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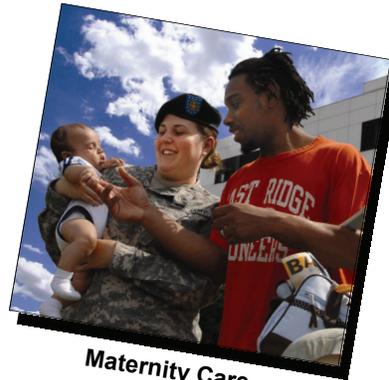
**Honoring Warriors and the Army Family Covenant**

**U.S. Army Health Clinic Grafenwoehr**

# **Guide to Host Nation Health Care**



**Routine and Specialty Care**



**Maternity Care**



**Patient Liaisons**



**Emergencies and Surgery**

*and much more.....*



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

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

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





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

## **Bavaria Medical Department Activity Commander**

Dear Bavaria Beneficiaries,

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

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

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

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

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

Fortress of Health, Army Strong!

Commander  
U.S. Army Medical Department Activity, Bavaria

## Letter from the Clinic Commander

Grafenwoehr Military Community,

The U.S. Army Health Clinic Grafenwoehr and myself are committed to provide the best and highest quality of care to our beneficiaries through partnerships with local medical facilities.

This booklet will assist you should you have to utilize the medical facilities in our local community. It contains a wealth of information to answer any immediate questions and make you comfortable with Host Nation healthcare.

The local TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. Please be sure to visit the TRICARE Enrollment Office during in-processing to verify your eligibility and enrollment status.

The Patient Liaison will help you understand the diagnosis, treatment plan and medications, as well as explain Host Nation hospital customs and medical practices during you may encounter during your hospitalization. If necessary, the Patient Liaison can also assist with outpatient appointments.

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

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

Commander  
Grafenwoehr Army Health Clinic



## Bavaria Medical Department Activity

### Mission

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

### Vision

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

## Our Services for You

You can make an appointment at the U.S. Army Health Center Grafenwoehr at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 475-7152, civilian 09641.83.7152. 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 Grafenwoehr, 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:

<b>Appointment Type</b>	<b>Required within:</b>
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

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

### Host Nation Preferred Provider Network

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

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- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file 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 Eurasia-Africa**

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

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

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located at building 475, which is the Grafenwoehr Health Clinic. The phone number is DSN 475-7152 or civilian number 09641.83.7152.

Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at [www.tricare.mil/DEERS/](http://www.tricare.mil/DEERS/)

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



Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions, and other useful information. They can also help you understand required medical documentation and medical bills.

### **Host Nation Patient Liaisons**

Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities or will accompany you on your first outpatient visit. Patient Liaisons can be contacted at DSN 475-6416 or civilian 09641.83.6416. After hours, the liaisons can be reached by contacting the MP desk at DSN 476-2490 or civilian 09662.8969.

#### **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 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

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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)
- 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.

## 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 Grafenwoehr clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 114 on post, 112 off post, or call the MP station at 114. 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 Grafenwoehr Emergency Phone Numbers 24/7

	DSN	Civilian	
German ambulance	—	09641.19222	Off-Post Only
German Police	475-110	09641.83.110	
German Fire Dept.	475-112	09641.83.112	
Military Police	476-2490	09662.83.3397	

While traveling, all TRICARE beneficiaries can call International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

If you cannot obtain assistance locally, call the U.S. Army Europe Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian (49) 06221.67.7099 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 0984.83.4116. From an on-post DSN phone, call 09841-19222.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

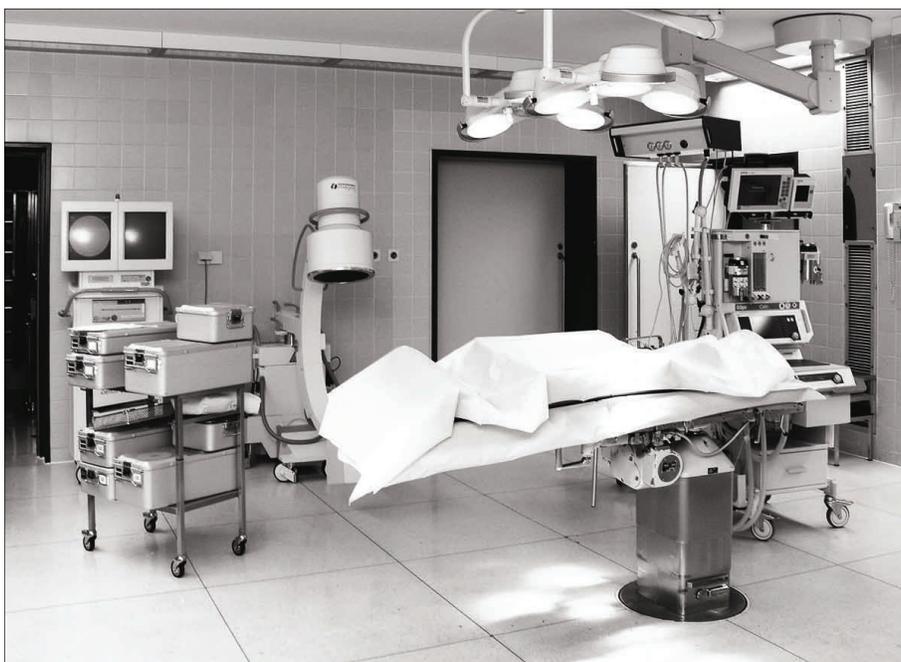
### **Emergency Rooms**

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

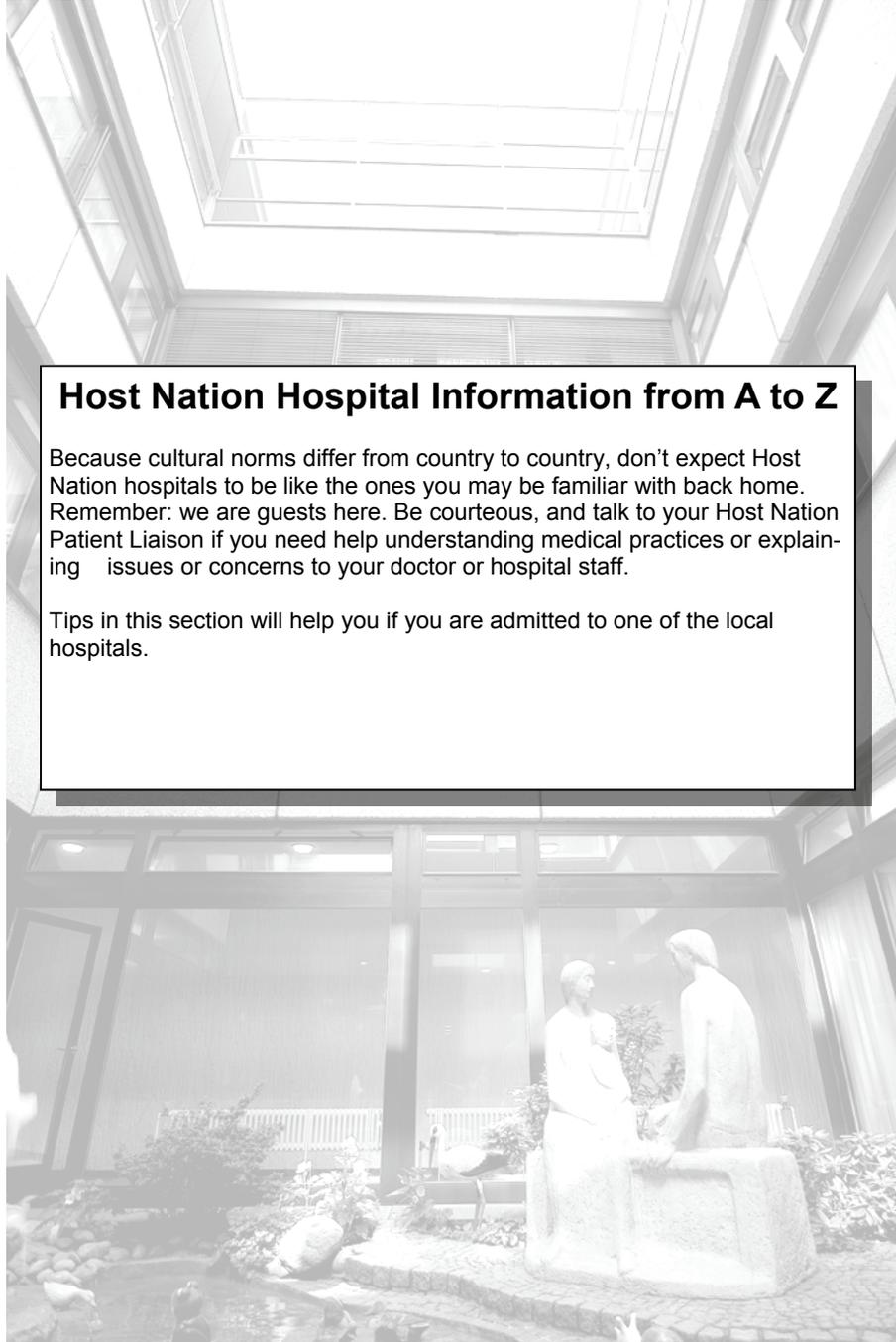
In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation, call the Military Police at DSN 475-114 or civilian phone number 09641.83.114. 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.



**Notes**



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

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.

## Host Nation Hospital Information from A to Z

### 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.

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### **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 Eurasia-Africa Web site.

### **Leaving your Room**

When you are feeling better and able to leave your hospital room, please dress appropriately. Stay in your room until all the testing is completed and physicians have made their rounds. This varies from ward to ward. If you leave the ward, be sure to let the staff know. Once you are admitted to the hospital, you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This can be decided only by your physician. If your doctor approves a pass, you will be required to sign a waiver that releases the hospital from liability during your absence.

## **Meals**

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Be sure to let them know.

Patients 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 ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription but also an after-hour or Sunday surcharge. If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt — you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

### **Television**

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

## Getting Help After Hours

The Health Clinic's Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted to the hospital.

**When the clinic is open:**

Host Nation Patient Liaisons	09641.83.6416 or DSN 475-6416
After clinic hours/week-ends	09662.8969 or DSN 476-2490

**The Grafenwoehr Health Clinic is open:**

Monday to Wednesday, Friday	0800-1800
Active Duty Priority Care	0630-0730 (Doors open at 0615)
Thursday	1000-1800
Active Duty Priority Care	1300-1400 (Sign in begins at 1245)
Friday	0800-1600
Training Holidays	0900-1500
Saturday and Sunday	Closed
Federal Holidays	Closed
Appointments	09641 83 7152/8393 (DSN 475-7152/8393)

**Referred Care Services**

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

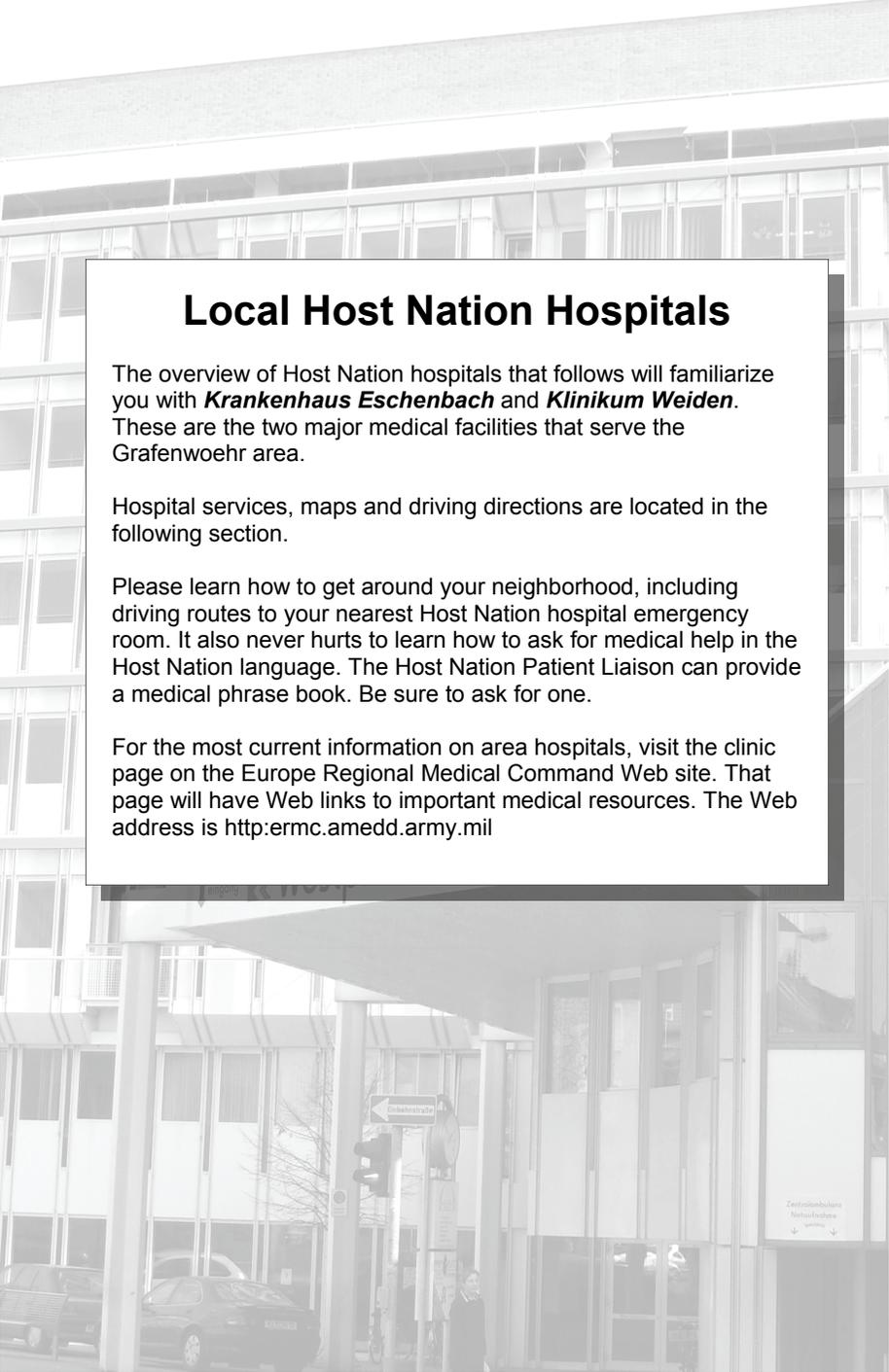
The **Referred Care Team** visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and American hospitals and clinics. The Patient Liaisons also coordinate your follow-up at the Grafenwoehr Health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

Host Nation Patient Liaisons	09641.83.6416 (DSN 475-6416)
At Klinikum Weiden	0961.303.4114
ISOS (Eff. Sept. 1, 2010)	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

**Referred Care Team:** The Referred Care Team is available to help when the Health Clinic is closed (after hours and on week-ends). Contact is through the MP Station: 09662.8969 (DSN 476-2490)

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers. TRICARE Medical Service Coordinator 09641.83.8589 (DSN 475-8589)

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMIC clinics help with referrals, answer questions on TRICARE benefits and policies and help patients understand the procedures of being referred to an off-post provider. You may call the Grafenwoehr Clinic BCAC at DSN 475-7152 or civilian 09641.83.7152. 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 ***Krankenhaus Eschenbach*** and ***Klinikum Weiden***. These are the two major medical facilities that serve the Grafenwoehr area.

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. That page will have Web links to important medical resources. The Web address is <http://ermc.amedd.army.mil>

## Krankenhaus Eschenbach

### GPS Address

Jahnstrasse 18  
92676 Eschenbach, Germany

### Phone Number

9645.850



### Emergency Services

To the Emergency Room, take an immediate right after the reception window, go through a glass door, turn left at the next hallway and check in with the nurse on duty. If an exam room is unavailable you will be asked to sit in the waiting area. Like any emergency room, patients are seen according to medical priority and availability of appropriate physicians.

TRICARE beneficiaries must complete a TRICARE claim form (DD2642). The hospital staff will make a copy of your ID card as proof of eligibility. You must notify the TRICARE Service Center at the clinic as soon as possible (preferably by the next business day). Patients who are not TRICARE beneficiaries must notify their own insurance company.

NOTE: Active duty soldiers may not sign out against the advice of the German doctor unless approved by a physician from the Grafenwoehr Health Clinic. Family members may sign out, but are encouraged to speak with a one of the members of the Referred Care Team before doing so.

Retirees with other health insurance should not sign a TRICARE claim form. You will first process your bill with your other health insurance. Non-TRICARE beneficiaries with other health insurance will be asked for a € 300 or more deposit prior to admission.

### Parking

Free outside parking is available in front of the hospital. To reach the hospital from the parking lot, go up the hill using the stairs, go through a glass automatic door and the Reception window (Rezeption) will be on the right side of the (Main lobby). The desk is staffed from:

Monday to Friday	0700-1900
Saturday	0800-1800
Sunday/Holiday	0900-1800

If no one is at the desk, ring the bell on the right side of the reception desk and wait for assistance. For after hours, please ring the bell located at the hospital entrance door on the right side.

### Visiting Hours

Visiting hours vary by ward. Children are allowed on most wards regardless of age. Children MUST be under supervision at all times. You should have no more than 2-3 visitors at a time. If you are mobile, you may use the Aufenthaltsraum (Patient Lounge), the lobby or the café. Keep visits to a reasonable length of time.

### 20 Guide to Host Nation Healthcare

### **Overnight Stay**

Spouses may not stay in the patient room overnight.

Do not sit or lie on the patient's bed or use the patient bathroom. Visitor restrooms, marked WC are located at the entrance to most wards.

### **Physician Staff**

Physicians usually have name tags and wear long lab coats. You will find that many physicians speak English. If you speak slowly and avoid slang words you will generally be understood. You may find that both cultural differences and concern about being misunderstood may cause the physicians to provide less information than what would be expected in an American Hospital. If the Arzt (doctor) does not offer information about your test results, care plan or progress, be sure to ask our patient liaisons for assistance.

Your day-to-day care will be provided by the Chefarzt (department chief doctor) and Stationsarzt (ward doctor). In addition, there may be interns accompanying the Doctors on rounds. If you are unsure who your treating physician is, ask. Physicians Rounds are generally made in the morning and afternoon to review and discuss you progress and care plan. The Chefarzt, Oberarzt (senior physician) and Stationsarzt have meetings each day about mid-day to discuss patients and care plans. The Stationsarzt will generally be on the ward again in the afternoon to review the day's progress and test results and make care plan changes as necessary with the nursing staff. They do not necessarily visit you again at that time. If you feel you do not understand the medications, care plan, etc. or that the doctor does not understand your questions, contact your Patient Liaison.

Your Arzt is on duty from approximately 7:30 a.m. to 4:30 p.m. After this time there will be a Dienst Arzt (duty doctor) available for emergencies. Discharge plan should be discussed with your Arzt. The Dienst Arzt, as a rule will not change the care plan of your Arzt (your doctor).

### **Nursing Staff**

The Schwester (female nurse) and Pfleger (male nurse) wear name tags and wear dresses or pants with short lab coats. The nursing staff may not speak as much English as the physicians, though this can vary from ward to ward and shift to shift. Here again, they can often understand more than they can speak. So here again speak slowly, avoid slang words and you will generally be understood. It may be helpful to bring a German/ English dictionary. People are more likely to make the effort to speak English to you, if they see you are making an effort to communicate as well.

The nursing staff is there to carry out the physician's orders, monitor your status and assist you if you are confined to bed. They provide most of the direct care. If you are mobile you will be able to do many things for yourself. If you need assistance you can ring the nurse just like in an American hospital.

Nursing training is slightly different from that in the US and often the Schwester/ Pfleger (Nurse) might not be allowed to do some of the things we would expect, such as putting in an IV line or drawing blood; often these things must be done by a physician. This can vary depending on the particular training of the nurse.

As in the American system, the nurse is **not** allowed to give you medical information, i.e. test or lab results: your doctor will give you this information. Questions about your results or care plan should be directed to him. If you are uncertain if you understand the nurses or they understand you, contact Patient Liaisons for assistance.

### **Telephone Use**

Telephones are available at each bed. If you wish to connect the phone go to the Information Desk on the ground floor after you are admitted (patient must be first in the computer base to obtain an in-house telephone card) and ask for a telephone card for the patient. You will receive a "Chip-Card", instructions and a telephone number. You need to put money on the card in order to activate it. Use the "Chip Card" machines next to the Information Desk.

A minimum of € 20 is needed, € 10 is a deposit for the card (this will be refunded when you return the card at the end of your stay), € 1 will be automatically deducted for use of the phone each day (up to 14 days) and 17 cents will be deducted for each unit used when making outgoing calls. There is no charge to you for incoming calls. There is not ATM Machine, bring euro. Insert card into your bedside phone to activate the number. Once the phone has been activated you do not need the card in the phone to receive calls, only to make calls. If you leave your room you should remove the card otherwise someone could take it. To get a refund of your deposit and any unused time, return to the machine where you activated it.

If you do not want to use the phone in your room, there is a pay phones in the main lobby next to the Reception Desk. You can use EURO coins. Cell phone use in the hospital is prohibited.

NOTE: Calls to the States can be very expensive. To make a collect call to the States call the AT&T operator at 0800-225-5288 and ask to make a collect call.

### **Religious Services**

Located on EBENE 3 (2nd Floor) , Catholic services on Tuesday and Saturday at 1900.

### **Smoking Policy**

No smoking is allowed in patient areas, hallways or lobby. On EBENE 3 (2<sup>ND</sup> floor at the end of the hall in room 336, smoking is allowed in the Aufenthaltsraum (Patient Lounge) or you can walk out the main entrance to your left.

### **Television Use**

At the Krankenhaus Eschenbach a radio is built into the nurse call system. Televisions are available in most rooms. Headphones are available for purchase at the reception desk for € 1.80. When watching television/video or listening to the radio, keep volume level low and turn off when nurses and doctors are in the room. Radios and televisions should be turned off by 2100.

### **Meals**

Because you may be on a special diet or need to fast before certain tests can be done, check with your doctor before consuming food or drink not provided by the hospital.

Krankenhaus Eschenbach, like most German facilities, serves three meals a day, with mineral water and fruit or natural teas available on the ward to drink upon request. If you prefer plain water, ask someone to bring it to the hospital for you. You will be asked to indicate your menu choices by completing a meal card each day for meals the next day unless you have been placed on a special diet.

Approximate meal times are:

Fruehstueck (Breafast)	0730-0830
Mittagessen (Lunch-hot main meal)	1130-1230
Abendbrot (Dinner-cold meal)	1630-1730

There is a seven-week rotational schedule for the hot lunch meal. There are translated menus. If you have the German menu ask the nurse for an English one.

### **Café**

Located off the main lobby

Hours: Monday and Tuesday	0830–1300 & 1400-1500
Wednesday and Friday	0800–1300
Saturday	0830-0900

Sells beverages, fruit, bread, sandwiches, candy, ice cream, German newspapers and magazines.

### **Medications**

If you take regular medications, inform your Arzt (doctor). If possible, bring them with you to the hospital for your doctor to see. Do not continue to take these medications without his/her knowledge; there could be adverse reactions with other medications that have been ordered. You will often be given medication for the day all at once in the morning. If you are unsure of the medications you are receiving in the Klinikum, or how and when to take the medications, ask the Schwester/Pflege (Nurse) or contact the Patientenbetreuerin (Patient liaisons) for clarification. Be sure to inform your Arzt (doctor) of any allergies, i.e., medications, foods, etc.

### **Hygiene Items**

In German hospitals you are expected to provide your own hygiene items (e.g. towel, wash cloth, soap, shampoo, etc.) as well as appropriate clothes (sweats are a favorite) and slippers. If admitted on an emergency basis, have someone bring you what you need as soon as possible. There is limited space in the small closet and bedside stand, so bring only what you need. Items should be kept off the floor in order for staff to move around room freely and to allow cleaning personnel to be able to perform their duties efficiently.

### **Discharge from the Hospital**

When your doctor decides that you are ready to be discharged from the hospital, you will be given a report outlining your diagnosis, treatment and follow-up recommendations. A Health Clinic representative will give you follow-up instructions before you leave the hospital.

If you need medications and the Health Clinic is not open, your German physician will write a prescription to be filled at a German on-call pharmacy (Apotheke). The hospital staff can tell you which Apotheke is open.

TRICARE beneficiaries should bring their receipt to the TRICARE Services Center at the Grafenwoehr Health Clinic to file a claim for reimbursement. order for staff to move around room freely and to allow cleaning personnel to be able to perform their

## Klinikum Weiden

### GPS Address

Sollnerstrasse 16  
92637 Weiden, Germany

### Phone Number

0961.3030

<http://www.eng.klinikum-weiden.de/>



With a staff of 150 doctors, 500 nurses and more than 300 other full-time staff members, Klinikum Weiden provides emergency services, as well as primary, and specialty care to members of the Grafenwoehr community.

### Emergency Services

To reach the Emergency Room, take the stairs directly in front of the reception desk up to the 2<sup>nd</sup> floor (1OG). Turn right at the top of the stairs and follow the signs to *Zentrale Aufnahme* or *Erst Hilfe*. The reception desk is on your left. The desk is staffed from 0600 to 1900 on weekdays. If no one is at the desk, ring the bell and wait for assistance. If an exam room is unavailable you will be asked to sit in the waiting area.

Like any emergency room, patients are seen according to medical priority and availability of appropriate physicians. TRICARE beneficiaries must complete a TRICARE claim form (DD2642). The hospital staff will make a copy of your ID card as proof of eligibility. You must notify the TRICARE Service Center at the clinic as soon as possible (preferably by the next business day). Patients who are not TRICARE beneficiaries must notify their own insurance company.

NOTE: Active duty soldiers may not sign out against the advice of the German doctor unless approved by a physician from the Grafenwoehr Health Clinic. Family members may sign out, but are encouraged to speak with a one of the members of the Referred Care Team before doing so.

For pediatric emergencies, go to the Kinder/Jugend Klinikum without entering the main hospital. The pediatric clinic is located in the first building on the right just inside the main hospital gate. Enter the building and ring the bell located on your left before the second double door. A nurse will come out to assist you.

### Parking

There is street parking around the Klinikum Weiden and in the underground parking garage (Tiefgarage). If you park on the street, be sure to observe posted parking restrictions. You will be ticketed for violating parking regulations, even if it is an emergency.

Note: The parking space in front of the main hospital entrance is reserved for dropping off and picking up patients. You can leave your car at this parking space for only 15 minutes.

The underground garage costs € 1 per hour but is free for the first 30 minutes. To reach the hospital from the garage, go through two red automatic doors and a gray double door, turn left to an automatic glass double door, go up the stairs and follow the sign to the Rezeption (Main lobby).

### **Admissions Office**

Hours: 0800-1600 daily Located on 1OG

On admission, TRICARE beneficiaries will be expected to complete a TRICARE claim form (DD 2642), signed by the patient or parent/guardian. A copy of the patient's ID card will be made to verify eligibility and attached to the claim form. For children younger than 10 without an ID card, use parent's information.

If paperwork has not been completed at the time of admission you may be asked to go down the next workday to complete paperwork or for the ID card to be copied. Birth registration is also completed at the Patientenaufnahme.

Retirees with other health insurance should not sign a TRICARE claim form. You will first process your bill with your other health insurance.

Non-TRICARE beneficiaries with other health insurance will be asked for a € 300 deposit prior to admission.

### **Patient Confidentiality**

The German healthcare system has the same strict patient confidentiality rules as the American system. Only physicians are allowed to give you and your family members medical information. They will allow the Patientbetreuerein (Patient Liaisons) to assist and translate because they understand that the liaison is bound by the same patient confidentiality rules. Generally the nursing staff is not allowed to give out medical information to the patients or family members; however, nurses may clarify what they already know the physician has told you.

### **Visiting Hours**

Visiting hours vary by ward. Children are allowed on most wards regardless of age. The ICU wards have very restrictive visitation policies. The neonatal ICU allows only parents on the ward. This is to maintain minimize infection risks.

Children **must** be under supervision at all times. You should have no more than 2-3 visitors at a time. If you are mobile, you may use the Aufenthaltsraum (Patient Lounge), the lobby or the café. Keep visits to a reasonable length of time. Do not sit or lie on the patient's bed or use the patient bathroom. Visitor restrooms, marked WC are located at the entrance to most wards.

### **Spouse/Guest Overnight Stays**

Spouses may not stay in the patient room overnight. The Kinderklinik (Pediatric Clinic) allows ONE parent to stay with the child on wards at no cost only **if** the child is under 5 years old. A cot, bedding and meals will be provided. For the accompanying parent, facilities for showering are in the patient's room.

### **Meals**

Because you may be on a special diet or need to fast before certain tests can be done, check with your doctor before consuming food or drink not provided by the hospital.

The Klinikum Weiden, like most German facilities, serves three meals a day, with mineral water and fruit or natural teas available on the ward to drink upon request. If you prefer plain water, ask someone to bring it to the hospital for you. You will be asked to indicate your menu choices by completing a meal card each day for meals the next day unless you have been placed on a special diet. The meal times are:

Fruehstueck (Breakfast)	0730-0830
Mittagessen (Lunch: hot main meal)	1130-1230
Abendbrot (Dinner: cold meal)	1630-1730

There is a seven-week rotational schedule for the hot lunch meal. These menus have been translated, if you have only the German menu ask the nurse to get an English version from the Kueche (kitchen) for you. On the maternity ward (32), a buffet breakfast is served in the Aufenthaltsraum (patient lounge).

### Leaving your Room

You should stay in your room in the morning until the Arzt has made his or her rounds, generally between 0800 and 1100. If tests are scheduled you should also stay in or near your room as you may be called to go for the test at any time. If you leave your room please let the Schwester/Pfleger know you are gone. Once you are admitted you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases the Arzt may allow a pass for a few hours, this must be discussed and approved by your Arzt. For liability purposes you will still have to sign a waiver that you are going against medical advice.

### Hospital Departments and Stations

In Germany, what U.S. citizens call the first floor is the ground floor (EG). All floors above the ground floor are called "OG" followed by the floor number. What we call the second floor is OG 1, the third floor is OG 2, etc. The main lobby is on EG and the Emergency Room is on OG 1.

<b>Chirurgische Klinik (Surgery Clinic)</b>		<b>Floor</b>
Station 42	Trauma Surgery (Unfallchirurgie)	2.OG
Station 33	Trauma Surgery (Unfallchirurgie)	3.OG
Station 43	General Surgery (Allgm.-Chirurgie)	3.OG
Station 44	Vascular Surgery (Gefäßchirurgie)	4.OG

<b>Frauenklinik (OB &amp; Gynecology)</b>		<b>Floor</b>
Station 32	Labor & Delivery (Geburtshilfe)	2.OG
Station 52	Gynecology	2.OG

<b>Intensistationen (ICU)</b>		
Station 23	Med ICU (med. Intensivstation)	3.OG
Station 24	Surgical ICU (Operative Intensivstation)	4.OG
Station 90 I & F	Pediatric ICU (Kinderintensiv/Frühgeb.)	2.OG

<b>Kinderklinik (Pediatric Clinic)</b>		
Station 91	Pediatric and ENT	2.OG
Station 92	Pediatric and ENT	2.OG

<b>Medizinische Klinik I (Gastroenterology &amp; Oncology)</b>		
Station 81		1.OG
Station 75		1.OG
Station 74		1.OG

**Medizinische Klinik II (Cardiology Dept. with Cardiac Catheterization Lab,  
Nephrology and Pulmonology Dept.)**

Station 72	2.OG
Station 82	2.OG
Station 73	3.OG

**Neurologische Klinik (Neurology with Stroke Unit)**

Station 83	Stroke Unit	3.OG
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**Urologische Klinik (Urology)**

Station 71	1.OG
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**Funktionsdienste (Other Departments)**

Zentrale Aufnahme (Central check-in)	1.OG
Patientenaufnahme (Emergency Room)	1.OG
Anästhesie/Eigenblutspende (Anesthesia/Blood Bank)	1.OG
Roentegen/CT (Radiology/CT)	1.OG
Augen OP (Eye OP)	1.OG
Urologische Funktionsdiagnostik (Urology Diagnostic)	1.OG
Neurologische Funktionsdiagnostik (Neurology)	1.OG
Physikalische Therapie (Physical Therapy)	EG
Tiefgarage (Underground Parking)	UG
Rezeption/Info Desk (Reception/Information Desk)	EG
Café/Kiosk (Café/Gift Shop)	EG
Kapelle (Chapel)	EG

ENT/Ophthalmology—Although there is no resident ENT or Ophthalmology physicians in the Klinikum, there are outpatient physicians with hospital privileges for scheduled surgeries.

**Telephones**

Telephones are available at each bed. If you wish to connect the phone go to the Information Desk on the ground floor after you are admitted (patient must be first in the computer base to obtain an in-house telephone card) and ask for a telephone card for the patient. You will receive a “Chip-Card”, instructions and a telephone number. You need to put money on the card in order to activate it. Use the “Chip Card” machines next to the Information Desk.

A minimum of € 20 is needed, € 10 is a deposit for the card (this will be refunded when you return the card at the end of your stay), € 1 will be automatically deducted for use of the phone each day (up to 14 days) and 17 cents will be deducted for each unit used when making outgoing calls. There is no charge to you for incoming calls. If you need euro, there is an ATM machine on 1<sup>st</sup> floor at the end of the hall by the pay phones. Insert card into your bedside phone to activate the number. Once the phone has been activated you do not need the card in the phone to receive calls, only to make calls. If you leave your room you should remove the card otherwise someone could take it. To get a refund of your deposit and any unused time, return to the machine where you activated it.

If you do not want to use the phone in your room, there are pay phones in the main lobby next to the Reception Desk. You can purchase Telekom phone cards in the Kiosk or at the information desk. Cell phone use in the hospital is prohibited. Calls to the States can be very expensive. To make a collect call to the States, call

the AT&T operator at 0800-225-5288 and ask to make a collect call.

### **Religious Services**

The chapel is located on EG (1<sup>st</sup> floor), end of hallway next to the Kiosk. Catholic services on Monday, Wednesday, and Friday at 1600, Saturday at 1900 and Sunday 0830. Protestant Services offered every Saturday at 1600.

### **Smoking Policy**

No smoking is allowed in patient areas, hallways or lobby. On Erdgeschoss (1<sup>st</sup> floor) the end of the hall, smoking is allowed in the Aufenthaltsraum (Patient Lounge) or you can walk out to the smoking area located in front of the main entrance.

### **Television Use**

At the Klinikum Weiden a radio is built into the nurse call system. Televisions are available in most rooms. Headphones are available for purchase at the reception desk for € 1.80. When watching television/video or listening to the radio, keep volume level low and turn off when nurses and doctors are in the room. Radios and televisions should be turned off by 2100.

### **Gift Shop**

Located off the main lobby

Sells beverages, fruit, bread, sandwiches, candy, ice cream, hygiene items, German newspapers and magazines and flowers.

Hours: Monday – Friday           0730 – 1750  
          Saturday & Sunday       0900 – 1750

### **ATM**

Located on the ground floor (OG) next to the pay phones. Accepts most ATM cards.

### **Medications**

If you take regular medications, inform your Arzt (doctor). If possible, bring them with you to the hospital for your doctor to see. Do not continue to take these medications without his/her knowledge; there could be adverse reactions with other medications that have been ordered. You will often be given medication for the day all at once in the morning. If you are unsure of the medications you are receiving in the Klinikum, or how and when to take the medications, ask the Schwester/Pflege (Nurse) or contact the Patientenbetreuerin (Patient liaisons) for clarification. Be sure to inform your Arzt (doctor) of any allergies, i.e., medications, foods, etc.

### **Discharge from the Hospital**

When your doctor decides that you are ready to be discharged from the hospital, you will be given a report outlining your diagnosis, treatment and follow-up recommendations. A Health Clinic representative will give you follow-up instructions before you leave the hospital.

If you need medications and the Health Clinic is not open, your German physician will write a prescription to be filled at a German on-call pharmacy (Apotheke). The hospital staff can tell you which Apotheke is open.

TRICARE beneficiaries should bring their receipt to the TRICARE Services Center at the Grafenwoehr Health Clinic to file a claim for reimbursement.

## **28 Guide to Host Nation Healthcare**

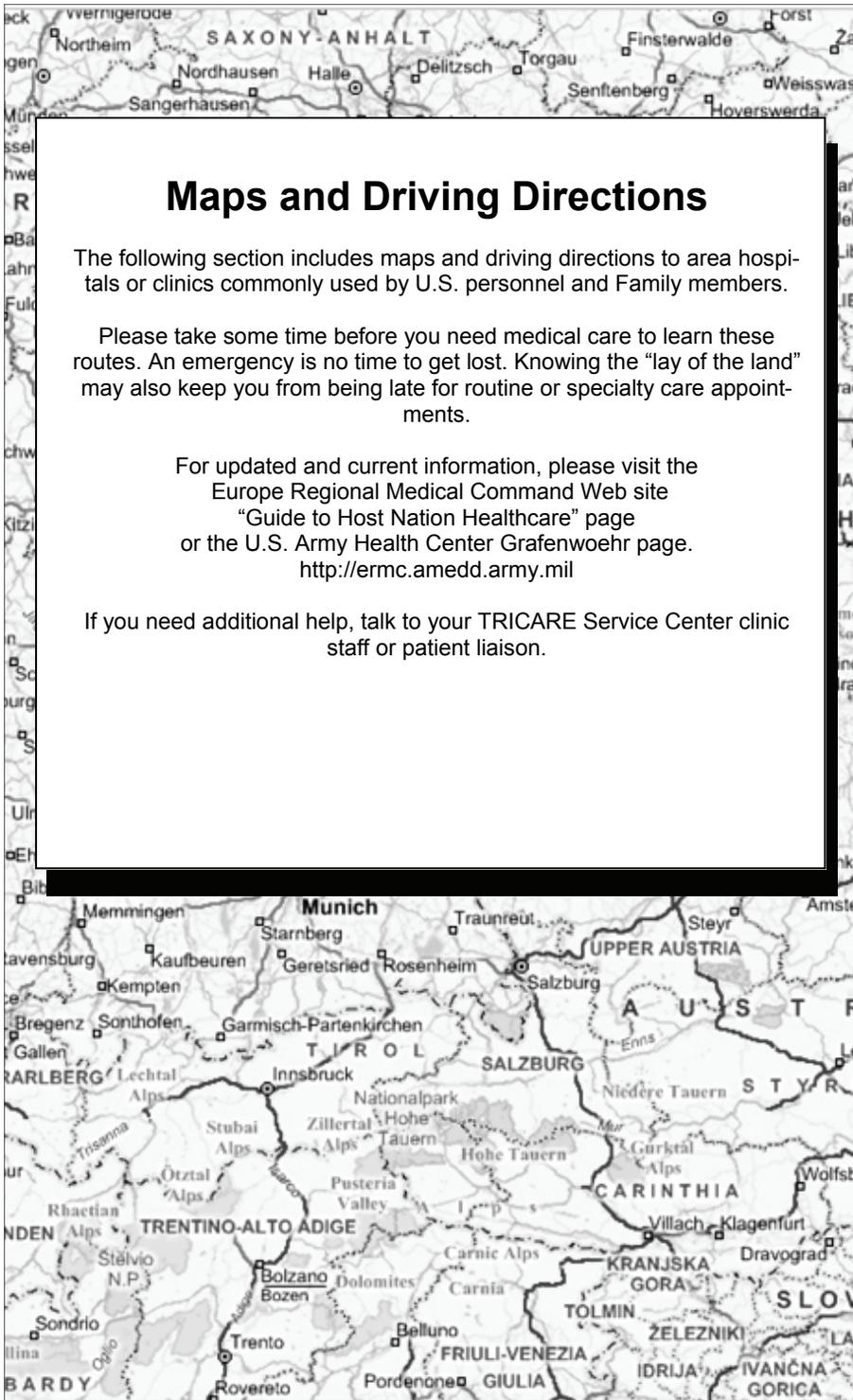
## Health care overseas can be an adventure



Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call  
DSN 475-7152 or civilian 09641.83.7152.

**Notes**



## Krankenhaus Eschenbach

### GPS Address

Janhstraße 18  
92676 Eschenbach, Germany

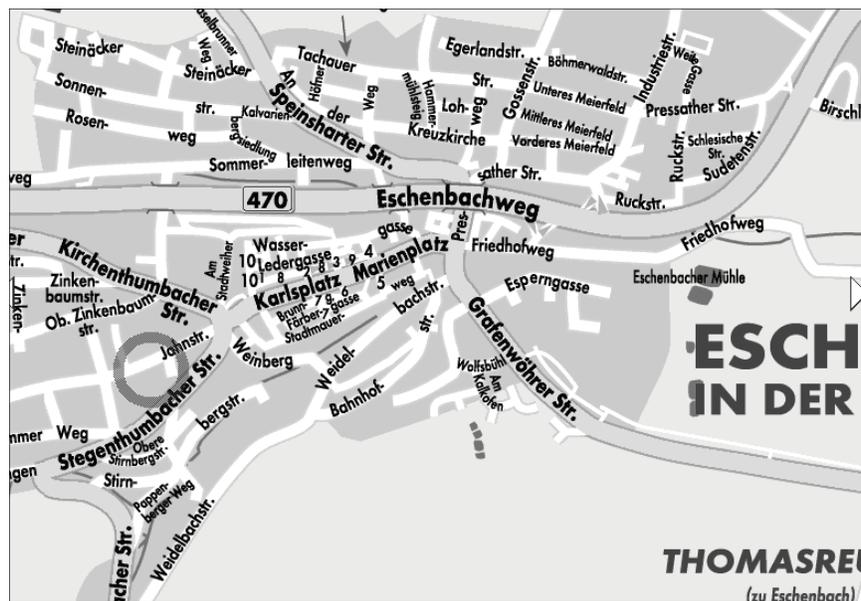
### Phone Number

9645.850



### Driving Directions

1. From Grafenwoehr post (Gate 3), head north on B299/Pressather Straße toward Bahnhofstraße/St2168.
2. Turn left at Bahnhofstraße/St2168 and continue to follow St2168
3. Turn left at Marienplatz.
4. Continue on Karlsplatz.
5. Slight right toward NEW1/Stegenthumbacherstr Straße.
6. Turn left at NEW/Stegenthumbacher Straße.



## Klinikum Weiden

### GPS Address

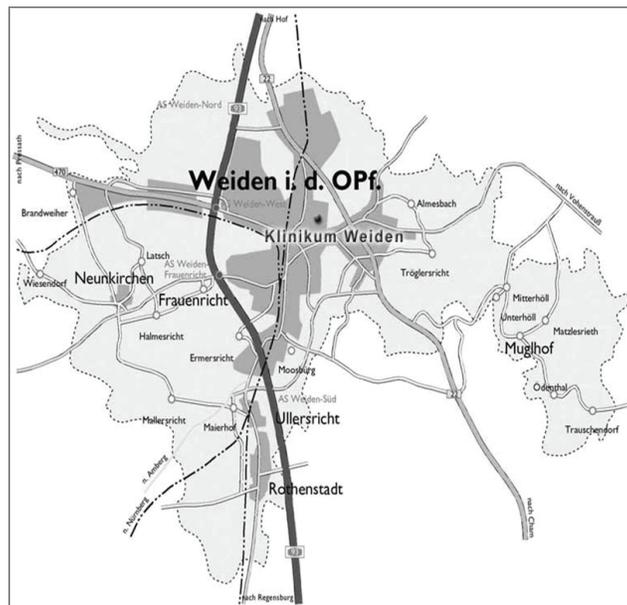
Söllnerstrasse 16,  
92637 Weiden

### Phone Number

0961.3030

### Driving Directions

1. From Grafenwoehr post (Gate 3), follow B299 toward Pressath.
2. Before getting to Pressath, turn onto B470 heading east to Weiden. B470 will take you straight into Weiden.
3. As you enter downtown Weiden you go under an overpass and emerge at a large intersection.
4. Turn left onto Nikolaistrasse.
5. Proceed to the second light and turn right.
6. Take the first left onto Bismark Strasse. This leads directly to the hospital.



**Notes**

## Frequently Asked Questions

### **Host Nation Providers**

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

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and

assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

#### ***Why should I use a PPN provider?***

PPN providers provide routine and specialty care that may not be readily available at your local Army Medical Treatment Facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

#### ***How can I locate a PPN provider?***

Your local TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa web site (see below) or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010, you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

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

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

If you provide your e-mail address to the TRICARE Service Center during the referral process, a Host Nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Grafenwoehr Patient Representative at 06221.17.2666, or use the "Contact Us" feature on the TRICARE Eurasia-Africa Web site, or contact the clinic commander.

### **Host Nation Patient Liaisons**

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

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

#### ***Where do I get follow-up care after being hospitalized in a Host Nation facility?***

Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a Host Nation hospital. If you were seen as an outpatient in a German facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the Host Nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will 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?**

<b>TRICARE Nurse Advice Line</b>	00800.4759.2330
Provides medical advice and can book you an appointment in the MTF	
<b>U.S. Army Health Clinic Grafenwoehr</b>	
Central Appointments	DSN 475-7152 Civilian 09641.83.7152
Bavaria District Hotline	Civilian 0900.350.3104
<b>TRICARE Service Center</b>	DSN 475-7420/7424 Civilian 09641.83.7420/7424
<b>TRICARE Area Office-Eurasia-Africa</b>	DSN 496-7412 Civilian 49.(0) 6302.67.7432 E-mail teoweb@europe.tricare.osd.mil
<b>ISOS (Eff. Sept. 1, 2010)</b>	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 Grafenwoehr**

<b>Nurse Advice Line:</b>	0800.825.1600
<b>Ambulance:</b>	DSN 114, Civilian 112
<b>Military Police-emergencies:</b>	DSN 114, Civilian 06992.83.114
<b>Emergency care:</b>	114 from on-post, 112 from off-post
<b>Clinic duty day number:</b>	DSN 475-7152, Civilian 09641.83.7152
<b>MP Desk:</b>	DSN 476-2490, Civilian 09676.62.8969
<b>Immunization Clinic:</b>	DSN 475-7426, Civilian 09641.83.7426
<b>Behavioral Health:</b>	DSN 475-8335, Civilian 09641.83.8335
<b>Optometry:</b>	DSN 475-5632, Civilian 09641.83.5632
<b>Pharmacy:</b>	DSN 475-7431, Civilian 09641.83.7431
<b>Physical therapy:</b>	DSN 475-5644, Civilian 09641.83.5644
<b>Preventive Medicine:</b>	DSN 475-7152, Civilian 09641.83.7152
<b>Community Health Nurse:</b>	DSN 475-7152, Civilian 09641.83.7152
<b>Social Work Services:</b>	DSN 475-8346, Civilian 09641.83.8346
<b>TRICARE Service Center:</b>	DSN 475-7420/7424 Civilian 09641.83.7420/7424
<b>Patient Advocate:</b>	DSN 475-1750 Civilian 09641.83.1750
<b>Pharmacy refills:</b>	DSN 486-5601 Civilian 00800.7446.2500
<b>EDIS:</b>	DSN 475-8307 Civilian 09641.83.8307
<b>Patient Liaison:</b>	DSN 475-6416 Civilian 09641.83.6416 After hours call the MP desk .

## Resources on the Web

### **Army Wounded Warrior Program**

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

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

### **Army Behavioral Health**

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

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

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

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

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

### **Europe Regional Medical Command**

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

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

### **Military OneSource**

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

(Support system and access to community resources)

### **TRICARE**

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

(Complete access to TRICARE benefits and coverage information)

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

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

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

### **World Health Organization**

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

(Updates and information on worldwide health trends)



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