

# July Updates



"Quality Health Care Is our Mission!"

1 JULY 2009

## Approved Swimming Areas near Hohenfels

\*Except for the Eschenbach Russweiher and Pressath Kiessie Beach, all lakes, streams, rivers, ponds and water filled rock quarries are not authorized for swimming.

- Breitenbrunn Schwimmabad
- Burgwallbach Burgwallbachersee
- Dietfurt/Altmuehl-Schwimmbad
- Beratzhausen Schwimmabad
- Regen Schwimmabad
- Rieden Schwimmabad
- Roetz Schwimmhalle
- Stammsried Schwimmabad
- Velburg Badeseen
- Berching Freibad
- Burglen-genfeld Schwimmhalle
- Grossbissendorf Freibad
- Kehlheim Kelderado
- Neumarkt Hallenbad, Schwimmabad
- Parsberg Schwimmhalle Wellenbad
- Regensburg Hallenbad, RT Schwimmabad, Westbad
- Schwandorf Schwimmabad

## Announcements

### Upcoming Events!

11 August: Community Blood Drive; Location: High School Gym; Call Sgt. Black for pre-registration and details DSN 466-4006

24 August: Retiree Appreciation Day; Location: Health Clinic

25 September: Community Health Fair; Location: Post Gym

25 September: Bone Marrow Registry Drive; Location: Post Gym; Call 2LT Ochinang for registry process and details DSN 466-3603

### Online Medical Treatment Facility Resources

Visit us on the web for more information about the Hohenfels Health Clinic. Below is a list of our websites.

Tri-Care Europe: <http://www.tricare.mil/mtf/facility.aspx?fid=229>

Europe Regional Medical Command: <http://www.healthcare.hqusareur.army.mil/hohenfels/index.cfm>

Hohenfels Garrison: <http://www.hohenfels.army.mil/sites/community/clinic.asp>

Tri-Care On-Line: <https://www.tricareonline.com/myMtfTabs.do>

### Important Clinic Numbers

DSN #: 466-xxxx

Central Appointments: 1750/2505

Immunizations: 4541

Pharmacy: 4955

Medical Records: 4566

TRICARE Health Benefits Advisor: 4538

Social Work Services (M-F 0730-1630): 4582

Community Health Nurse: 4975

HEDIS/Wellness: 3630

Nurse Case Managers: 3347/3609

Patient Liaisons: 4549/4831

## Army Provider-Level Satisfaction Survey + Interactive Customer Evaluation

The Army Provider Level Satisfaction Survey (APLSS) and the Interactive Customer Evaluation (ICE) systems are two great ways to give us feedback. APLSS are sent to a beneficiary after care here in the clinic.

The AMEDD relies heavily on customer feedback and it is important for you as a patient to let us know how we can improve our services. For every survey we received with a 90% or greater in the "Overall Satisfaction"

section (Q 21), the clinic is allotted more resources that go directly to the services we provide. Your feedback is very important! If you'd like to talk to someone, our Patient Advocates are here for you. DSN 466-2738/2502

## Tri-Care On-Line

Register with TOL and make appointments right from the comfort of your home. Log-on to [www.tricareonline.com](http://www.tricareonline.com), and make an account for you and your family members. All Tri-Care beneficiaries are eligible; save time with on-line booking!

## Nurse Advice Line

Need medical assistance after hours? You can speak with a live Registered Nurse, access the Audio Help Library, and even make an appointment! The Nurse Advise Line operates **24 hours** a day 7 days a week. Call toll-free @ 00800-4759-2330.

## Competent Medical Authority

1 July: It is now a Bavaria-MEDDAC policy to no longer accept CMA's for **past appointments**. If you are referred an appointment outside of a 50 mile radius (one-way), and a CMA is required, please see Ms. Penny Shenk in the clinic as soon as the appointment is made; this will cut down on processing time alleviate future issues. DSN 466-4562 or CIV 09472-83-4562

## Frequently Asked Questions

Q. Who can help with questions about **TRICARE** benefits, enrollment and disenrollment?

A. The TRICARE Medical Service Coordinator is available in the clinic or at 466-4528.

Q. How do I get a **referral** for sub-specialty care?

A. If you and your doctor decide that you need care not available at the clinic, you will be given a referral to a host nation provider or to another Military Treatment Facility (MTF).

Q. Who helps me set up my **appointment** with the German doctor?

A. The clinic's TRICARE Service Center (466-4191) will help you set up your appointment and assist you with insurance claims and billing issues.

Q. What do I do if I'm in the hospital and don't **speak German**?

A. Even though most German doctors and nurses speak at least some English, the clinic employs Patient Liaisons and a Nurse Case Manager team (NCM) who will visit you in the hospital and help you communicate with your doctors in the hospital. The Patient Liaisons can also accompany you to an outpatient visit as available.

Q. How do I **follow-up** after care in a German hospital or clinic?

A. If you are being discharged from the hospital, the NCM will coordinate a follow-up care plan for you. If you were seen as an outpatient, you will normally follow up in the Hohenfels Clinic with the doctor who gave you the referral. Your German doctor may recom-

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mend that you follow-up with them. Remember that unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.



Q. How do I get care if I'm **pregnant**?

A. Pregnancy care is generally provided by a German obstetrician on the economy. A referral is required

and this referral covers all of your pregnancy related visits and your delivery. Profiles for pregnant Soldiers are provided by the clinic.

Q. What do I need to do to register my **new baby**?

A. Before your baby is born, have valid passports and marriage license prepared. Get a copy of the certificate of live birth from the hospital and submit it to DEERS/ ID Card section, Building 10, Hohenfels as soon as possible after birth. The Patient Liaisons can assist with the birth registration process.

Q. How do I **follow-up** after I have my baby?

A. After your delivery, you and your baby will receive follow-up care in the health clinic. The first well-baby



appointment is at two weeks of age. Bring any records from the hospital to the two week visit. If you have a son and want him circumcised you must notify the health clinic immediately after birth. Circumcisions should be done as soon after birth as possible and when the child is less than 28 days old.