Helping you feel comfortable with off-post medical care

Host Nation Patient Liaisons are available to assist ERMC beneficiaries hospitalized at host nation medical facilities. A Patient Liaison will help you feel comfortable with host nation care, translate when necessary and answer questions about your off-post healthcare experience.

A Patient Liaison may also be available to assist on initial out-patient visits to local host nation providers.

Call your clinic's Patient Liaison office for availability in your area. The phone number is listed on your clinic's web page. Or visit http://ermc.amedd.army.mil and click on the "Hospitals and Clinics" link to get to your clinic page.

Your Host Nation Patient Liaison can...

- Assist with admission or discharge at a host nation medical facility.
- Ease language barriers between a patient and host nation providers.
- Communicate with your host nation physician and make sure you understand 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 needed.
- Provide information about medical supplies and pharmacies.
- And much, much more…

What most people want to know about host nation medical care

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

Host nation doctors who treat U.S. patients speak English. Some of their key staff members may also speak English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with staff who may not speak English and to make sure you are communicating well with your doctor.

Where do I get follow-up care after being in a host nation facility?

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 host nation medical facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral or with your host nation provider. It is important to keep copies of all your paperwork (test results, etc.) from your host nation provider or medical facility.

If necessary, take these documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will be translated and also put into the U.S. medical record system.

ERMC is committed to Warrior Care and to delivering on Army Family Covenant tenets of increasing access and improving quality health care

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

How can Patient Liaisons help?

Patient Liaisons are fluent in both English and the host nation language. They are also familiar with medical terminology and can assist you with communication. This ensures that you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange admission to a local hospital, TSC personnel will notify your local Patient Liaison.

What can I do to help myself?

Write down questions you have about your condition, care, or discharge. Visit your local TRICARE Service Center for information about payment of hospital bills.

To find how to contact your local Patient Liaison, visit your clinic Web site. You will find a "Hospitals and Clinics" link on the ERMC home page at http://ermc.amedd.army.mil. When you see the map page, click on your clinic to view their page, which has Patient Liaison information.

Host Nation Patient Liaisons are available at each ERMC health facility to assist your visit to a host nation medical facility or provider.

The Europe Regional Medical Command and its Army health clinics in Germany, Belgium and Italy team with Host Nation Preferred Providers at more than 40 local hospitals to deliver quality health care.

Host Nation providers do everything they can to make U.S. patients and their Families feel at home.

Host Nation Patient Liaisons are a "bridge" that connects you, your Army health clinic and Host Nation Preferred Providers or medical facilities. They assist beneficiaries who are admitted to in a local hospital or on initial outpatient visits.

Our goal is to integrate Host Nation specialized care with our military clinics and help beneficiaries feel comfortable wherever they seek medical care.

The priority of the 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 Patient Liaison will visit you every duty day and give you information on how to contact him or her.

There is a Patient Liaison on call in your community for emergencies after hours and on weekends.

If you are a Soldier or Family Member admitted to a Host Nation hospital during an emergency, please notify your unit as soon as possible. Your unit will notify the nearest local clinic or hospital and have a Patient Liaison contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

For more information about ERMC and Army healthcare in Europe, visit http://ermc.amedd.army.mil or visit **ERMChealthcare** at these popular social media sites

Highlights

- **Patient Liaisons are available 24/7 to assist beneficiaries who are in Host Nation hospitals.**
- **They speak the Host Nation language**
- **They are familiar with medical terms and Host Nation medical practices**
- **They visit daily during in-patient stays**
- **Soon for initial outpatient visits, by patient request**
- **Host Nation Patient Liaisons can assist with records, forms and serve as a "bridge" between our beneficiaries and local providers**

ERMC
EUROPE REGIONAL MEDICAL COMMAND

Host Nation Patient Liaisons ... and You