



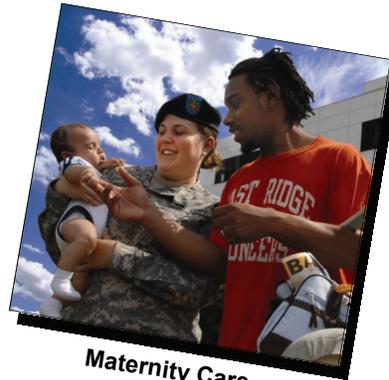
Honoring Warriors and the Army Family Covenant

U.S. Army Health Clinic Illesheim

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 version of the Illesheim Guide to Host Nation Care, visit our clinic Web site at: <http://ermc.army.mil/illesheim>.

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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

The U.S. Army Health Clinic Illesheim is committed to providing you with the very best quality health care possible. Occasionally, we will have to refer patients to a German provider or health care facility for specialty care. Illesheim has developed a high quality Preferred Provider Network (PPN) of doctors and hospitals in the surrounding area. As many of you know, the quality of health care in Germany is exceptionally high and our PPN is a reflection of that standard of excellence. Illesheim is very close to some of the best health care available. The PPN providers you will see are experienced with caring for U.S. patients, have a long-established relationship with the Illesheim clinic staff, and understand how to work with your TRICARE benefits.

This booklet is your guide for accessing Host Nation medical care. It is your single source for the information you need for a successful first visit to a PPN provider and will be a hand resource for you and your family while stationed at Storck Barracks.

The Illesheim TRICARE Service Center staff will help you coordinate all the care that you need outside of your health clinic. Please make sure that you have visited the TRICARE Service Center during your in-processing to properly enroll you and your family in the Illesheim Clinic.

We are honored to serve alongside you and proud to care for you and your family. We are also committed to improving ourselves, so please let us know how we can better serve you.

Clinic Commander
U.S. Army Health Clinic Illesheim



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 Illesheim at www.tricareonline.com or by calling Central Appointments at DSN 371-2622 or civilian 00800.376.22273 . 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 Illesheim, 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 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 TRICARE Service Center staff will help you find a PPN provider or hospital when you are referred for Host Nation care. You can use the PPN Provider Search Tool on the TRICARE Eurasia-Africa Web site, but ensure you have authorization.



TRICARE Eurasia-Africa

The TRICARE Eurasia-Africa Web site at www.tricare.mil/tma/EurasiaAfrica/ offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Eurasia 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 up date your enrollment status. It is located in the Illesheim Health Clinic, in Building 6620, located on Storck Barracks. The phone number is DSN 467-51041 or civilian number 09841.83.5141

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.

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 467-4349 or civilian 09841.83.4349. After hours, the liaisons can be reached by contacting the MP desk at DSN 467-4565/4581 or civilian 09841 83.4565/4581 during regular duty hours. The patient liaison office is located in Building 6620, Office Numbers 105 & 102 at Storck Barracks.

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.
- 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 determine 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.
- 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

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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.

Notes

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 Illesheim clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 116 on post, 09841.83.4116 off post, or call the MP station at 09841.83.4565. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 467-5108 or 09841.83.5108 the next working day to ensure that TRICARE will cover the cost of your care. For 24-hour medical advice, call the toll-free Nurse Advice Line at 0800.825.1600. 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).

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 Illesheim Emergency Phone Numbers 24/7

| | DSN | Civilian |
|-------------------|---------------|--------------------|
| German ambulance | 116 | 09841.83.116 |
| German Police | | 110 |
| German Fire Dept. | | 112 |
| Military Police | 467-4565/4581 | 09841.83.4565/4581 |

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. 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 09841.83.116. From an on-post DSN phone, call 116

IMPORTANT: Ambulances should only be called for bona fide emergencies. 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.

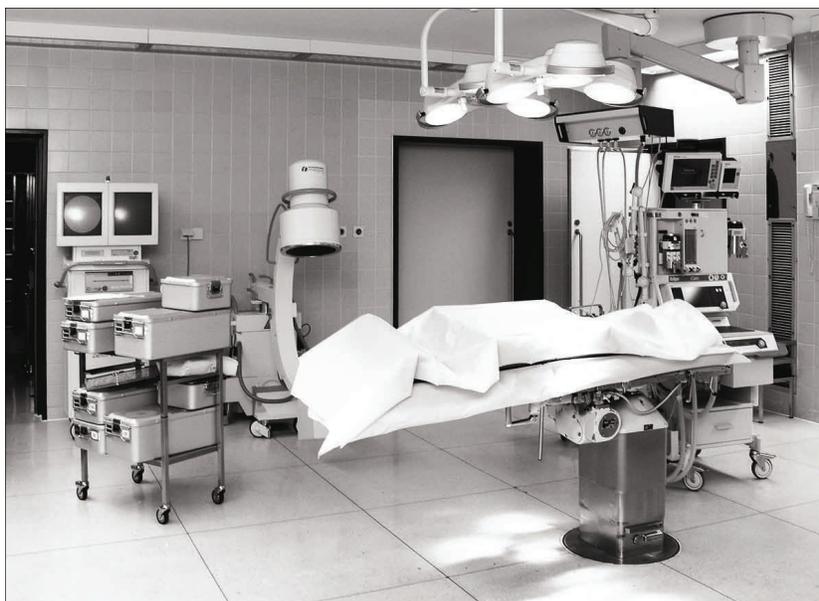
Emergency Rooms

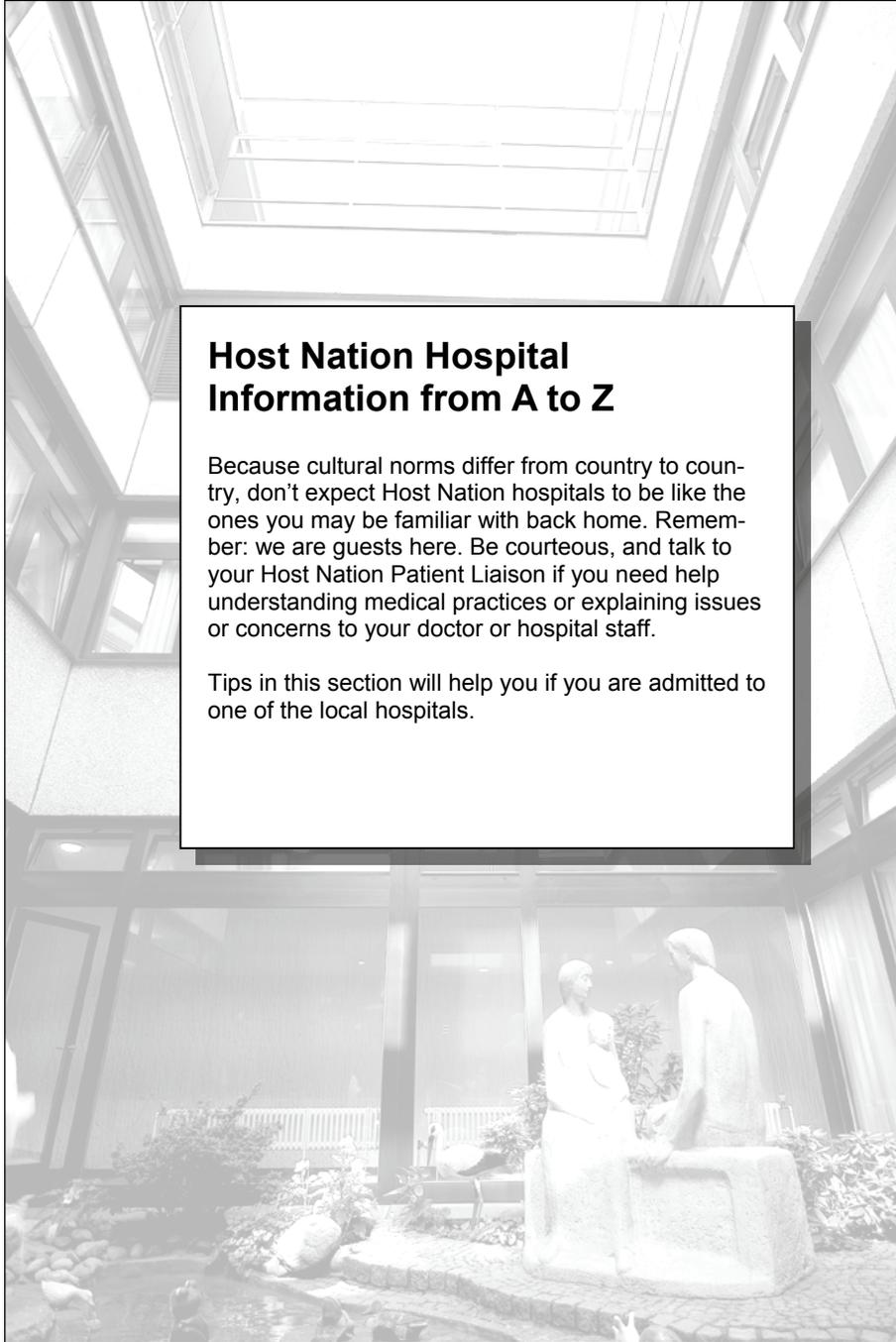
Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

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 467-4581/4565 or civilian phone number 09841.83.4581/4565

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 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. If your visitor is Medicare eligible, note that Medicare does not pay for care rendered overseas. TRICARE Standard deductibles and cost shares will apply.

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 out-of-pocket costs. Beneficiaries not enrolled in TRICARE overseas 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 not toll-free; but they will 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. We can't help you if we don't know you're there:

Useful Phone Numbers:

| | |
|------------------------------|--|
| Illesheim Health Clinic | 09841.83.4512 or DSN 467-4512 |
| 24-hr Health Care Line | 00800.475.92330 |
| Host Nation Patient Liaisons | 09841.83.4349 DSN 467.4349 |
| ISOS (Eff. Sept. 1, 2010) | 0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back) |

The Illesheim Health Clinic is open:

| | |
|---------------------------|--------------------------------|
| Monday to Thursday | 0730-1630 |
| Active Duty Priority Care | 0730-0900 (Doors open at 0730) |
| Friday | 0730-1200 |
| Training Holidays | Closed |
| Saturday and Sunday | Closed |
| Federal Holidays | Closed |
| Appointments | 09841.83.4512 DSN 467-4512 |

Referred Care Services

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

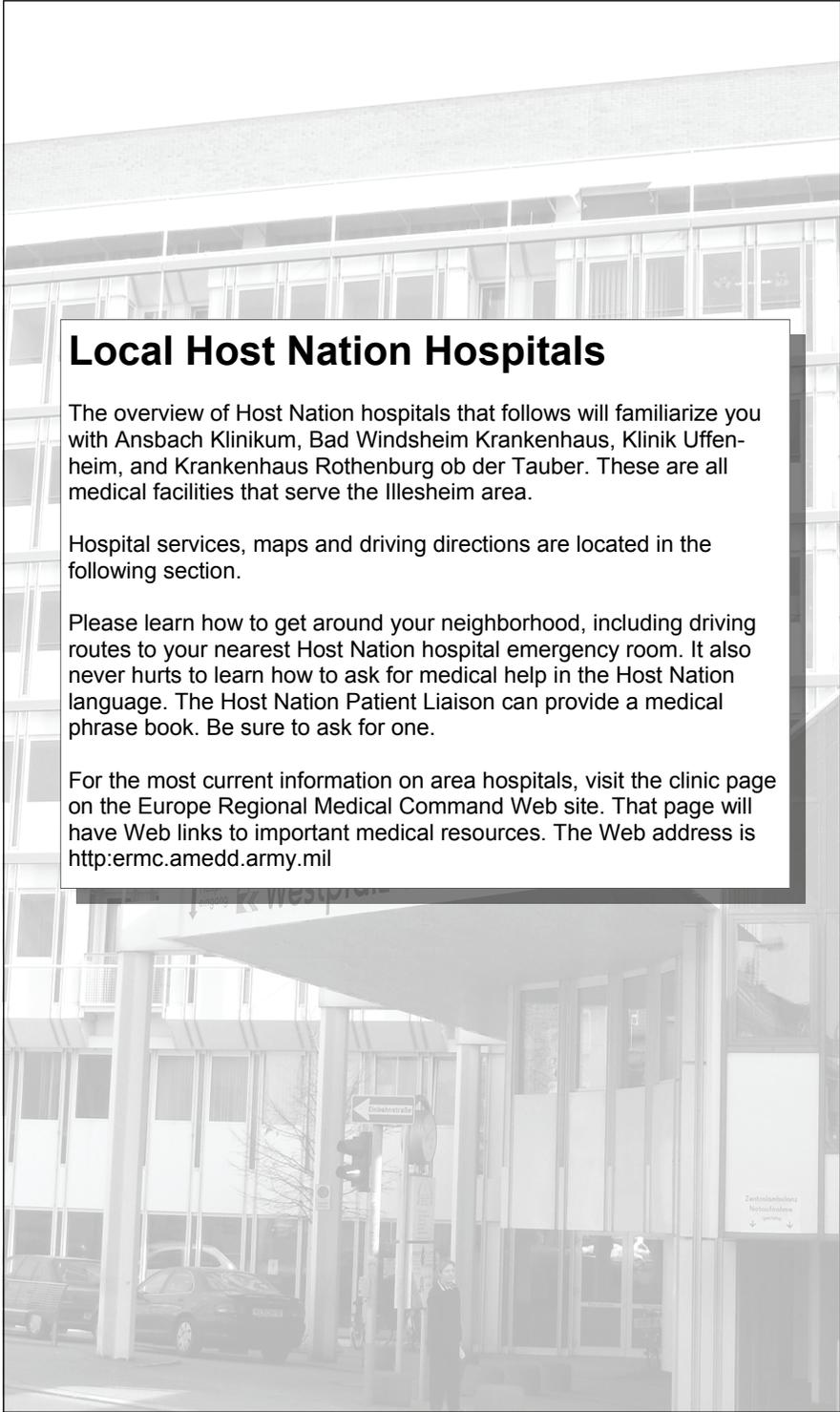
The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and U.S. hospitals and clinics. The patient liaisons also coordinate your follow-up at the Illesheim Health 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 MP Station: 09841.83.4565/4581 or DSN 467-4565/4581.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.
TRICARE Medical Service Coordinator 09841.83.4512(DSN 467-4512).

The **Beneficiary Counseling and Assistance Coordinators** (BCACs) and **Health Care Finders** (HCFs) in ERMC 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 Illesheim Clinic BCAC at DSN 467-5108 or civilian 09841.83.5108

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 Ansbach Klinikum, Bad Windsheim Krankenhaus, Klinik Uffenheim, and Krankenhaus Rothenburg ob der Tauber. These are all medical facilities that serve the Illesheim 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>

Ansbach Klinikum

GPS Address

Escherichstrasse 1
91522 Ansbach

Phone Number

0981.4840

<http://www.klinikum-ansbach.de>

Email: mail@klinikum-ansbach.de

Services: Radiology, cardiology, nephrology, gastroenterology, endocrinology, surgery, OB/GYN, urology, orthopedics.



Emergency Services

The EMERGENCY ROOM is located in front of the hospital. You will see a sign for the “AMBULATORIUM” on your left. Going through the entrance door of the emergency room, you’ll see the reception office on your right. If you are coming from the main lobby, turn left and then keep walking straight until you see the reception desk on your left.

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 office at Katterbach Health 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 German doctors unless approved by a physician from the Katterbach Health Clinic. Family members may sign out, but are encouraged to speak to their patient liaison before doing so.

Visiting Hours

Visiting hours vary, but are usually from 1400 – 2000 daily.

ICU visiting hours: 1400 – 1430 and 1800 – 1830. Only close family members are allowed in the ICU. Children under the age of 14 are not allowed.

If you or another patient in your room need to be seen by the doctor or a nurse, your visitors will be asked to leave the room. If you are mobile you may use the **Aufenthaltsraum** (patient lounge) the Lobby or the cafeteria. You should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Spouses may not stay in the patient room over night. Visitors may not sit on the patient bed or use the patient bathrooms. Please use visitor bathrooms.

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Telephone Use

At the admissions office, you will receive a card for your telephone. You will have to charge this card with money on a machine. At the end of your stay, you will get the money that you didn't use back by inserting your telephone card into the machine again.

- To activate your phone, insert your phone card in the slot on your telephone, pick up the receiver and press the grey button first and then press button 1. Your telephone is now activated.
- Before making a phone call, make sure your phone card is inserted. Pick up the receiver and press the yellow button. Now you can make your phone call as usual.
- To deactivate your phone, pick up the receiver and press the grey button and then press 0.

Please try to stay off the phone between 2100 and 0800. Only emergency calls should be made during this time.

Parking

You will find a big parking area on your left-hand side in front of the hospital. You will have to buy a parking ticket. 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.

Religious Services

The chapel is located on the EG (first floor), right after the main entrance and is always open.

Service is on every Saturday at 1900.

Catholic service every 2nd and 4th Saturday of each month.

Protestant service every 1st, 3rd and 5th Saturday of each month.

Alcohol/Smoking Policy

Do not drink any alcohol while at Klinikum Ansbach without the permission of your doctor. Smoking is highly discouraged and only allowed in designated areas. You will find a smoking area on the 4th floor.

Television Use

There is no charge for using the TV at Ansbach Krankenhaus. To use the TV you will need headphones. You can either use your own personal headphones or you can purchase some at the Kiosk (Gift shop) or at the Reception Desk in the main lobby.

Meals

Because you may be on a special diet or need to fast before certain tests, check with the nurses or your doctor before consuming food or drink not provided by the hospital. The Klinikum Ansbach serves three meals a day. Breakfast is served as a buffet and is usually a choice of bread, rolls or toast with jam, honey, deli meats or cheese. Lunch is a hot meal and dinner consists of cold cuts and cheese. Normally for lunch, you will have a choice of three different dishes that you will be asked to choose the day before.

Gift Shop Hours

| | |
|----------------------------|---------------------------|
| Monday | 0800 – 1200 |
| Tuesday – Friday | 0800 – 1130 & 1300 – 1800 |
| Saturday | 0900 – 1130 |
| Sunday and German Holidays | 1300 – 1600 |

Sells beverages, fruit, candy, hygiene items, German newspapers and magazines and flowers.

Cafeteria Hours

| | |
|----------------------------|-------------|
| Monday | 0800 – 1600 |
| Tuesday – Friday | 0800 – 1830 |
| Saturday | 0900 – 1830 |
| Sunday and German Holidays | 1300 – 1700 |

Admission

| | |
|-------------------|-------------|
| Monday – Thursday | 0800 – 1630 |
| Friday | 0800 – 1400 |

The Admissions Office is located on the first floor. For admission, TRICARE beneficiaries will be expected to complete a TRICARE claim Form (DD Form 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 years of age without an ID card, use the parents' information. If paperwork has not been completed by the time of admission you may be asked to go to the office on the next workday to do 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: Depending on your health insurance, might be asked to deposit (possibly € 100) prior to admission.

Patient Confidentiality

The German healthcare system has the same strict patient confidentiality rules as the U.S. system. Only physicians are allowed to give you and your family members medical information. They will allow the **Patientenbetreuerin** (patient liaisons) to assist and translate because they understand 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.

Medications

If you take regular medications, inform your doctor. If possible bring them with you to the hospital for your doctor to see. Do not continue to take this medication without his/ her knowledge; there could be adverse reactions with other medications that have been ordered. You will often be given a full day medication in the morning for you to take throughout the day.

If you are unsure of the medications you are receiving, or how and when to take them, ask the nurse or contact your patient liaison for clarification. Be sure to inform your doctor of any allergies.

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Cultural Differences

Privacy is very relaxed and you may not be given a sheet or a gown to cover yourself during an examination. If you are uncomfortable please feel free to ask for a sheet or gown. You may also bring your own towel or T-Shirt to an exam. Most inpatient beds are not surrounded by curtains as you may be accustomed to from U.S. hospitals.



Leaving your Room

You should stay in your room until the doctor has made his visit to you in the morning, generally between 0800 and 1100. If tests are scheduled, you should 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 nurse know you are gone. Once you are admitted, you are not allowed to go home over night or leave the hospital grounds. This is a liability issue.

In some cases, the doctor may allow you a pass for a few hours. For liability purposes you will still have to sign a waiver that you are going against medical advice.

Discharge from the Hospital

Your length of stay in the German hospital will probably be longer than in a U.S. hospital. Your German physician wants to be sure further inpatient care is not necessary, rather than discharge you too soon.

On your discharge day, you will be given a report outlining your diagnosis, treatment and follow-up recommendations.

If you need medications and the health clinic is not open, your German doctor will write you a prescription to be filled in a German pharmacy (**Apotheke**). TRICARE has an agreement with four local pharmacies where ADSM and Prime ADFM will not have to pay for prescriptions. The pharmacies are:

Weinbergapotheker (Right down the hill from the hospital on the left-hand side.)
Eichendorffstr. 1
91522 Ansbach
0981.48.8800

Loewen-Apotheke
Platenstr. 26
91522 Ansbach
0981.2030/ 3050

Neustadt-Apotheke
Neustadt 25
91522 Ansbach
0981.5617

Fontane Apotheke
Endresstr. 14
91522 Ansbach
0981.977.5525

If you are unable to go to any of these, TRICARE beneficiaries should bring their receipt to the TRICARE Service Center at the U.S. Army Health Clinic Illersheim to file a claim for reimbursement of prescription costs.

Bad Windsheim Krankenhaus

GPS Address

Erkenbrechtallee 45,
91438 Bad Windsheim

Phone Number

0984.1990



Services

Internal Medicine, Orthopedic Surgery, General Surgery, Physiotherapy and rehabilitation, Anesthesiology, OB/GYN, and ENT.

Emergency Care

Emergency care is for adults. Children are stabilized and sent to a kinderlinik.

Visiting Hours

Relatives, friends and acquaintances that you visit in the clinic are welcome and important, because social interactions can have a positive effect on patients.

Experience shows that rigid visitation times are no longer useful. Although restrictions still apply in the morning, the preferred time of visitation is in the afternoon.

It is possible that nurses and doctors want to initiate treatment and the visitors will need to leave the room.

Religious Services

Services for Protestants and Catholics is every Tuesday at 1900 in the chapel.

Television

There are televisions in each room and a DVD player upon request.

Food/Snacks

There is no cafeteria, but meals and snacks are provided for each patient. There are a variety of meals offered.

Klinik Uffenheim

GPS Address

Krankenhausstraße 1,
97215 Uffenheim

Phone Number

09842.2090



Services

Klinik Uffenheim offers a wide variety of surgical operations, such as: hernia, and umbilical hernia surgery, varicose vein surgery, joint surgery, foot and hand surgery, operations in bands and tendon injuries, laparoscopic gallbladder surgery, thyroid surgery, and gastro-intestinal surgery.

General Information

The clinic was the first Uffenheim Emergency Clinic, which has been renovated into a completely new and modern premises. The facility thrives to promote a healthy family atmosphere as well as maintain the individual patient care.

Admission

When being admitted, you can opt for a single or double patient room. The single room option includes not only more privacy, but also a wide range of additional services that you may take advantage of. Ask the Admissions Office for more information on prices.

A service assistant will visit you each morning. Please do not hesitate to ask about individual requests or questions.

Ambulatory surgery

The Klinik offers the outpatient clinic as a safety precaution for the first night (or more). The cost is € 40 per night, which includes meals. The € 40 will only be applied once for children accompanied by an adult.

Discharge

Patients are free of charge if the hospital discharges the patient to their home and the patient is brought back again for the same treatment within a few days.

Krankenhaus Rothenburg o.d. Tauber

GPS Address

Ansbacher Str. 131
91541 Rothenburg o. d. Tauber

Phone Number

09861-7070

Services

The Rothenburg Krankenhaus offers Internal Medicine, General surgery, OB/GYN, ENT, Urology, Anesthesiology, Radiology

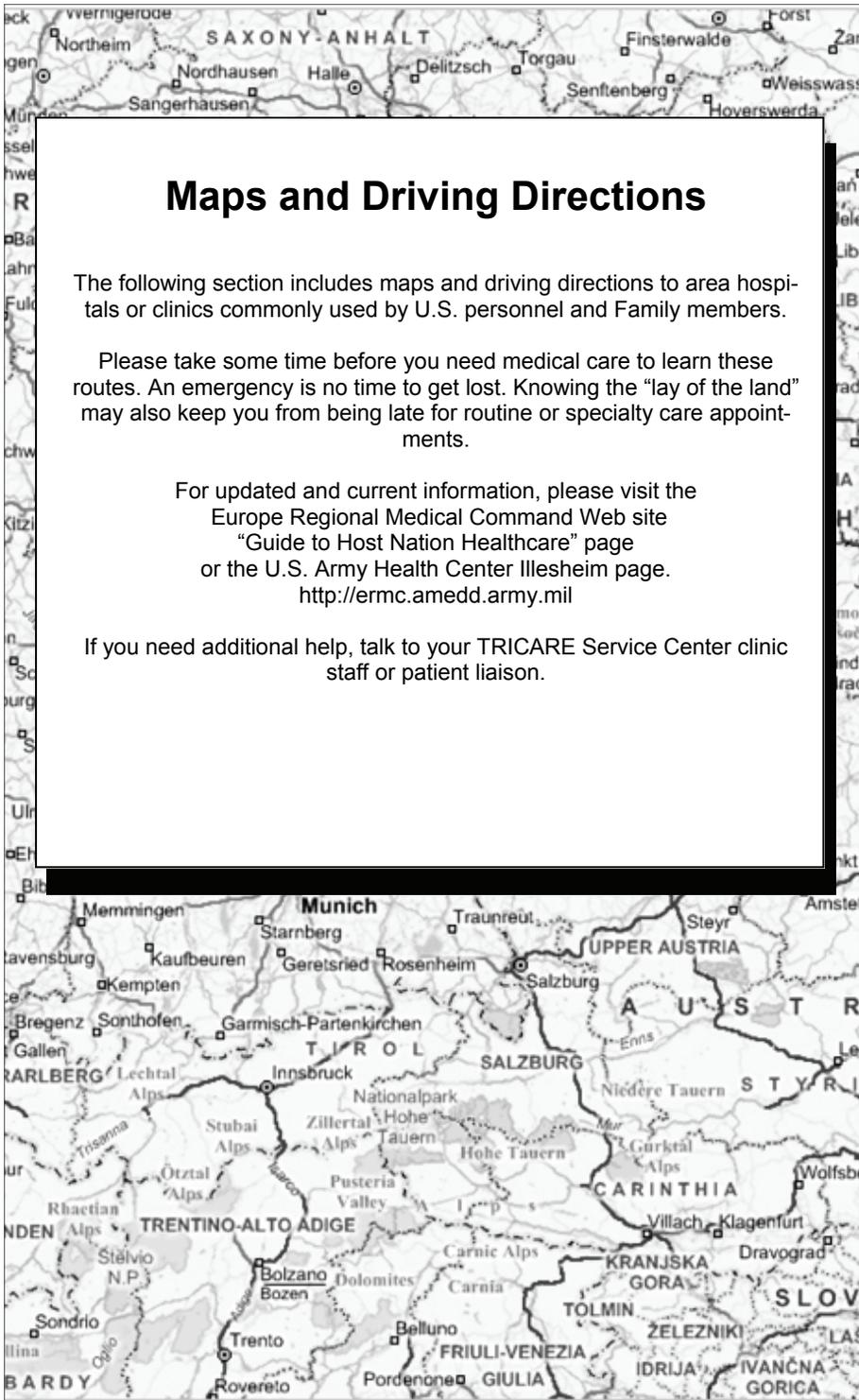
Visiting Hours:

To be visited by family and friends is very important and also helps the patient to recover. Therefore Rothenburg has no restricted visiting hours. But all visitors are expected to be considerate and respectful towards other patients. As many procedures and doctors visits take place in the morning you might be asked to wait outside while medical staff is attending a patient. To make sure that patients get enough rest, visits should not take place after 20:00.

Food and Snacks:

A cafeteria where snacks (sandwiches, cakes) and drinks are available is on ground floor. The opening hours are from 10:00 to 17:00.





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

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



Krankenhaus Rothenburg ob der Tauber

GPS Address

Ansbacher Straße 131,
D-91541 Rothenburg ob der Tauber

Phone Number

09861.7070

Services: Internal medicine, gynecology, urology, ENT, anesthetics, surgery.

Driving Directions

1. Turn left on NEA39/ Westheimerstrasse
2. Turn left on B470
3. Turn right on A7/E43 toward Ulm/Rothenburg o.d.T.
4. Take exit 108 toward Rothenburg o.d.T.
5. Turn right on ST2250 toward Schrozberg/Rothenburg o.d.T.
6. End at 131 Ansbacherstrasse.

Klinikum Ansbach

GPS Address
Escherichstrasse 1
91522 Ansbach

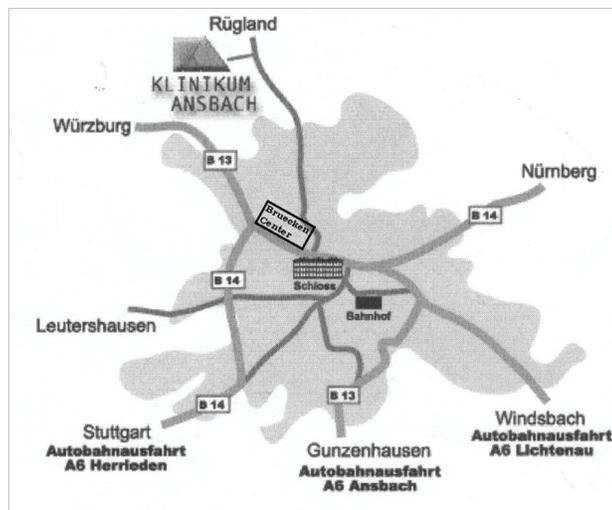
Phone Number
0981.4840

Web site
www.klinikum-ansbach.de



Driving Directions

1. Turn left on NEA39/ Westheimerstrasse
2. Turn left onto B470.
3. Continue along B13 toward Ansbach.
4. Turn left on Berlinerstrasse and head toward Schulzentrum-Nord/
Klinikum TIZ
5. Turn left on ST2255/ Ruglanderstrasse
6. Turn left on Escherichstrasse.
7. End at Escherichstrasse 1.



Klinik Uffenheim

GPS Address

Krankenhausstrasse 1,
97215 Uffenheim

Phone Number

09842.2090

Services: Internal medicine, surgery,
anesthesia, geriatric rehabilitation.



Driving Directions

1. Turn left on NEA39/ Westheimerstrasse
2. Turn left on B470.
3. Turn left on B13 toward Wurzburg-Uffenheim.
4. Arrive at Uffenheim, continue along B13.
5. Turn left on Krankenhausstrasse.
6. Arrive at Krankenhausstrasse 1.

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 PRIME beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE overseas 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 Illenheim Patient Representative at 09841.83.5114, 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 (i.e. acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Note that this is not a comprehensive list of non-covered benefits. 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 all medical bills of 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 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 Illesheim | |
| Central Appointments | DSN 371-2622 |
| | Civilian 00800.376.22273 |
| Bavaria District Hotline | Civilian 0800.350.3104 |
| TRICARE Service Center | DSN 467-5108 |
| | Civilian 09841.83.5108 |
| Bavaria MEDDAC | DSN 476-4671/4725 |
| Illesheim Clinic Higher HQ | Civilian 09662-83-4671/4725 |
| TRICARE Area Office-Eurasia-Africa | DSN 496-7412 |
| | Civilian 49.(0) 6302.67.7432 |
| | E-mail: teoweb@europe.tricare.osd.mil |
| International SOS | 0800.181.8505 (toll-free from Germany) |
| | 044.20.8762.8133 (someone will call you back) |

Quick Reference Phone Numbers

U.S. Army Health Clinic Illesheim

Clinic duty day phone number: DSN 467-4512 civilian
09841.83.4512

Nurse Advice Line: 00800.475.92330 Professional advice 24/7

Ambulance: DSN 116 or civilian 09841.83.116

Military Police (emergencies): DSN 114 or civilian 09841.83114

MP Desk: DSN 467-4565/4581 or civilian 09841.83.4565/4581

TRICARE Service Center: DSN 467-5108 or civilian 09841.83.5108

Patient Advocate: DSN: 467-5114 or civilian 09841.83.5114

Patient Liaison: DSN 467-4349 or Civilian: 09841.83.4349

EDIS: DSN: 468.7811, civilian 0981.183.811

Immunization Clinic: DSN 467-5120, civilian 09841.83.5120

Behavioral Health: DSN: 467-5106, civilian 09841.83.5106

Pharmacy: DSN: 467-5115, civilian 09841.83.5115

Pharmacy refills: DSN 486-5601 or civilian 00800-7446-2500

Community Health Nurse: DSN 467-4383, civilian 09841.83.4383

Social Work Services: DSN: 467.4993, civilian 09841.83.4993



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.hqusareur.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)

Wisconsin Physician Services

www.tricare4u.com

(Information and support for processing TRICARE claims)