in the main lobby. The telephone requires a € 25 deposit, which is applied to the daily cost of € 1 and the additional cost of € 0.10 per timed unit of telephone usage. Before leaving the hospital, stop at the information desk to see if you will receive money back on your deposit or if you have exceeded € 25 and must pay additional costs.

### Food/Snacks

Snacks, coffee, tea, and fruit juices are sold at the retail window located in the lobby. Soda vending machines are also available.

### Parking

Parking at the facility is limited but an additional lot is located down the hill from the hospital on the main access road.

## Klinikum St. Hedwig

### GPS Address

Steinmetzstrasse 1-3  
93049 Regensburg

### Phone Number

0941.20800

### Overnight Stay

One parent is welcome to stay with a child. If the child has not yet reached his or her fourth birthday, a parent may stay overnight at the hospital and be provided meals at no cost. If the child is four years or older, there is a € 12 fee per night for rollaway bed rental for the parent. Parents of older children may also purchase meals at additional cost. TRICARE will not cover the cost for rollaway rental or meals for parents. Please note: There are no beds for husbands in the OB/Delivery Wards.

### OB/GYN Care

St. Hedwig also offers highly advanced OB care and has modern OB facilities. They have a home style room available for early labor, as well as special options for more advanced labor including whirlpool baths, birthing chairs and birthing tables, which patients can adjust themselves to suit their own preferences.

Women who are in the Delivery Ward will have to complete additional claim forms for their newborn for additional lab work which has to be sent to facilities out of the clinic control. Families with new babies must complete a request for a Host Nation birth certificate that must be turned into the Admissions Department. After discharge, you will need to take the documents listed below to the Hohenfels Rathaus located in the city of Hohenfels on Paffer-Ertl-Platz 3.

Hohenfels Rathaus business hours are:

Monday-Friday	0800-1200
Monday & Wednesday	1330-1630
Thursday	1330-1730

Documents needed are:

- 1.) The mother's birth certificate and valid passport
- 2.) The father's passport. (AD fathers who do not have a passport and are U.S. citizens may use their military ID card and birth certificate as identification.)
- 3.) A valid marriage license or certificate.

There is a € 5 administrative cost. Between 5-7 days after completing this, a Host Nation birth certificate will be mailed to your local mailing address.

### Food/Snacks

The hospital does not have a cafeteria, but there are vending machines with hot and cold drinks that can be purchased.

## **Caritas Krankenhaus St. Josef**

### **GPS Address**

Landshuterstrasse 65  
93053 Regensburg

### **Phone Number**

0941.7820

St. Josef specializes in urological services, but also offers neurological and many other medical services. This is a very modern facility with a full staff and up-to-date equipment.

### **Telephone/Television Use**

Most of the rooms have only two beds, and are equipped with a telephone and a television. Television service is free, but there is a charge for the telephone. To use the phones, purchase a magnetic card for about € 5. The card dispenser is located in the main hospital lobby. This card will activate the telephone and will allow you to have 10 days of service, provided that you make no outgoing calls. The telephone costs € 0.50 each day plus an additional € 0.25 for each timed unit of telephone usage on calls that you make.

### **Snacks/Store**

There is a small store located on hospital grounds which sells basic necessities, magazines, coffee and snacks. There is also a small florist in the hospital.

### **Parking**

Parking is located in the rear of the building.

As is the case with all German hospitals, St. Josef patients must provide their own pajamas and toiletries.



# Klinikum der Universitaet Regensburg

## GPS Address

Franz-Josef-Strauss Allee 12  
9305349 Regensburg

## Phone Number

0941.9440



The Regensburg University Clinic is a very large medical facility, located in the south part of Regensburg. It provides full-scale trauma service and progressive care in almost every field of medicine, with the exception of pediatrics and OB/Gyn. This is a very modern facility, and it is continuously expanding. You will find that at this hospital, finding someone who speaks English is not a problem.

## Services

Heart/ thorax/ hand/ plastic/ neurosurgery, traumatology, internal medicine, dermatology, ENT, ophthalmology care. The hospital works together with St. Hedwig's Children Hospital and St. Josef hospital for urological cases.

## Telephone/Television Use

There are televisions and telephones in every room. To activate the phone and TV, purchase a magnetic card from vending machines located on each floor. The phone and the television each cost a basic € 0.50 per day, plus an additional fee for timed outgoing telephone usage or timed television viewing. To select either or both appliances, push the appropriate button on the upper left hand side of the card vending machine.

If you do not wish to activate the telephone in your room, you can buy a bundespost telephone card in this small store. The bundespost phone card can be used in the pay telephones located in the main hospital lobby.

## Kiosk/Food

There is a cafeteria located on the first floor, near the large spiral staircase. There is also a small store that sells flowers, magazines and snacks. In the main lobby is a bank (Sparkasse) and an ATM machine. If your bank card or credit card has international capacities, you will be able to use the ATM.

## Hospital Policy

As is the case with all German hospitals, Regensburg University patients must provide their own pajamas and toiletries.

## Kreiskrankenhaus Parsberg

### GPS Address

Lupburgerstr. 11  
92332 Parsberg

### Phone Number

0049.9492.603.0  
E-Mail: [info@kkh-parsberg.de](mailto:info@kkh-parsberg.de)  
Internet: [www.kkh-parsberg.de](http://www.kkh-parsberg.de)



Parsberg hospital specializes in internal medicine and respiratory disease services. Although this is a small hospital, they practice very up-to-date medicine. They are not able to perform surgery, provide OB/GYN care, or offer pediatric services. Several English speaking doctors and nurses are available. This a newly built/renovated structure where you will usually share the room with only one other patient.

### Television Use

The television can be rented for € 5 per day. Please contact the Patient Admission Office at the main entrance of the hospital. You may bring your own TV and VCR if outlets are available to accommodate them.

### Telephone Use

To receive a telephone, go to the Patient Admission Office on the first floor. A € 50 deposit is required. They will assign you a telephone number and give you a code number to ensure only you make calls on the phone. Basic telephone service costs € 1 per day. In addition, there is a € 0.50 charge for each timed unit of outgoing telephone usage. Before leaving the hospital, return to the admission office to settle your telephone bill or get a refund of your deposit.

### Snacks/Food

This facility does not have a cafeteria, but coffee and drinks vending machines are located on the ground floor, near the main entrance and upstairs.

### Hospital Policy

As is the case with all German hospitals, Parsberg patients must provide their own pajamas and toiletries.

The hospital is located 10 miles west of Hohenfels and offers the following services: Internal medicine but no CT, MRI or neurological services. They cooperate with the Neumarkt hospital.

Questions can be directed to the Hohenfels Patient Liaison Coordinators at DSN 466-4549 or civilian 09472.83.4549



**Notes**





## Maps and Driving Directions

Maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

Please take time before you need medical care to learn these routes. An emergency is no time to be finding your way for the first time. Knowing the “lay of the land” may also keep you from being late for routine or specialty care appointments.

For more information, please visit the Europe Regional Medical Command Web site “Guide to Host Nation Healthcare” page or the U.S. Army Health Center Hohenfels page at <http://ermc.amedd.army.mil>

If you need additional help, talk to your TRICARE Service Center clinic staff or Patient Liaison.



## Krankenhaus der Barmherzigen Brueder

### GPS Address

Pruefeningerstrasse 86  
93049 Regensburg

### Phone Number

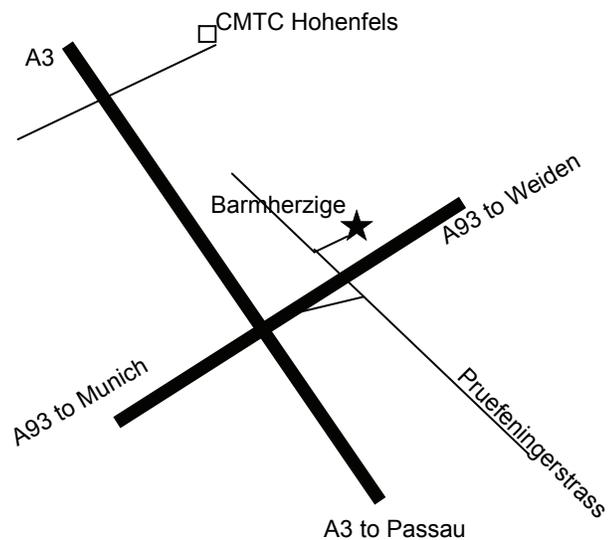
0941.3690

Services: Internal medicine, surgery, traumatology and hand surgery. The number of beds is 670.

Note: there is no OB/GYN nor prenatal care available!

### Driving Directions

1. From gate 1, CMTC Hohenfels, go straight and take the main road to Parsberg.
2. Before reaching Parsberg get on the Autobahn A3 to Regensburg.
3. Exit Weiden onto A93.
4. Take the Pruefening exit; turn left onto Pruefeningerstrasse.
5. Take the first exit right into the hospital parking lot.



## Kreiskrankenhaus Burglengenfeld

### GPS Address

Dr. Sauerbruchstrasse 1  
93133 Burglengenfeld

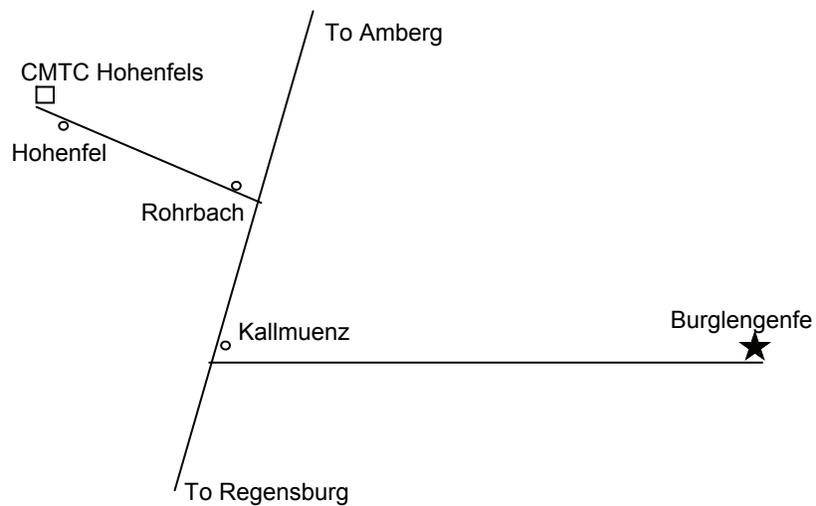
### Phone Number

09471.7050

Services: OB/GYN, internal medicine and surgery.  
The number of beds is 180.

### Driving Directions

1. From gate 1, CMTC Hohenfels, turn left and travel through Hohenfels to Rohrbach.
2. Turn right at the T-intersection. Go to Kallmuenz.
3. Look for the Burglengenfeld road sign and turn left.
4. Cross the bridge and go straight on until you reach Burglengenfeld.
5. Travel several blocks into town until you turn left at the bus stop (follow the sign "Krankenhaus").
6. Go up Dr. Sauerbruchstrasse until you reach the hospital parking lot.



## Klinikum St. Hedwig

### GPS Address

Steinmetzstrasse 1-3  
93049 Regensburg

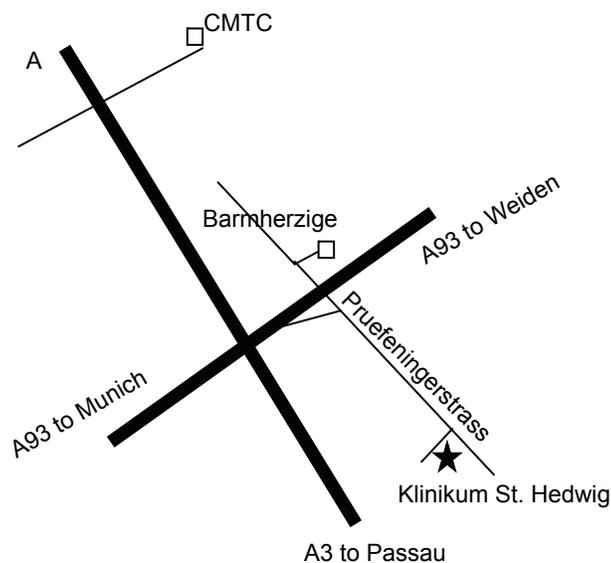
### Phone Number

0941.20800

Services: OB/GYN, pediatric services including neonatal intensive care and infertility treatment. The number of beds is 230.

### Driving Directions

1. From gate 1, CMTC Hohenfels, go straight and take the main road to Parsberg.
2. Before reaching Parsberg get on the Autobahn A3 to Regensburg.
3. Exit Weiden onto A93. Take the Pruefening exit; turn right onto Pruefeningstrasse.
4. Travel about 700 meters. After the tall, white "Agrippina Versicherung" building, turn right onto Steinmetzstrasse. St. Hedwig Klinik is to your left. Parking is in front of the hospital and there is underground parking.



## Caritas Krankenhaus St. Josef

### GPS Address

Landshuterstrasse 65  
93053 Regensburg

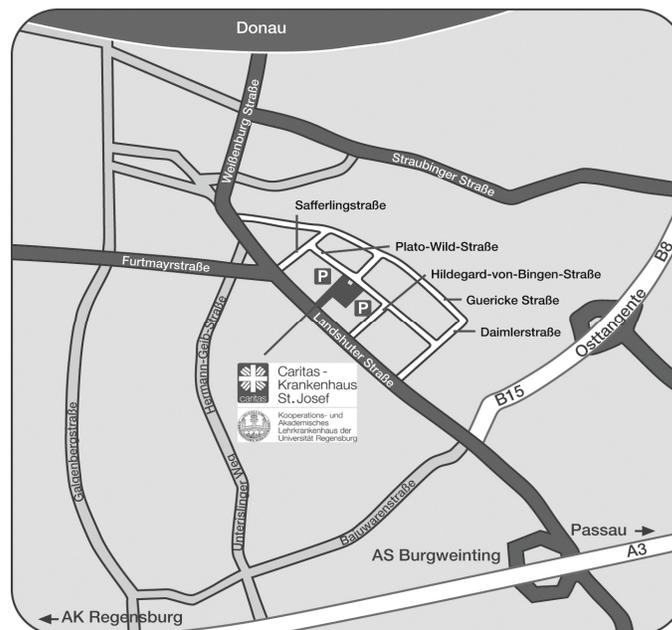
### Phone Number

0941.7820

Services: OB/GYN, urology, internal medicine and surgery. They have 331 beds.

### Driving Directions

1. From gate 1, CMTC Hohenfels, go straight and take the main road to Parsberg.
2. Before reaching Parsberg get on the Autobahn A3 to Regensburg. Continue on A3 to the Burgweinting exit.
4. Turn left at the traffic light onto Landshuterstrasse.
5. About 7 stop lights down is the hospital. Parking is in the rear.



## Klinikum der Universitaet Regensburg

### GPS Address

Franz-Josef-Strauss Allee 12  
9305349 Regensburg

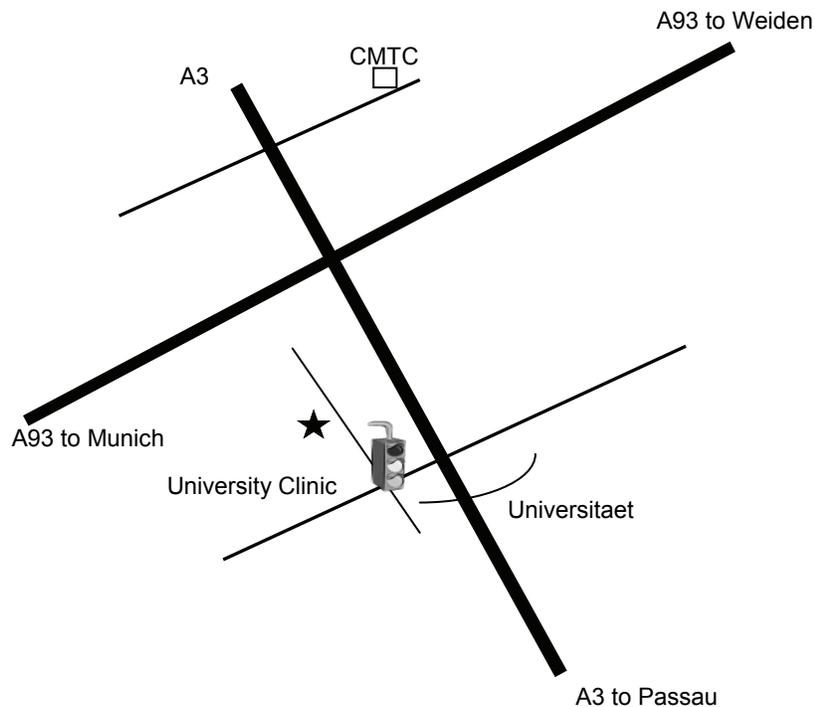
### Phone Number

0941.9440

Services: OB/GYN, pediatric services including neonatal intensive care and infertility treatment. The number of beds is 230.

### Driving Directions

1. From gate 1, CMTC Hohenfels, go straight and take the main road to Parsberg.
2. Before reaching Parsberg get on the Autobahn A3 to Regensburg.
3. Exit Universitaet and follow the road which will lead directly to the University Clinic and parking.



## Kreis Krankenhaus Parsberg

### GPS Address

Lupburgerstr. 11  
92332 Parsberg

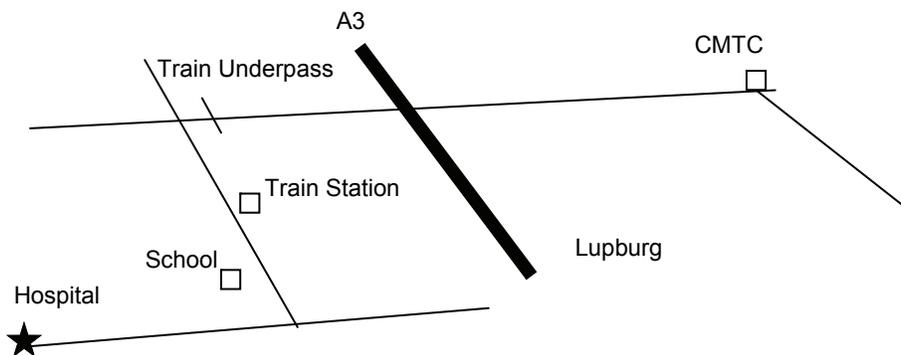
### Phone Number

0049.9492.603.0  
E-Mail: [info@kkh-parsberg.de](mailto:info@kkh-parsberg.de)  
Internet: [www.kkh-parsberg.de](http://www.kkh-parsberg.de)

Services: Internal medicine and respiratory disease services. The number of beds is 85. Note: they are not able to perform any type of surgery.

### Driving Directions

1. From gate 1 go straight and take the main road to Parsberg.
2. After the railroad underpass turn left. Pass the Bahnhof (railway station) on your left and the school complex on your right.
3. At the T-intersection turn right onto Lupburgerstrasse. Travel up the hill.
4. After approximately 300 yards the hospital is on your right. Parking on your left.



## Frequently Asked Questions

### **Host Nation Providers**

#### ***What is the Preferred Provider Network?***

The TRICARE Eurasia-Africa 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 Eurasia-Africa web site (see below) or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010, you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

### **Complaints / Compliments / Feedback**

#### ***What if I have a complaint, compliment or concern about Host Nation care?***

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. You can also contact the Heidelberg Patient Representative at 06221.17.2666, or use the "Contact Us" feature on the TRICARE Eurasia-Africa web site, or contact the clinic commander.

### **Host Nation Patient Liaisons**

#### ***What do I do if I am in the hospital and don't speak the local language?***

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 Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

#### ***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 a German 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. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will be translated.

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

### **36 Guide to Host Nation Healthcare**

### ***How can Host Nation Patient Liaisons help?***

Host Nation Patient Liaisons are fluent in English and the Host Nation language. 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 Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation 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 Host Nation Patient Liaison on call in your community for emergencies after hours and on weekends.

If you are a Soldier or active duty Family member and are admitted to a Host Nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, 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?***

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you on what to bring to the hospital.
- Help plan your transfer from a military medical facility to a Host Nation medical facility or from a Host Nation facility to a military treatment facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

**Please note:** Host Nation Patient Liaisons *cannot* transport patients in their private cars.

### ***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. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

***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, IVF, 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 more than a year ago. TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. 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.

**What are the contact numbers for the military medical facility?**

**TRICARE Nurse Advice Line** 0800.825.1600

Provides medical advice and can book you an appointment in the MTF

**U.S. Army Health Clinic Hohenfels**

Central Appointments DSN 466-1750  
Civilian 09472.83.1750

After Hours: Nurse Advice Line 00800.825.1600

**TRICARE Service Center**

DSN 466-4528  
Civilian 09472.83.4528

**TRICARE Area Office-Eurasia-Africa**

Civilian 0.800.2255.288  
E-mail [teoweb@europe.tricare.osd.mil](mailto:teoweb@europe.tricare.osd.mil)

## **Quick Reference Phone Numbers**

### **U.S. Army Health Clinic Hohenfels**

<b>Nurse Advice Line:</b>	0800.825.1600
<b>Ambulance:</b>	DSN 116, Civilian 112
<b>Military Police (emergencies):</b>	DSN 114, Civilian 09472.83.114
<b>Emergency care:</b>	116 from on-post, 19222 from civilian
<b>Clinic duty day number:</b>	DSN 466-1750, Civilian 09472.83.1750
<b>MP Desk:</b>	DSN 466-2812, Civilian 09472.83.2812
<b>TRICARE Service Center:</b>	DSN 466-4528, Civilian 09472.83.4528
<b>Patient Advocate:</b>	DSN 466-2738, Civilian 09472.83.2738
<b>EDIS:</b>	DSN 466-3630, Civilian 09472.83.3630
<b>Immunization Clinic:</b>	DSN 466-4541, Civilian 09472.83.4541
<b>Behavioral Health (SWS):</b>	DSN 466-4582, Civilian 09472.83.4582
<b>Optometry:</b>	DSN 466-4587, Civilian 09472.83.4587
<b>Physical therapy:</b>	DSN 466-4574, Civilian 39472.83.4574
<b>Preventive Medicine:</b>	DSN 466-2602, Civilian 09472.83.2602
<b>Community Health Nurse:</b>	DSN 466-4582, Civilian 09472.83.4582
<b>Pharmacy:</b>	DSN 466-4955/3418 Civilian 09472.83.4955/3418
<b>Pharmacy refills:</b>	DSN 486-5601 Civilian 00800.7446.2500
<b>Patient Liaison:</b>	DSN 466-4549/3602 Civilian 09472.83.4549/3602 After hours call the MP desk.
<b>International SOS:</b>	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)



## Resources on the Web

### **Army Wounded Warrior Program**

[www.AW2.army.mil](http://www.AW2.army.mil)

(Assists severely wounded, injured and ill Soldiers, Veterans and their Families)

### **Army Behavioral Health**

[www.behavioralhealth.army.mil](http://www.behavioralhealth.army.mil)

(Tools to adjust, cope, get ready to deploy, transition to return home, and more)

### **Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

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

### **Europe Regional Medical Command**

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

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

### **Military OneSource**

[www.militaryonesource.com](http://www.militaryonesource.com)

(Support system and access to community resources)

### **TRICARE**

<http://www.tricare.mil/mybenefit> or <http://www.tricare.mil/tma/EurasiaAfrica/>

(Complete access to TRICARE benefits and coverage information)

### **U.S. Army Center for Health Promotion and Preventive Medicine—Europe**

[www.chppmeur.healthcare.hqusareur.army.mil](http://www.chppmeur.healthcare.hqusareur.army.mil)

(Information on military public health programs, force health protection and readiness )

### **World Health Organization**

[www.who.int/en](http://www.who.int/en)

(Updates and information on worldwide health trends)