



Hohenfels Health Clinic

March

Three Easy Ways to Make Appointments!

- 1: Go online to www.tricareonline.com
- 2: Call DSN 466-1750/2505
- 3: Walk-in!

We'd love your **feedback!**

Here is the Link to our Interactive Customer Evaluation (ICE):

http://ice.disa.mil/index.cfm?fa=ice_main

Important Information

Clinic Hours

Monday-Thursday

AD Sick Call/Sign-in 0700-0730
Full Service 0800-1700

Friday

AD Sick Call/Sign in - 0700-0730
Full Service - 0800-1200
Staff Training - 1300-1700

Holidays / Weekends

Closed on Federal holidays and Weekends

Primary Clinic Appointment Line

DSN 466-1750 Civilian 09472-83-1750

Please keep your appointment or cancel so others may receive care

Schedule an Appointment Online

at the TRICARE Europe Web Site
<http://www.tricareonline.com/>

TRICARE Nurse Advice Line (24/7)

Toll-free 00800-4759-2330

Other Important Numbers

Civilian prefix is 09472-83-#### (last 4 of DSN #)

Pharmacy 466-4955

Health Benefits Advisor 466-4538

Immunization / Allergy Clinic 466-4541

TRICARE Service Center 466-4528

Health Care Finder 466-4191

Ambulance Service

Call 09472-83-116 or 1 92 22 for a German ambulance. The ambulance will take you to the nearest Host Nation emergency room. If not a true emergency, use a taxi or privately owned vehicle.

Army Family Covenant

We are committed to improving Soldier and Family readiness by increasing accessibility and quality of healthcare

TRICARE Access to Care Standards

Active duty military and their Family members will be scheduled for appointments in accordance with the following standards:

Acute / Urgent Care 24 hours
Routine appointments 7 calendar days
Wellness appointments 28 calendar days
Specialty appointments 28 calendar days
If we cannot meet these standards, we will offer the patient an appointment off-post or offer walk-in services for acute care.

Retirees and Third-Party Payees

Retirees and third-party payees, including DoD civilian employees, and their family members are welcome to receive their Primary Care at the Hohenfels Health Clinic. Please be sure to call **DSN 466-1750** for availability.

Clinic Services

General outpatient care, sick call and routine appointments for active-duty and family members. Well-woman and baby exams, immunizations, lab, x-ray, pharmacy, minor surgery, minor trauma care, and physical exams.

Take Charge of Your Healthcare

Partner with us to improve your health. Ask your healthcare team about asthma, diabetes and weight management. Screening for colo-rectal, cervical, and breast cancer are also recommended preventive measures. Be sure to ask your Primary Care Manager.

Emergency Care

Patients who need emergency care should go to the nearest Host National facility. Call the Emergency Operations Center at **09472-832-819** as soon as possible, so a Patient Liaison can be notified of your admission.

NEW SERVICES!

The Clinic now has an on-site **dermatologist**. We also have a **psychiatrist** available every Wednesday. Both of these services require a referral through your primary care manager. If you would like to make an appointment for Social Work Services, please call (DSN) 466-4582 for a screening/referral. Call the Appointments line for all other services.