ERMC
EUROPE REGIONAL MEDICAL COMMAND

Honoring Warriors and the Army Family Covenant

U.S. Army Health Center Vicenza

Guide to Host Nation Healthcare

Routine and Specialty Care

Maternity Care

Patient Liaisons

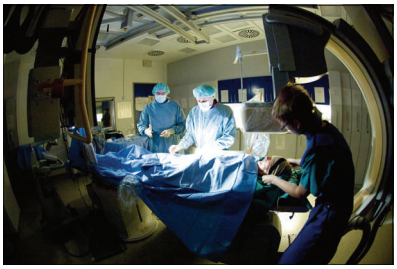
Emergencies and Surgery

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 a the most current version of this guide. http://ermc.amedd.army.mil



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For a current online version of the US Army Health Center, Vicenza, visit our clinic website at
http://ermc.amedd..army.mil/vicenza

Letter from the LRMC Commander

An assignment in Europe allows you the opportunity and excitement of learning and experiencing new cultures. Part of that experience may include receiving healthcare from a Host Nation medical provider - if the treatment you need is not available at your U.S. Military Treatment Facility.

Landstuhl Regional Medical Center (LRMC) maintains robust specialty care medical services and will continue to be a priority for our Active Duty and Family Members. It is important to note that when your medical needs are provided for by our Host Nation medical partners, the care delivered by our Belgian, German and Italian medical counterparts is also outstanding.

Your local TRICARE Service Center stands ready to facilitate your visit as part of a comprehensive system that is in place to guide you through the medical care process.

The Guide to Host Nation Healthcare is designed to answer frequently asked questions about Host Nation Healthcare treatment in your local area to include: how to schedule appointments, how to get to the clinic or hospital, and what to expect upon arrival.

This guide should cover all aspects of host nation medical treatment. If you feel something is missing or needs correction, please let us know. The mantra of LRMC is one of quality through continual process improvement and provider-patient collaboration and communication. Sharing your thoughts and suggestions is encouraged and will help us serve you better. Selfless service!

LRMC Commander
Landstuhl Regional Medical Center

Letter from the Clinic Commander

The U.S. Army Health Center, Vicenza, is committed to providing the best quality medical care possible. If services are not available at this Health Center, you may be referred to a Host Nation Preferred Provider, clinic or hospital. In the Vicenza geographic area, that is usually the San Bortolo Hospital, a 900-bed medical center that offers a wide range of specialties.

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

The local TRICARE Service Center, located in the Health Center, is the coordinating office for medical care through a local hospital or provider.

Please be sure to visit the TICARE Service Center during in-processing to verify your eligibility and enrollment status.

We value your commitment to our Nation, and promise to provide access to quality healthcare and continuity of care commensurate with your service.

Please let us know how we can serve you. We are committed to providing you the best possible care.

USAHC-V Commander
U.S Army Health Center Vicenza.

Vicenza U.S. Army Health Clinic

Mission
To provide excellence in healthcare through the establishment and fostering of a culture of patient and family centered care for our Nation's Warriors and their families.

Vision
To be a world-class center of excellence in patient and family centered care and the model for the Military Health Care System

Who We Are: We are care givers dedicated to provide excellent health care to our beneficiaries using military, host nation or stateside providers.

Our Services for You

You can make an appointment at the U.S. Army Health Center Vicenza at www.tricareonline.com or by calling Central Appointments at DSN 634-7484 or civilian 0444.71.7484. If an appointment is not readily available or if you need specialty care not provided by the health center, 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 Center, Vicenza, you may be referred to another MTF or to a Host Nation provider or hospital. A Health Care Finder at the 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 on 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

In Italy, the TRICARE Area Office Eurasia-Africa Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries. 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 or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.

- **Convenience:** Preferred providers agree to file cashless, claimless basis, filing claims for patients. 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 Area Office Eurasia-Africa

The TRICARE Area Office Eurasia-Africa Web site at 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 Area Office 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 Room 25 in the health center, Building 113. The phone number is DSN 634-7294 or civilian 0444.71.7294. 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/

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 will accompany you on your first outpatient visit. In Vicenza, you may also use their services for outpatient visits scheduled at Ospedale San Bortolo.
Patient Liaisons can be contacted at DSN 634-8384 or civilian 0444.71.8384. They are also available at Ospedale San Bortolo at 0444.75.3300. The Vicenza Liaison

Service is embedded in the host nation hospital and is active around the clock, 365 days a year.

Host Nation Patient Liaisons can:

- Help plan your transfer from 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 you 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 relay to the on call provider, 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
- Provide local resources for medical supplies and pharmacies
- Provide on-site assistance at the local hospital (San Bortolo) for all outpatient encounters (ER visits, consultations, diagnostic procedures, etc.)
- Conduct routine multiple daily visits to inpatients to assess treatment progress and address evolving concerns
- Ensure that the US Army Health Center Hospitalist is informed on the status of all patients receiving care at HN facilities
- Per request, accompany you on your first visit to a Host Nation provider.

Patient Liaisons at Ospedale San Bortolo

The Vicenza Army Health Center maintains a patient liaison office at Ospedale San Bortolo that is staffed around the clock. All TRICARE forms generated during visits there are compiled with the assistance of the patient liaison. The Italian Information Desk in the hospital's main lobby is just down the hall.

The staff at that desk is trained to automatically contact the on-duty patient liaison whenever a U.S. beneficiary arrives at the hospital. There is a sign on the patient liaison coordinator's office with a contact phone number for the liaison on duty should he or she be assisting another patient in the hospital. On admission, the liaison staff will start notifying the Army Health Center, your unit or others as appropriate. Most importantly the liaisons translate for beneficiaries during emergency room in-processing and triage, conveying information in "real time" from doctors to patients.

- Assist all patients (inpatients and outpatients) with the discharge process; furnish written Discharge Summary Plan (DSP) outlining the events of care received at the HN facility and detailing recommended treatment and follow-up plans
- At discharge, schedule follow-up appointments at the USAHC-Vicenza with the designated Health Care Provider
- Maintain an information link between events at the HN hospital and the patient's HCP/USAHC-V
- Translate and transcribe in a timely fashion, all pertinent medical documentation generated by each patient encounter at a HN facility
- Assist patient with obtaining medical supplies at local pharmacies/health care supply stores
- Coordinate in association with the on call physician and other DOD agencies, patient transfer to other MTFs
- POC during clinic non-operating hours for all medical concerns to the Vicenza U.S. community
- More…much more….

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 Vicenza clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 114 on post, 0444-717114 off post (or 118 if you speak Italian), or call the MP station at 0444-71-7626. If you go to an Italian clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 364-7294 or 0444-71-7294 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to an Italian clinic or hospital without a referral, you must call the International SOS emergency line at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 800.877660.

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. When a number shows a DSN listing, you are calling an Army agency.

Vicenza Area Emergency Phone Numbers 24/7

	DSN	**Civilian**	
Ambulance	**114**	**0444. 71. 7626**	Calls the MP Desk
Ambulance		**118**	Off post (for Italian Speakers)
Police		**112 or 113**	Carabinieri or Police
Fire Dept.	**117**	**0444.71. 7117**	
Fire Dept.		**115**	Off Post
Military Police	**114**	**0444. 71. 7114**	Emergencies only

Civilian Ambulance Service

There are two ways to call an ambulance. If you call the MP desk, an interpreter will call the ambulance for you. There may be times when the interpreter is unavailable, however. If you call the Italian National Medical number 118, you may not reach someone who speaks English and must be prepared to communicate with a Host Nation ambulance service. Some have English-speaking medical personnel. Some do not.

While traveling, all TRICARE beneficiaries can call International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back).

If you cannot obtain assistance locally, call the U.S. Army Europe Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian 0049.6221.67.7099 from anywhere in Europe.

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. In addition, after Sept. 1, 2010 you may call the International SOS at 800.785795 (toll-free from Italy) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

The universal phone number for requesting an ambulance in Italy is 118. If you do not speak Italian, please call 114 from post, 0444.71.7114 from off post.

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 services, including emergency care, offered at each facility. 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. At San Bortolo, the 24-hour patient liaison service offers a full

range of support. They assist with TRICARE paperwork, translate for you when talking to the staff, help you understand your medications and assist with scheduling follow-on appointments.
If you need a Patient Liaison or an interpreter during an emergency situation and are at an Italian emergency room other than San Bortolo, call 0444.75.3300 or 0444. 71. 8384 or 0444.92.81.66.

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 you have not done so already. The patient liaison will contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

Overnight Visitors

When visiting someone in the hospital, it is considered inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request a reclining chair 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
- Euros for telephone or items you may wish to buy.
- Notebook and pen
- Books, magazines or newspapers
- Snacks (please check with the doctor before eating anything other than what is provided by the hospital)
- 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

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.

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.

Here are a few general observations about Host Nation health care practices:

- **Language:** Though many host nation doctors may speak English, their staff may not. English is less prevalent in Italy than in other European countries. If you do not speak the host nation language, take a bilingual dictionary. 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 will 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 patients of the opposite sex. Even if you ask for one, she may not be available. Let the patient liaison know if you feel uncomfortable.

  - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.

  - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.

Host Nation Hospital Information from A to Z

Because cultural norms differ from 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.

Host Nation Hospital Information from A to Z

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.
- At San Bortolo, your first stop should be at the Patient Liaison office near the main reception desk. If you report directly to the main reception desk, the Italian staff there has been trained to contact the patient liaison.

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 was 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 bring their military ID card.

An international birth certificate is required by DEERS and a copy of the birth registration (certificato di nascita) is required by the U.S. State Department. There are volunteers in the Vicenza area who assist new parents with obtaining that certificate from Italian civic authorities. 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 patient liaisons 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 course of treatment. Information about prescriptions is on page 13.
- Make sure you have your discharge summary.
- Take all your valuables

.

Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Some of the patients may be allergic to flowers and hospital personnel might be hindered in the performance of their work.

Vases for flowers are available at all wards. Please ask the nursing staff. 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. The patient liaisons assist with this step at San Bortolo and/or other hospitals on the economy.

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 ISOS 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 Europe 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	1800

Traditionally, breakfast is a light continental meal, lunch and dinner are cooked, warm meals with at least two options.. There is usually a refrigerator available to patients but no 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 the 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 ***mattina*** (morning), ***mezzogiorno*** (noon), ***pomeriggio*** (afternoon), ***sera*** (evening). If you are unsure of the medication that 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

When deemed necessary the host nation provider will keep the patient overnight until the situation in cleared. The ER overnight stay is considered out patient service while the admission will be charged as admission and charged with DRG codes.

Parking

Pay-Parking (in euro) is available at the main lot located at the entrance of the hospital. Additional parking is allowed near the ER area for the purpose of discharging and picking up ER patients .

Patient Confidentiality

Providers in Italy 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 on the ward. Take enough euro to purchase a hospital telephone card that will allow you to make calls . Very few wards have phones by the bed.. 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 not fill prescriptions from PPN providers. The patient liaisons are available during your stay and at your departure to assist you in purchasing the proper medications from the ***Farmacia*** (pharmacy).

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 Italian Healthcare system that the patient report back to his/her community or 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 ***ricetta*** (prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to an Italian 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 a night 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 US prescription. Military providers cannot and will not do so.

Television

Some beds at San Bortolo have their own personal television screen (small) and headphones for radio programs. Please note that all programming is in Italian. Patients may bring their own portable laptop computers, DVD and MP3/Walkman players with headphones (required to avoid disturbing the other patients).

Quick Reference Phone Numbers
U.S. Army Health Center Vicenza

After Hour Phone Number: Patients can call the Patient Liaisons at 0444.75.3300 or 0444.928166 (DSN 634-8384) who can contact the on call provider. OB patients can call the Benincaso Pavilion at 0444.71.6667. If needed, an ambulance can be requested by calling the MPs at 0444.717114 (from post, 114).

Day time Contact: 0444.71.7484

Emergency Care Numbers: 0444.71.7114 (MP Desk who can also dispatch an ambulance). The Italian Emergency operator answering the 118 line (the equivalent of 911) may or may not speak English.

Ambulance: 0444.71.7114 from off post, 114 from post. 118 for those who speak Italian

24-hour Nurse Advice Line Italy: 800-877660 (toll free)

TRICARE Service Center:
- Health Benefit Advisors: 0444.71.7294 or 0444.71.8304 (DSN: 634-7294/8304)
- Enrollment and registration: 0444.71.6656 (DSN 634-6656)

Patient Advocate: 0444.71.7952 (DSN 634-7952)

HN Patient Liaisons: 0444.75.3300, 0444.92.8166, DSN 634-8384

Exceptional Family Member Program: 0444.7500

Educational & Developmental Intervention Services: 0444.71.7471/7593 (DSN 71-7471/7593)

Immunization Clinic: 0444.71.7447 (DSN 634-7447)

Behavioral Health (including Social Work Services): 0444.71.7604 (DSN 634-7604)

Optometry: 0444.71.7412 (DSN 634-7412)

Pharmacy Refills: 0444.71.7590 or 800.744.62500 (DSN 71-7590)

Physical Therapy: 0444.71.7779 (DSN 634-7779)

Preventive Med. & Community Health: 0444.71.8010 (DSN 634-8010)

WTU: 0444.71.7821 (DSN 634-7821)

Local Host Nation Hospitals

The overview of host nation hospitals that follows will familiarize you with *Ospedale San Bortolo*, the Italian regional hospital that serves the Vicenza area.

Hospital information, maps and driving directions are included.

In the maps section immediately following are sections for some of the laboratories and specialty clinics to which you may be referred.

Please learn how to get around your neighborhood, including driving routes to your nearest host nation hospital emergency room. It also never hurts to learn how to ask for medical help in the host nation language. The Host Nation Patient Liaison can provide a medical phrase book. Be sure to ask for one.

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

Ospedale San Bortolo (ULSS 6)

Via Rodolfi 31
36100, Vicenza

Main Operator 0444.75.3111
Patient Liaison Desk 0444 75.3300

http://www.ulssvicenza.it/nodo.php/1314

The Vicenza City hHspital is a regional medical center that along with its satellite location in the nearby area of Noventa Vicentina, oversees the delivery of care to approximately 312,000 citizens over a territory of 736,000 square kilometers. Over 30 different specialties are represented in a treatment facility capable of hosting an inpatient population of approximately 1,200 patients.

The hospital began as a shelter for the needy back in the middle ages and grew to become a center of excellence with well over 30 specialty services being offered (see below) along with a complete modern radiology diagnostic suite (Spiral CT, MRI, CT-PET, etc.) and full laboratory facilities to complement the delivery of care.

Some of the specialties represented are:

Anesthesia/ICU
Cardiac Surgery
Cardiology/CCU
Stereotactic Surgery
General Surgery
Vascular Surgery
Pediatric Surgery
Plastic Surgery
Oral-Facial Surgery
Dermatology
Hematology
Endocrinology and Metabolic disorders/Diabetes Management
GI/Endoscopy
Geriatrics
Infectious and Tropical Diseases
General/Internal Medicine
Nuclear Medicine-PET Center
Nephrology-Dialysis and Renal Transplant Unit
Neurology-Stroke Unit
Ophthalmology
Oncology
Orthopedics and Traumatology
OB/GYN
ENT
Respiratory Diseases
Pediatrics/NICU
Psychiatry
Urology
Pain Management
Radiotherapy/Oncology
ER (General/Pediatric/OB-GYN)

On arrival to the Vicenza hospital, please contact the Host Nation Patient Liaison on duty who may be reached at the PLC office located in the main lobby. If unable to locate the Liaison, the Italian information desk (near the Liaison office) and the ER staff will be glad to page the Liaison for you. The PLC is always present on the hospital premises (24/7) but may be assisting other beneficiaries at the time of your arrival. Once informed of your presence, the Liaison will arrange to meet up with you in a timely fashion.

The Liaison will escort you to your appointment/ER visit/Diagnostic procedure and will assure that communication is not a problem. He/she will advocate for you and assist you throughout your visit. At discharge, the Liaison will prepare a Discharge Summary Plan (DSP) which will outline (in English) the events of your encounter, findings, treatment (s) received and the discharge recommendations to follow. This information will be transmitted to your assigned HCP at the USAHC so that continuity of care can be assured. A follow-up appointment (if desired/required) with your HCP can also be scheduled at this time.

Contact information

Main Operator:	0444.75.3111
Patient Liaison Desk:	0444.75.3300 (commercial-preferred)
	634.8384 (DSN)
	0444.92.81.66 (alternate commercial)

Visiting hours

Every day:	1900 – 2000
Monday, Thursday, Saturday & Sunday:	1530 – 1630
Sunday (additional hours):	1100 – 1130

Special Hours for the following wards:

CCU, Infectious Disease, Cardiac Surgery (every day): 1900 – 2000
Cardiology (every day): 1530 – 1630; 1900 – 2000
ICU (every day): 1830 – 1900 (hours may change and only one family member at a time may be allowed in the room)
OB (every day 1900 – 2000; Dads also 1800 – 1900

Children are allowed on most wards (please check with the Liaison staff), but must be under adult supervision at all times and must behave in a manner appropriate for the surroundings (no running, no loud noises, no disturbing other patients, etc.).
Visitors should be limited to no more than 2-3 at a time. Please respect visiting times.

Telephone use
Most rooms do not have a telephone. Use of personal cell phones is not discouraged except in those wards were they may interfere with sensitive medical equipment. For further details please do not hesitate to contact the Patient Liaison Office at the Vicenza City Hospital.

Parking

Pay-Parking (in euro) is available at the two main lots located at the entrance of the hospital. Two hour parking is allowed near the ER area for the purpose of discharging and picking up ER patients (special time stamped parking permits are issued for this purpose and are issued by the guard at the main entrance to the hospital).

Religious Service

Catholic Service: 0715 and 1630 (every day at the main chapel)

Non-Catholic assistance: contact the head nurse to arrange other religious assistance or contact the PLCs who can request one of the chaplains assistance for you.

Radio and Television Services

Some beds have their own personal television screen (small) and headphones for radio programs. Please note that all programming is in Italian. Patients may bring their own portable laptop computers, DVD and MP3/Walkman players with headphones (required to avoid disturbing the other patients).

Smoking Policy

Smoking is prohibited on the ward and surrounding areas. Fines may be imposed which range from 27 to 275 Euro (Law 584/75, Art. 52, comma 20 448/2001). The fine doubles if the offense is committed in the presence of a pregnant patient, infants and children below 12 years of age.

Food Services

Two cafeterias/snack bars are located on the premises.
One is located near the front entrance of the hospital is open from 0700 to 2000.
The other cafeteria located near the back entrance of the hospital (Area D) is open from 0700 to 1900 hours, except Sunday. Note: patients on restricted/special diets or undergoing diagnostic procedures, should avoid additional non-authorized food intake.

Barbershop / Hairdresser

A barber shop/hairdresser is located in the side entrance of the main lobby. Its hours of operation are: 0830 – 1730 hrs, Tue-Sat.
All services are additional (not included in the hospital fees).

Newsstand

A newsstand is located in the main lobby. Its operating hours are Monday through Friday from 0630 to 1230 and 1500 to 1800 hrs. On Saturdays, Sundays and holidays, the hours are from 0630 to 1230.
No English magazines and/or newspapers available.

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
0444.75.3300,
DSN (314) 634-8384.

Notes

Maps and Driving Directions

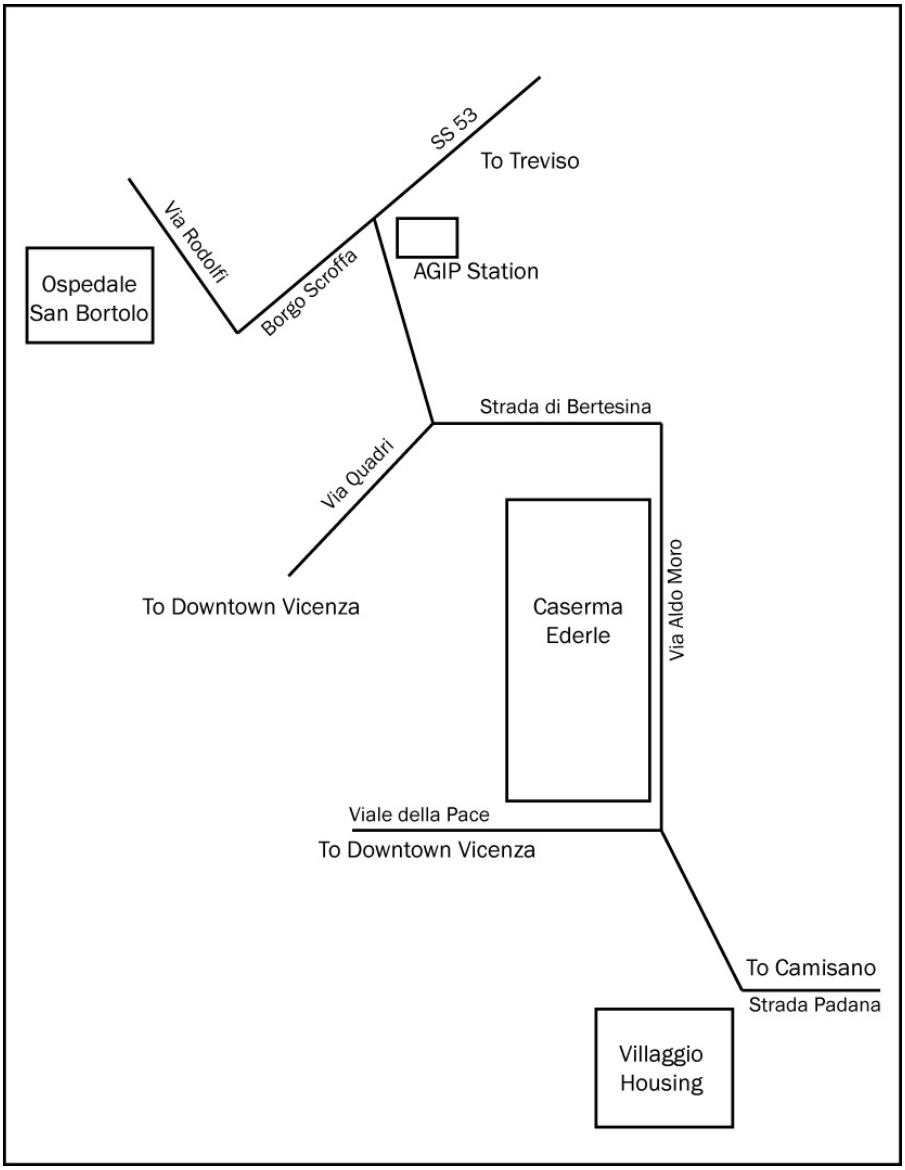
Maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

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.

If you need additional help, talk to your TRICARE Service Center, 634-7294/7877/8304 or Patient Liaison 0444.75.3300, DSN634 8384.

Malles Venosta
Naturno
(Meran)
Lasa
Laces
Lana
Sarentino
Chiusa
Badia
Cortina d'Ampezzo
Parco Nazionale dello Stelvio
Castelrotto
Renon
Appiano sulla Strada del Vino
Bolzano
Bormio
Laives
Cles
E45
Parco Nazionale delle Dolomiti Bellunesi
Ponte Nelle Alpi
Belluno
Sedico
Pergine Valsugana
Trento
Vittorio Veneto
Feltre
Arco
Riva del Garda
Rovereto
Conegliano
Sacile
Bassano del Grappa
Montebelluna
Susegana
A22
Schio
Thiene
Villorba
Rosà
Paese
Treviso
Lago di Garda
Valdagno
A31
Castelfranco Veneto
A4
Vicenza
Scorzè
Mogliano Veneto
Desenzano del Garda
Bussolengo
Arzignano
Padova
Mira
Sona
Verona
E70
Lonigo
Venezia
Selvazzano Dentro
Villafranca di Verona
Bovolone
Laguna Veneta
Este
Monselice
Legnago
Chioggia
Mantova
A13
Cavarzere
Rovigo
Adria
Porto Viro
Viadana
Guastalla
Mirandola
Bondeno
Copparo
Mesola
Ferrara
Parma
Carpi
Codigoro
Cento
Comacchio
Reggio nell'Emilia
Modena
Nonantola
San Giovanni in Persiceto
Argenta
Formigine
Castelfranco Emilia
Sassuolo
Bologna
Conselice
Alfonsine
Maranello
Castel San Pietro Terme
Fusignano
Vignola
Lugo
A1
Ravenna
Cotignola
Imola
Pavullo nel Frignano
Faenza
Forlì
Cervia
Bertinoro
Cesena

Ospedale San Bortolo



Ospedale San Bortolo

Via Rodolfi 31
36100, Vicenza

Main Operator
0444.75.3111
Patient Liaison Desk
0444. 92.8166 /0444 75.3300

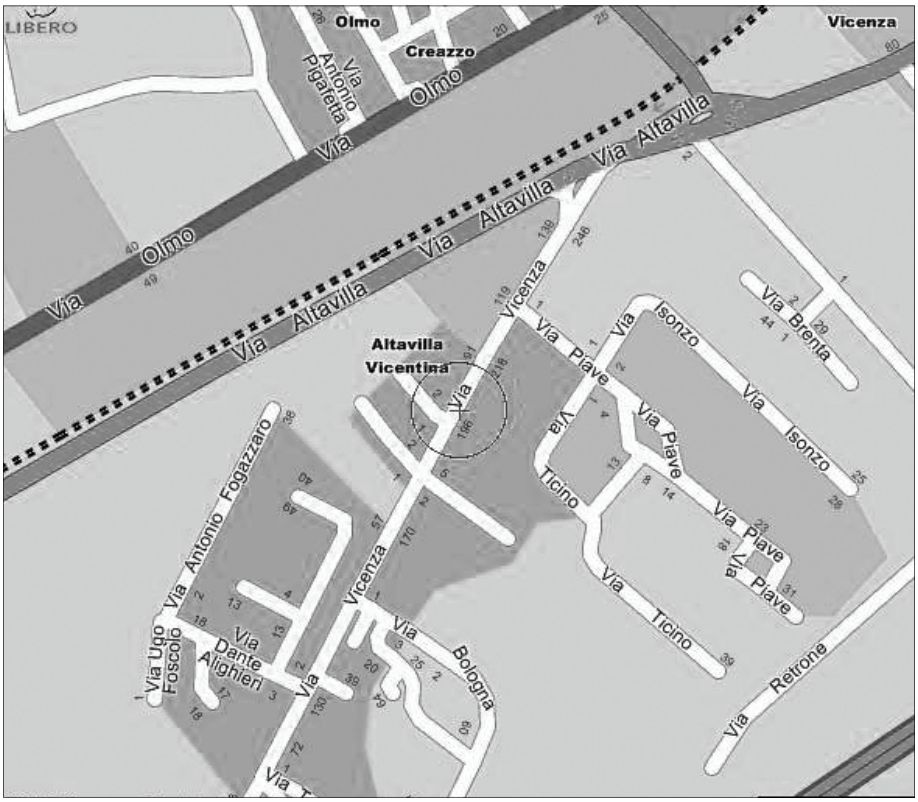
Driving Directions from Villaggio Housing:

- From Villaggio round the circle and drive North on Strada Padana, toward Caserma Ederle,. Strada Padana will turn into Viale Camisano at the bridge and then Via Aldo Moro.
- Continue North on Via Aldo Moro until you reach the traffic circle.
- Enter the traffic circle and exit at the 9 o'clock position, driving West on Strada di Bertesina
- After the bridge, turn right at the intersection driving North on Via G.Quadri.
- Continue straight and at the second stop light turn left onto Viale Trieste.
- Continue West in which the road will turn into Borgo Scroffa
- At the first traffic circle turn right onto Viale Rodolfi
- This street is lined with trees on both sides
- There is large park on the left and the Hospital is just past it
- Look for sign "OSPEDALE" to point you in the right direction.

C.M.S.R. and Sanimedica Medical Center

C.M.S.R. Veneto Medica S.r.l.
e Sanimedica S.r.l

Via Vicenza 204
36077 Altavilla Vicentina (VI)
Phone Number: 0444 341213



The center is open Monday through Friday from 07.00-19.00 hours and on Saturday from 08.00 to 13.00 hours. Personal and public transportation make this center easily available and there is abundant parking.

To reach the center from downtown Vicenza by bus take bus # 12 and 14 . By car following Via del Sole toward the entrance of the highway Ovest (West). At the intersection turn to the right toward Montecchio Maggiore. At the second intersection turn to the left. You will see the CMSR Center on your left. From Montecchio Maggiore follow the road Milano-Venice to

Frequently Asked Questions

Host Nation Providers

What is the Preferred Provider Network?
The TRICARE Europe 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 a 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 800.785795 (toll-free from Italy) 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 Vicenza Patient Representative at DSN 634-7952 or civilian 0444.71.7952 (email , VZHCPatRep@amedd.army.mil) 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 800.785795 (toll-free from Italy) 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 an Italian 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.

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. 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 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 medical 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 Liaison s *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 800.785795 (toll-free from Italy) 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 not 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.

TRICARE Area Office-Eurasia-Africa DSN 496-7412
Civilian 49.(0) 6302.67.7432
E-mail teoweb@europe.tricare.osd.mil

Resources on the Web

Army Wounded Warrior Program
www.AW2.army.mil

Army Behavioral Health
www.behavioralhealth.army.mil

Centers for Disease Control and Prevention
www.cdc.gov

Europe Regional Medical Command
http://ermc.amedd.army.mil

Military OneSource
www.militaryonesource.com

TRICARE
http://www.tricare.mil/mybenefit or http://www.tricare.mil/tma/EurasiaAfrica

Version 1.0
May 2010