



Honoring Warriors and the Army Family Covenant

U.S. Army Health Center Baumholder
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 at <http://ermc.amedd.army.mil/baumholder> to view or download the most current version of this guide.





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

Letter from the LPMC 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 Clinic Baumholder is committed to providing the best quality medical care possible. If services are not available at this clinic, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet is your guide to accessing medical care through our Host Nation partners and making you comfortable about visiting health care providers in Germany.

The local TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. During in processing, through our Welcome to Wellness program, you and your family's eligibility and enrollment status will be updated.

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

Please let us know how we can serve you better. We will listen. We have the time.

Clinic Commander
Baumholder Clinic



US ARMY HEALTH CLINIC- BAUMHOLDER

Mission

Provide quality ambulatory care for Soldiers and their Families while coordinating and facilitating inpatient and specialty care with our host nation and DoD partners.

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 Center Baumholder at www.tricareonline.com or by calling Central Appointments at DSN 485-8080 or civilian 0678.36.8080. 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 Clinic Baumholder, 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 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. 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

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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 Europe Web site.

TRICARE Eurasia-Africa

The TRICARE Europe Web site at <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 Europe 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 the Baumholder Health Clinic, in Building 8741, in Room 103. The phone number is DSN 485-6570/8089 or civilian 0678.36.6570/8089.

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. Patient liaisons can be contacted at DSN 485-6831/8750/8575/6668 or civilian 0678.36.6831/8750/ 8575/6668. After hours, the liaisons can be reached by contacting the AOD at DSN 486-8106 or civilian 06371868106. The patient liaison office is located in Building 8741, Office Numbers 209 and 211.

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 needed.
- 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.
- Provide local resources for medical supplies and pharmacies.
- Per request, accompany you on your first visit to a Host Nation provider.

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.

General Observations

- **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

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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 patients of the opposite sex. Ask for a chaperone 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.



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
- Bras (necessary regardless of whether you are breast or bottle feeding)
- Kleenex
- Phone numbers/ address book
- Clock for your bedside
- Car seat (this is German law!)
- Diapers

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.

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 Baumholder clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 116 on post, 067836.116 off post, or call the MP station at 06783.6.7546. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 485-6205/7037 or civilian 0678.36.6205/7037 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 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). For 24-hour medical advice, call the toll-free Nurse Advice Line at 0800.825.1600.

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

USAG Baumholder Emergency Phone Numbers 24/7

	DSN	Civilian
German ambulance	116	112/19222
German Police	117	110
German Fire Dept.	116	112
Military Police	114	0678.36.7546

While traveling, all TRICARE beneficiaries can call International SOS at 0800.80806 (toll-free from Belgium) 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/USAREUR Command Center 24 hours a day. Call DSN 377-4906 or civilian (49) 06221.39.4906 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 112. From an on-post DSN phone, call 116.

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

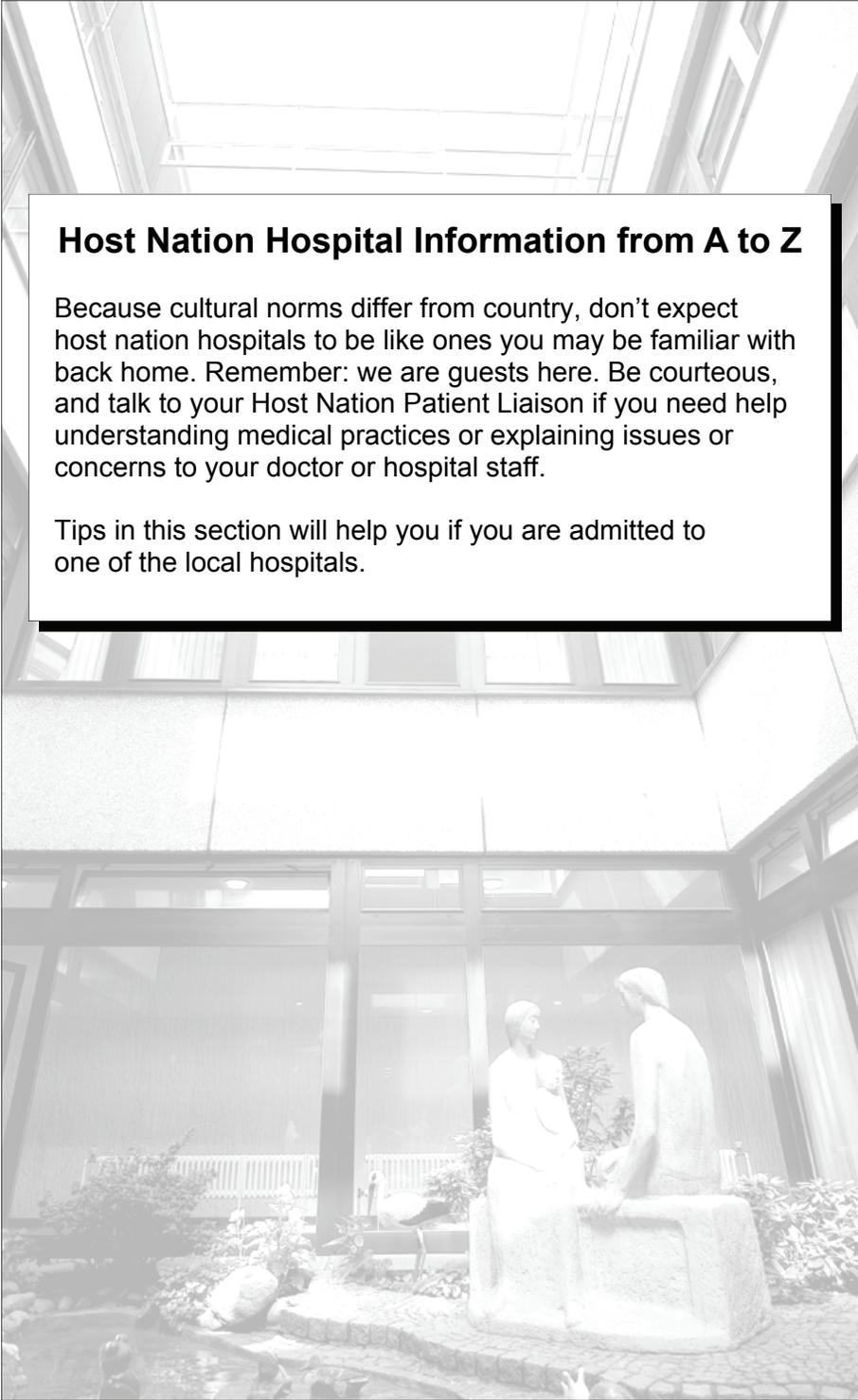
Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

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 AOD Landstuhl at DSN 486-8106 or civilian phone number 06371.86.8106. 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.





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.

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 in advance to confirm the documents 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 course of treatment. Information about prescriptions is on page 17.
- 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. Hygiene problems might be caused and the nursing 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.

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's expense at a Host Nation hospital or clinic. Medicare will 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 in 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 in 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 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 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 heat up 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 to purchase snacks or drinks 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. The fee is usually between €30 to €50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

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 bedside 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 Healthcare 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 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 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:

Useful Phone Numbers:

Baumholder Health Clinic	0678.36.8080 or DSN 485-8080
24-hr Nurse Advice Line	0800.4759.2330
Host Nation Patient Liaisons	0678.36.6668/8750/8575/6831 or DSN 485-6668/8750/8575/6831
ISOS (Eff. Sept. 1, 2010)	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

The Baumholder Health Clinic is Open:

Monday to Thursday	0800-1200, 1300-1600
Active Duty Priority Care	0630-0730
Friday	0800-1200, 1300-1400
Active Duty Priority Care	1300-1400
Training Holidays	0900-1500
Saturday and Sunday	Closed
Federal Holidays	Closed

Referred Care Services

The TRICARE Service Center, located in the Baumholder Health Clinic, provides a range of services to help you navigate the German Health Care system:

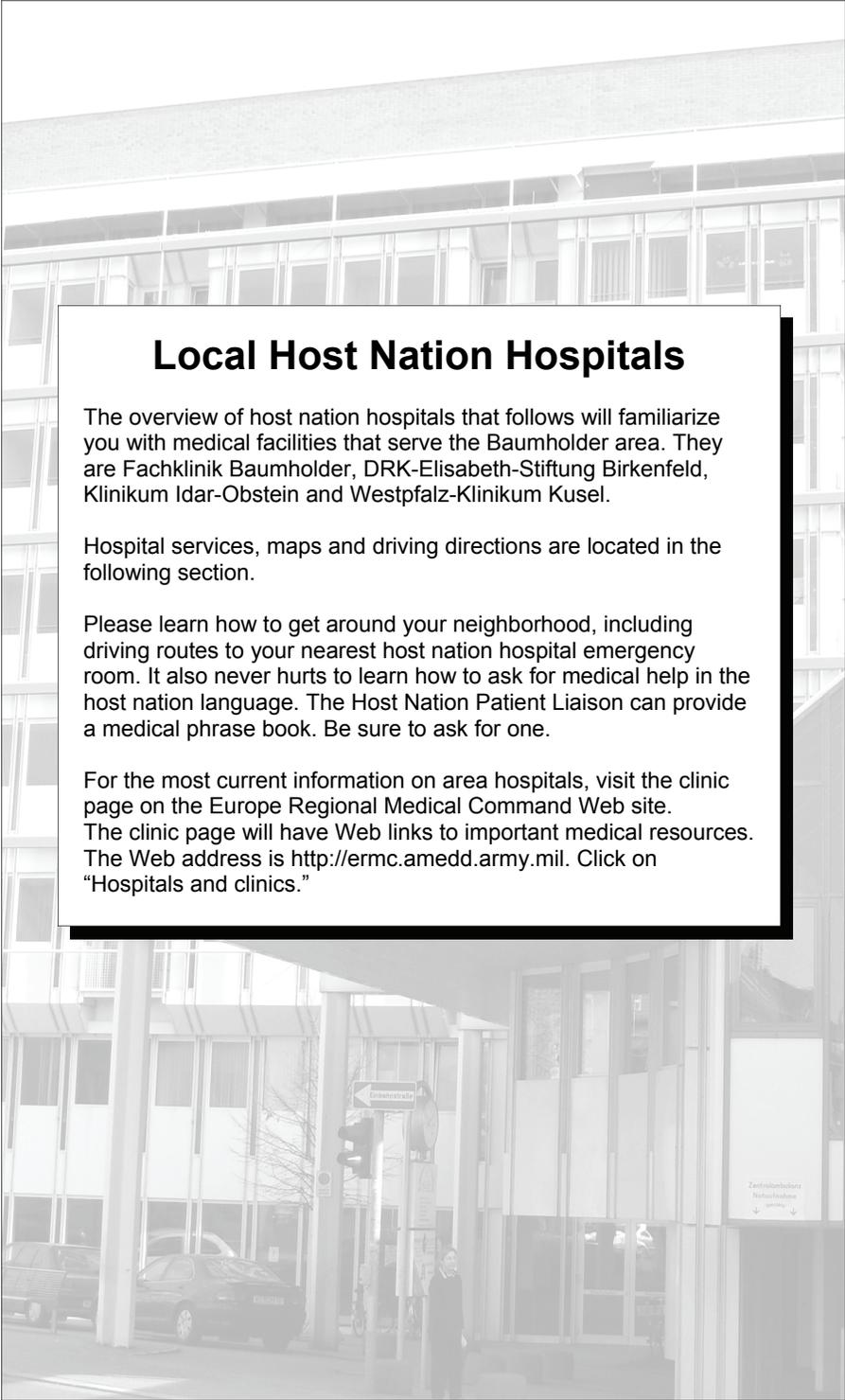
The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and U.S. hospitals and clinics. The patient liaisons also coordinate your follow-up at the Baumholder Health Clinic. They may also assist with outpatient appointments.

Referred Care Team: The Referred Care Team is available to help when the Health Clinic is closed (after hours and on weekends). Contact is through the Patient liaison: 0678.36.6831/8750/8575/6668 or DSN 485-6831/8750/8575/6668.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.
TRICARE Medical Service Coordinator 06783.6.6570/8089 (DSN 485-6570/8089).

The **Beneficiary Counseling and Assistance Coordinator** (BCACs), or 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 Baumholder Clinic BCAC at DSN 485-6205 or civilian 06783.6.6205.

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.



Local Host Nation Hospitals

The overview of host nation hospitals that follows will familiarize you with medical facilities that serve the Baumholder area. They are Fachklinik Baumholder, DRK-Elisabeth-Stiftung Birkenfeld, Klinikum Idar-Obstein and Westpfalz-Klinikum Kusel.

Hospital services, maps and driving directions are located in the following section.

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. The clinic page will have Web links to important medical resources. The Web address is <http://ermc.amedd.army.mil>. Click on "Hospitals and clinics."

Baumholder Hospital/ Fachklinik Baumholder

GPS Address

Krankenhausweg 22
55774 Baumholder

Phone Number

0678.3180
Fax: 0678.31.8102



Background/ Services

This small hospital has a 24/7 emergency care clinic and inpatient care in a regular internal medicine ward. Services include radiology, endoscopic, laboratory services and physical therapy. Many medical problems can be treated in this facility.

Fachklinik Baumholder does not provide specialty care apart from internal medicine. OB patients, surgical patients, pediatric patients etc. can be evaluated here and redirected to the closest appropriate medical facility.

Admissions

When you are admitted to the Baumholder hospital, you will be asked to fill in a Champus Claim Form DD 2642, and admissions will need a copy of your ID.

Visitors

Visitors are welcome at any time. They may spend all day with you, but understand that family members and friends are not allowed to stay overnight.

The hospital offers a family atmosphere with a common TV lounge and dining area. You may bring your cell phone, a portable DVD player or your lap top, however, there is no wireless LAN.

Smoking

Smoking is only allowed in a designated smoking area outside the front entrance.

Leaving Your Room

The time of the daily rounds vary, so notify a nurse when you leave your room. Most German hospital workers speak a little English. The nursing staff may not speak as much English as the physicians, though the extent of English depends on the individual.

Discharge

Ask your discharging physician about follow-up care, medications, prescriptions, treatment plan, and special instructions etc before leaving the hospital. It is very important to always follow-up with your primary care manager (or other available physician) or with your Unit PA. Keep your discharge report ready for this follow-up care. Your Host Nation Patient Liaison will gladly provide a translation if the report is in German.

DRK-Elisabeth-Stiftung Birkenfeld

GPS Address

Trierer Str. 16 – 20
55765 Birkenfeld/Nahe

Phone Number

0678.2180
Fax: 0678.218.1104



Parking

You may park for free along the street using the blue parking sign. Simply display the time of arrival in your front window. There is also a big parking lot behind the hospital (follow the blue P sign).

Departments

Birkenfeld offers outpatient and inpatient services internal medicine including cardiology and intensive care as well as nephrology and diabetology. Their surgical department provides care in the specialties of visceral, trauma and general surgery as well as sports medicine and intensive care. It is complemented by an orthopedic department also offering pain management.

One of Birkenfeld's highlights is its newly renovated OB/GYN department. Maternity care, gynecological services as well as a breast cancer center are also available. The medical services are supported by services like laboratory, radiology, nuclear medicine, outpatient oral surgery and ENT services.

Visitors

The afternoon is often the best time to visit, but close family members and friends are welcome at any time during the day (not overnight). The ICU unit has strict visitation times from 1430 – 1445 hrs. Extra visiting time needs to be arranged and coordinated with the attending physician.

Telephones

Apart from the ICU, Birkenfeld allows you to use your cell phone. You may also have a bedside phone. Any calls made on this phone will be charged to the patient.

If you are interested in getting a phone card, go to the admissions office near the main entrance or with the nurses' station. The basic fee for phone services is 1 euro per day plus the units used (1 Unit: 0.15 euro).

Television

Television is free of charge, but it provides German channels only. You are welcome to bring a portable DVD or lap top to watch movies in your language.

Admissions

If you are admitted at the Birkenfeld Hospital, you will be asked to fill out a TRICARE claim form DD 2642. The Admissions office will also need a copy of your ID card.

Patient Liaisons

Please feel free to ask for a Patient Liaison. The nurse or physician will gladly inform them. The Patient Liaison will visit you every duty day. They can also help you with arranging follow-up care after being discharged.

Discharge

Ask your discharging physician about follow-up care, medications, prescriptions, treatment plan, and special instructions etc before leaving the hospital.

Note: It is very important to always follow-up with your primary care manager (or other available physician), or with your Unit PA. Keep your discharge report ready for this follow-up care. Your patient liaison will gladly provide a translation if the report is in German.

Patient Liaisons

If you have further questions, please ask the nursing staff or the attending physician, or contact the Baumholder Patient Liaisons at DSN 485-8575/6668/6831/8750 or CIV 06783.6.8575/6668/6831/8750. The patient liaison office is open:

Monday – Thursday 0800 – 1600 hrs
Friday 0800 – 1400 hrs
(closed for lunch from 1200 – 1300).

After-hours, on weekends or holidays, you may contact your on-call liaison via Landstuhl's AOD, DSN 486-8106 or CIV 06731.86.8106.



Klinikum Idar-Oberstein

GPS Address

Dr.-Ottmar-Kohler-Str. 2
55743 Idar-Oberstein

Phone Number

0678.1660
Fax: 0678.166.1940



Services

Klinikum Idar-Oberstein is the largest hospital in the Baumholder area offering outpatient and inpatient services. Primary services include pediatrics, OB/GYN, surgery, orthopedics, urology, ENT, internal medicine, cardiology, neurology, psychiatry, neurosurgery, dialysis, oncology and intensive care. It also supports an outpatient surgical center.

Children's Hospital

Idar-Oberstein is the nearest children's hospital in the Baumholder area and is frequented by many military Families. They offer general pediatric care as well as NICU, pediatric ICU, pediatric oncology, cardiology and pulmonology services along with pediatric urology and surgery.

Infants up to 24 months are admitted to WARD 25.

Phone number: 06781.66.1250.

Children two years and older are admitted to WARD E5

Phone number: 06781.66.1050

Children with contagious diseases, children who had to undergo surgery and children who are suffering from chronic internal disorders are also treated in those wards. In the rear of the children's wing is an outdoor playground, and on Ward E5, there is a playroom for children.

Ward E5 employees are kindergarten teachers from 0800 to 1300 hrs and from 1400 to 1700 hrs. They will gladly play and work with your child.

Visiting Hours

As a rule, parents may visit their child at almost all times. However, quiet hours during the night (2000 to 0700 hrs) and during the afternoon (1200 to 1330 hrs) should be observed.

Personal Items

At the infant ward, patients are provided with clothes and all items necessary for personal hygiene. The older children usually prefer to use their own clothes, so remember to bring pajamas. If parents bring their child's favorite blankets, pillows, gowns or robes, they will have to be cleaned or washed at home. Accompanying parents will not be provided with any clothes or personal hygiene items. Remember to bring your own gowns, towels, soap and other items.

Accompanying Children/ Patients

For psychological and emotional reasons or because of the severity of the illness, it may be recommendable that one parent stay with the child throughout the day and the night. This means that the parent will share a room with the child (room permitting). Usually, the ward will provide blankets, pillows and a hideaway bed for this purpose free of charge. During the day, those beds should be folded up and put aside.

Each ward has an “Elternzimmer” or “Parents Room”, where accompanying parents can relax, make themselves some coffee or tea or watch TV. The Parents Rooms are also equipped with refrigerators for storage of personal items and microwaves. The accompanying parent may use the staff dining facility (Cafeteria), which provides meals at affordable prices. Just ask your nurse for an “authorization card”. The Cafeteria is closed in the evenings, however, you can order your dinner (usually a salad platter or bread and cold cuts) when you go down in the morning or at noon (it will be brought to the ward). The dining facility is located in the basement of the main building (1. UG). Its hours are as follows:

Breakfast		
	Monday – Friday	0700 – 0900
	Saturday and Sunday	0745 – 0900
Lunch		
	Monday – Friday	1130 – 1330
	Saturday and Sunday	1215 – 1315

Physician’s Consultation Hours

Patients are encouraged to use physicians’ morning rounds to pose questions and concerns. It is also possible to make an appointment to talk to the ward physician. Let nurses and physicians know, if you have any questions or suggestions.

Smoking

As a rule, there is no smoking in the hospital. Smokers have to go outside the building to the designated smoking areas.

Outside Food

Always check with the ward nurse first before allowing the patient to eat sweets or other food brought parents or visitors. This way, the nurses can make sure it is not interfering with the nutritional plan recommended by your child’s attending physician. Please let the nurse know if your child needs something from the kitchen.

Telephone

Cell phones are usually not allowed. There is a telephone hook-up in each room. Let the nurse know if you want a telephone in the room and report to the information desk in the main entrance hall for a chip card to open up your phone account. The machine to deposit money into your phone account is right around the corner from the information desk. In order to activate your phone, you must deposit at least € 20. The daily service charge is € 1.50 plus the fees for all outgoing calls. It is not possible to receive phone calls between 2200 and 0600 hours. If your balance is less than € 15.00, you may not be able to use the phone. For outgoing calls you may also use the coin-operated telephone downstairs in the front entrance area of the pediatric clinic. There are 2 more public phones located in the main entrance hall near the information desk (card and coin-operated).

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Parking

There is free, unlimited parking on the right side of the road as you are driving up to the hospital (gravel parking lot). Directly in front of the main hospital, there are designated parking slots available for patients and visitors. For a fee of 0,30 euro cents per hour (0,80 cents for 1 hour, € 1 for each additional hour), you may use the parking spaces on the right side of the hospital. Purchase a ticket at the blue toll booth and display it on your dashboard.

There is also a park deck on your left as you are approaching the hospital. Once you drive in, there are two entrances: If you use the left drive-in entrance, you may park your car on ground level for 0,80 euro cents per day. The right side of the park house will charge the same fees as the parking lot on the right side of the hospital. You get your ticket as you enter the park deck. Keep the ticket with you until you are ready to leave. Prior to picking up your car, you have to pay for the ticket at the ticket machine located on the side of the pediatric clinic (Kinderklinik).



Registration

During regular work hours, you have to register with the hospital's admission office in the main building. You will have to fill in a TRICARE claim form and present your ID card for copying. On weekends, the registration can be done through the ward nurse. Have your ID card ready.

Bistro and Newsstand

A cafeteria for visitors (Judy's Bistro, Tel. 06781.66.1900) is located in the basement of the main building.

Hours

Monday – Friday	1000 – 1830
Saturday, Sunday and holidays	1330 – 1730

You may also call and have pizza, salads, sandwiches etc delivered to your ward. A small store called "Judy's Kiosk" sells papers, magazines, drinks and sweets and is located in the front entrance hall of the main hospital. The hours are:

Monday – Friday	0800 – 1800
Saturday, Sunday and holidays	1400 – 1700

Patient Liaisons

If you have further questions, please ask the nursing staff or the attending physician, or contact the Baumholder Patient Liaisons at DSN 485-8575/6668/6831/8750 or CIV 06783.6.8575/6668/6831/8750. The patient liaison office is open:

Monday – Thursday	0800 – 1600
Friday	0800 – 1400

(closed for lunch from 1200 – 1300).

After-hours, on weekends or holidays, you may contact your on-call liaison via

Westpfalz-Klinikum Kusel

GPS Address

Im Flur 1
66869 Ruthweiler

Phone Number

0638.1930
Fax: 0638.193.5702



Departments

Kusel is an outlying hospital of the large Westpfalz-klinikum in Kaiserslautern. It is a teaching hospital of the Mainz University, which may result in the transfer of a patient from one hospital to the other.

Kusel offers services in acute surgical care, general and trauma surgery, vascular surgery and angiology, orthopedics, physical therapy, rheumatology, physical medicine and rehabilitation, as well as internal medicine, ICU care and inpatient ENT services. In addition to its regular ancillary departments including computer tomography, Kusel has an outpatient surgical center for surgical, orthopedic, urological and gynecological procedures.

Parking

Kusel has a large free parking area right next to and below the hospital entrance.

Visitors

The afternoon is the best time for visitors, but close family members and friends are welcome at any time during the day (not overnight). This does not apply for ICUs. Visiting hours are limited and additional time must be requested.

Telephone

In Kusel, you are allowed to use your cell phone, however, there may also be a bedside phone. This service will be charged to the patient. If you are interested in getting a phone card, see the information desk in the main entrance hall for a chip card to open up a phone account. The machine to deposit money into your phone account is right around the corner from the information desk.

In order to activate your phone, you should deposit at least € 20. The daily service charge is € 2.50 including all calls to regular phone numbers within Germany. Calling other cell phones outside of Germany will be charged extra.

Television

The television is free of charge but it provides German channels only. You are welcome to bring a portable DVD or lap top to watch movies in your language.

Smoking

As in all other hospitals, Kusel does not allow smoking inside the hospital. There are designated smoking areas outside.

Food/Snacks

As you enter the Kusel hospital, you will find a cafeteria and small snack bar on your right-hand side. The cafeteria offers coffee and cake but also full meals on:

Monday – Friday	0900 – 1800
Weekends and holidays	1400 – 1800

The snack bar is open:

Monday—Friday	0800 – 1800
Weekends and holidays	1400 – 1800

Admission

If you are admitted at the Kusel Hospital you will be asked to fill out a TRICARE claim form DD 2642. The Admission office will also need a copy of your ID card.

Patient Liaison

Feel free to ask for a patient liaison. The nurse or physician will gladly inform them. The patient liaison will visit you every duty day. They can also help you with arranging follow-up care after being discharged.

Discharge

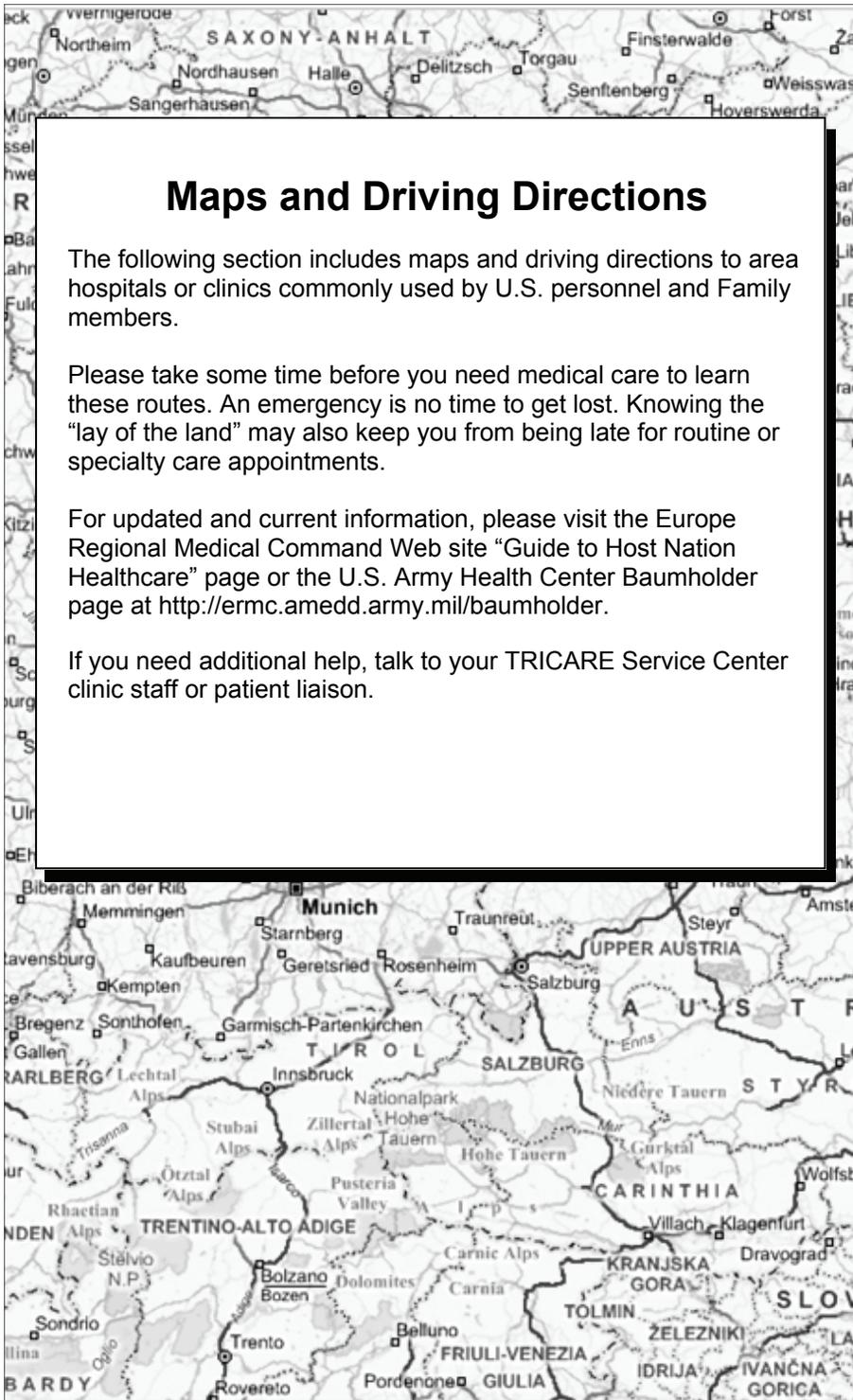
Ask your discharging physician about follow-up care, medications, prescriptions, treatment plan, and special instructions etc before leaving the hospital. It is very important to always follow-up with your primary care manager (or other available physician), or with your Unit PA. Keep your discharge report ready for this follow-up care. Your patient liaison will gladly provide a translation if the report is in German.

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 485-8575/6668/6831/8750 or CIV 06783.6.8575/6668/6831/8750.



Maps and Driving Directions

The following section includes maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

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

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

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

Fachklinik Baumholder

GPS Address

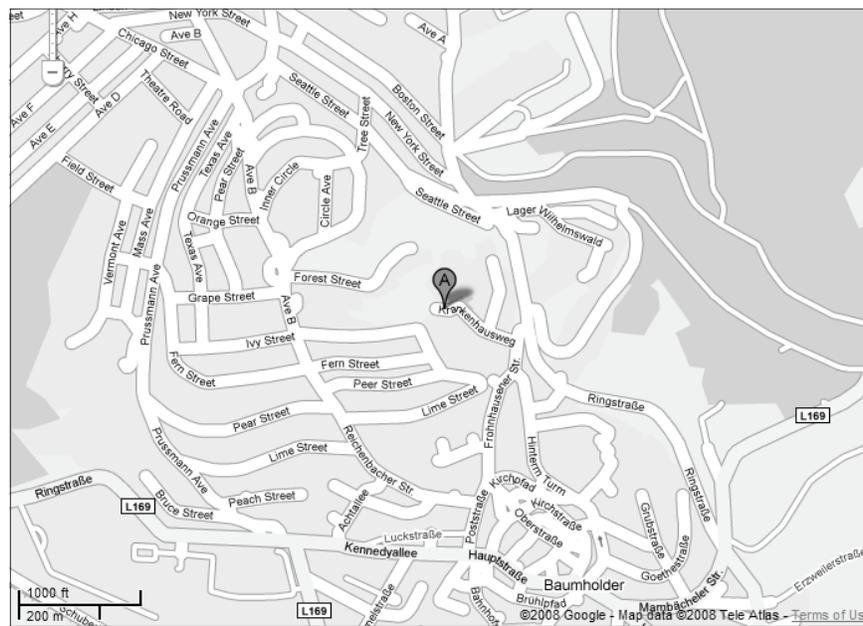
Krankenhausweg 22
55774 Baumholder

Phone Number

0678.3180
Fax: 0678.31.8102

Driving Directions

1. From the traffic circle at the center of post, drive past the Garrison Headquarters on your right.
2. Take the first right onto "Seattle Street."
3. Stay on the priority road which becomes Avenue A.
4. Follow the "Krankenhaus" and "Fachklinik" signs.
5. Take the first right onto "Fronhausener Strasse'.
6. Take another quick right onto "Krankenhausweg" and the hospital will be straight ahead at the end of the road.



DRK– Elisabeth-Stiftung Birkenfeld



GPS Address

Trierer Str. 16 – 20
55765 Birkenfeld/Nahe

Phone Number

0678.2180
Fax: 0678.218.1104

Driving Directions

1. From Baumholder, follow L176 through Heimbach to Neubruecke.
2. Turn right onto B41 towards Birkenfeld.
3. Turn left toward Birkenfeld center (Saarstrasse) and follow the symbol for the Hospital (Red Cross).
4. At the next intersection (large Esso sign pointing to the right), take a left following the street up to the hospital, which will come up on your left hand

Klinikum Idar-Obstein

GPS Address

Dr.-Ottmar-Kohler-Str. 2
55743 Idar-Oberstein

Phone Number

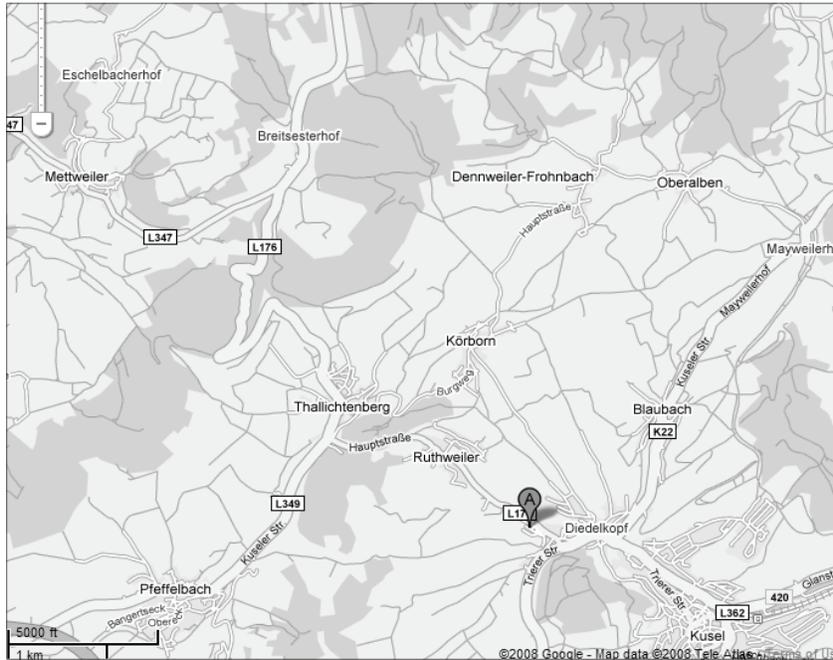
0678.1660
Fax: 0678.166.1940

Driving Directions

1. Follow L176 through Reichenbach into the outskirts of Idar-Oberstein.
2. Follow the signs towards Bad Kreuznach onto B41 and into downtown Idar-Oberstein.
3. At the first traffic light, turn left and stay straight through several traffic lights (past Aral gas station).
4. Turn right toward Goettschied on Gottschieder Strasse and follow the signs (red cross with black roof) of the hospital (Klinikum).



Westpfalz-Klinikum Kusel



GPS Address

Im Flur 1
66869 Ruthweiler

Phone Number

0638.1930
Fax: 0638.193.5702

Driving Direction

1. To get to Kusel from Baumholder, follow L176 through Breitsesterhof to Thallichtenberg.
2. In Thallichtenberg, follow the priority road through town and take a left toward Kusel.
3. Go through Ruthweiler and the hospital will be on the right.

Notes

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 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 Baumholder Patient Representative at DSN 485-8572 or civilian 06783.6..8572 or use the "Contact Us" feature on the TRICARE Europe 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 need to 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, can assist you with communication, and 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 Treatment 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 in an 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 treatment facility?

TRICARE Nurse Advice Line 00800.4759.2330
Provides medical advice and can book you an appointment in the MTF

U.S. Army Health Clinic Baumholder
Central Appointments DSN 485-8080
Civilian 0678.36.8080

TRICARE Service Center DSN 485-6205/7037
Civilian 0678.36.6205/7037

TRICARE Area Office-Eurasia-Africa
DSN 496-7433
Civilian 49.(0) 6302.67.7432
E-mail teoweb@europe.tricare.osd.mil

International SOS (Eff. Sept. 1, 2010) 0800.181.8505 (toll-free from Germany)
0044.20.8762.8133 (someone will call you back)

Quick Reference Phone Numbers

U.S. Army Health Clinic Baumholder

Emergency care:	112
Nurse Advice Line:	00800.475.92330
Ambulance:	DSN 116, Civilian 19222
Military Police (emergencies):	DSN 114, Civilian 0678.36.114
Clinic duty day number:	DSN 485-8080, Civilian 0678.36.8080
Patient Advocate:	DSN 485-8572, Civilian 0678.36.8572
EDIS:	DSN 485-6710, Civilian 0678.36.6710
Immunization Clinic:	DSN 485-6488, Civilian 0678.36.6488
Behavioral Health:	DSN 485-7411, Civilian 0678.36.7411
Optometry:	DSN 485-6640, Civilian 0678.36.6640
Pharmacy:	DSN 485-6270, Civilian 0678.36.6120
Pharmacy refills:	DSN 485-6879, Civilian 0678.36.6879
Physical therapy:	DSN 485-7151, Civilian 0678.36.7151
Preventive Medicine:	DSN 485-7312, Civilian 0678.36.7312
Community Health Nurse:	DSN 485-7312, Civilian 0678.36.7312
Social Work Services:	DSN 485-7411, Civilian 0678.36.7411
Patient Liaison:	DSN 485-6668/8750/8575/6831 Civilian 678.36.6668/8750/8575/6831
TRICARE Service Center:	DSN 485-6570/8089 Civilian 0678.36.6570/8089
MP Desk:	DSN 485-7546 Civilian 0678.36.7546
LRMC Medical Room:	DSN 486-8415/5450

Resources on the Web

Army Wounded Warrior Program

www.AW2.army.mil

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

Army Behavioral Health

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

(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

(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.hqusaEur.army.mil

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

World Health Organization

www.who.int/en

(Updates and information on worldwide health trends)



Version 1.0
March 2010

