



**Honoring Warriors and the Army Family Covenant**

**U.S. Army Health Center Wiesbaden**

# **Guide to Host Nation Healthcare**



**Routine and Specialty Care**



**Maternity Care**



**Patient Liaisons**



**Emergencies and Surgery**

*and much more.....*



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

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

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



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



## LRMC Commander

An assignment in Europe allows you the opportunity and excitement of learning and experiencing new cultures. Part of that experience may include receiving healthcare from a Host Nation medical provider - if the treatment you need is not available at your U.S. Military Treatment Facility.

Landstuhl Regional Medical Center (LRMC) maintains robust specialty care medical services and will continue to be a priority for our Active Duty and Family Members. It is important to note that when your medical needs are provided for by our Host Nation medical partners, the care delivered by our Belgian, German and Italian medical counterparts is also outstanding.

Your local TRICARE Service Center stands ready to facilitate your visit as part of a comprehensive system that is in place to guide you through the medical care process.

The Guide to Host Nation Healthcare is designed to answer frequently asked questions about Host Nation Healthcare treatment in your local area to include: how to schedule appointments, how to get to the clinic or hospital, and what to expect upon arrival.

This guide should cover all aspects of host nation medical treatment. If you feel something is missing or needs correction, please let us know. The mantra of LRMC is one of quality through continual process improvement and provider-patient collaboration and communication. Sharing your thoughts and suggestions is encouraged and will help us serve you better. Selfless service!

LRMC Commander  
Landstuhl Regional Medical Center

## Letter from the Clinic Commander

Welcome to the Wiesbaden Army Health Clinic, the Best Clinic in the Army. We constantly strive to increase the standards of professionalism and quality health care in the Wiesbaden community. If services are not available at this clinic, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet provides information about how to access Host Nation medical care through a local hospital or provider. Please be sure to visit the TRI-CARE Service Center during in-processing to verify your eligibility and enrollment status.

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

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

Clinic Commander  
U.S. Army Health Clinic Wiesbaden



## Landstuhl Regional Medical Command

### Mission

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

### Vision

Be the Standard Bearer for ambulatory health care networks in the Department of Defense.

## Our Services for You

You can make an appointment at the U.S. Army Health Center Wiesbaden at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 337-6339/6320 or civilian 0611.705.6339/6320. 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 Wiesbaden, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

**Important:** Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

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

Appointment Type	Required within:
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

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

### Host Nation Preferred Provider Network

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

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation 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 Europe Web site.

### **TRICARE Eurasia-Africa**

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

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

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in the Wiesbaden Health Clinic, in Building 1040, room 154, located at the clinic on the airfield. The phone number is DSN 337-7191 or civilian number 0611.705.7191.

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 337-6010/7534 or civilian 0611.705.6010/7534. After hours, the liaisons can be reached by contacting the MP desk at DSN 337-5096/5097 or civilian 0611.705.5096/5097. The patient liaison office is located in Building 1040, Room 154 at Wiesbaden Army Airfield.

### **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

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when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some host nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.

- **Privacy:** Host nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
  - Host nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
  - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
  - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.



### **Overnight Visitors**

When visiting someone in the hospital, it is inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request an additional bed to sleep in at night only if space is available. Respect the privacy and personal space of other patients who share the same room. Hospitals may charge for an extra bed and meals. Because they are not directly related to the patient's care, those charges will not be reimbursed by TRICARE.

### **Packing for a Hospital Stay**

During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euro for the telephone or items you may wish to buy
- Notebook and pen
- Books, magazines or newspapers
- Snacks

- Bottled water (mineral water is common in host nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones

***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 Wiesbaden clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 112 off post, or call the MP station at DSN 114. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 337-7191 or civilian number 0611.705.7191 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to a German clinic or hospital without a referral, you must call the International SOS emergency line at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 0800.825.1600.

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

### USAG Wiesbaden Emergency Phone Numbers 24/7

	DSN	Civilian
German ambulance		116
German Police		110
German Fire Dept.		112
Military Police	114	0611.705.114

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 0622190100.

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**

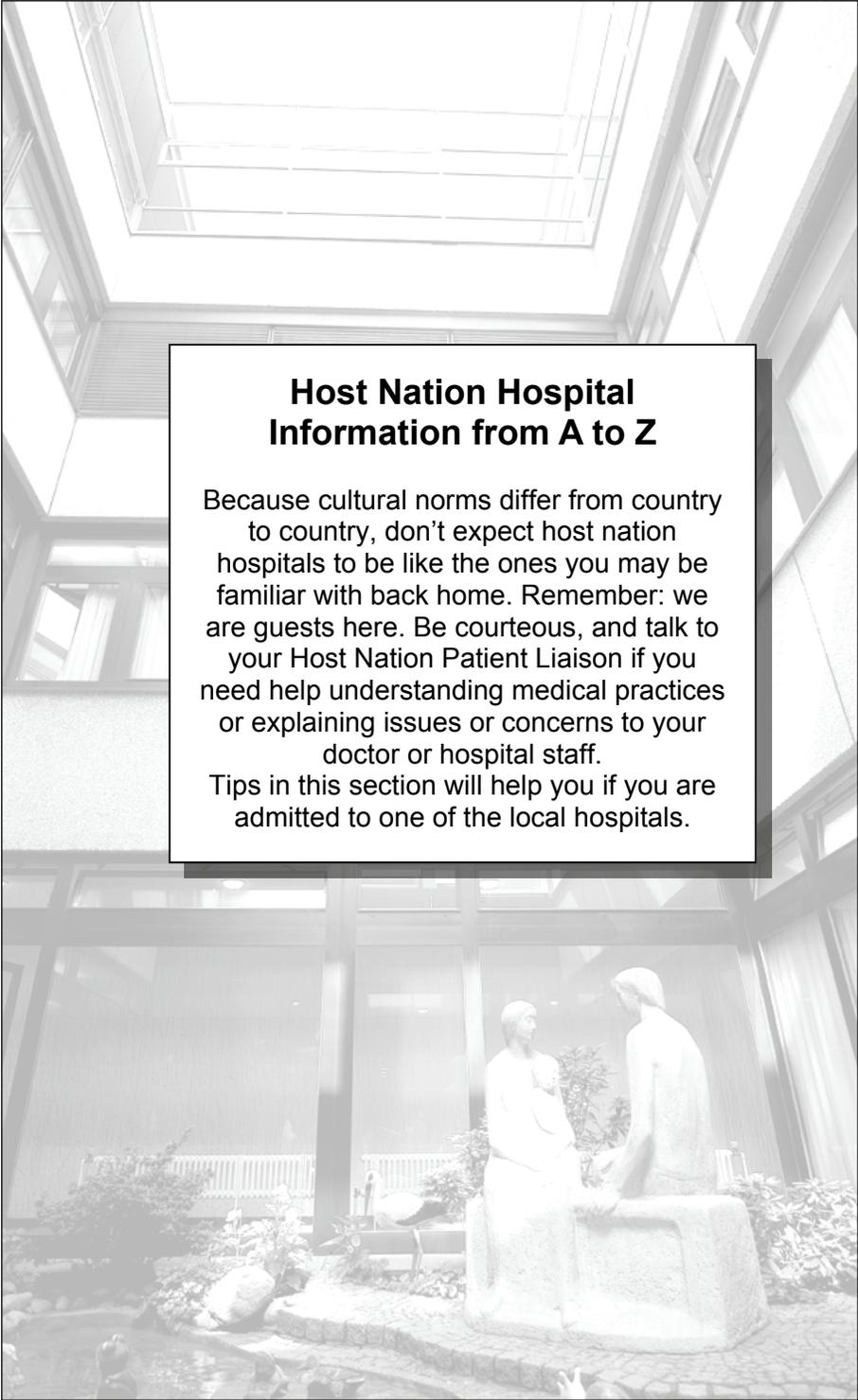
Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

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 Patient Liaisons at civilian phone number 0162.270.7746. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

If you (Soldier or Family Member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a patient liaison if not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.





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

Because cultural norms differ from country 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 Europe Web site.

### **Leaving your Room**

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

## Meals

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

Patients admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to heat up in the ward microwave.

Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro to purchase snacks or drinks when needed.

## Medical reports

TRICARE beneficiaries should take any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

## Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning. The medication is placed in a plastic dispenser which is marked **morgens** (morning), **mittags** (noon), **nachmittags** (afternoon), **abends** (evening). If you are unsure of the medication you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

## Overnight Stays

Spouses may stay overnight if they pay the overnight fee. The fee is usually between € 30 to € 50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

## Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

## Patient Confidentiality

Providers in Germany have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

### **Personal Items**

Host nation hospitals do not provide personal items and toiletries. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

### **Phones**

Phones are available for personal phone calls for a fee. Take enough euro to purchase a hospital telephone card that will allow you to make and receive calls from your bedside phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

### **Prescriptions**

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all host nation providers are in the PPN.

Though a host nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. It is customary in the German Healthcare system that the patient report back to his/her family physician for follow-on care and prescriptions. However, there is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.



When you are discharged, ask your treating physician for a *Privatrezept* (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not 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 a night or Sunday surcharge. If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt—you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

### **Television**

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

## Getting Help After Hours

The Health Clinic's Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted to the hospital. We can't help you if we don't know you're there:

### Useful Phone Numbers:

Wiesbaden Health Clinic	0611.705.6320 or DSN 337-6320
24-hr Health Care Line	0800.350.3104
Host Nation Patient Liaisons	0162.297.7743/7746 or DSN 337-7534
ISOS (Eff. Sept. 1, 2010)	0800.181.8505 (toll-free from Germany) 0044.20.8762.8133 (someone will call you back)

### The Wiesbaden Health Clinic is Open:

Monday to Friday	0700-1630
Active Duty Priority Care	0630-0730
Family Members	0730-1530
Retirees	0830-1530
Civilians and Space-available	1000-1530

Training Holidays	0700-1630
Saturday and Sunday	Closed
Federal Holidays	Closed
Appointments	0611.705.6320 or DSN 337-6320

### Referred Care Services

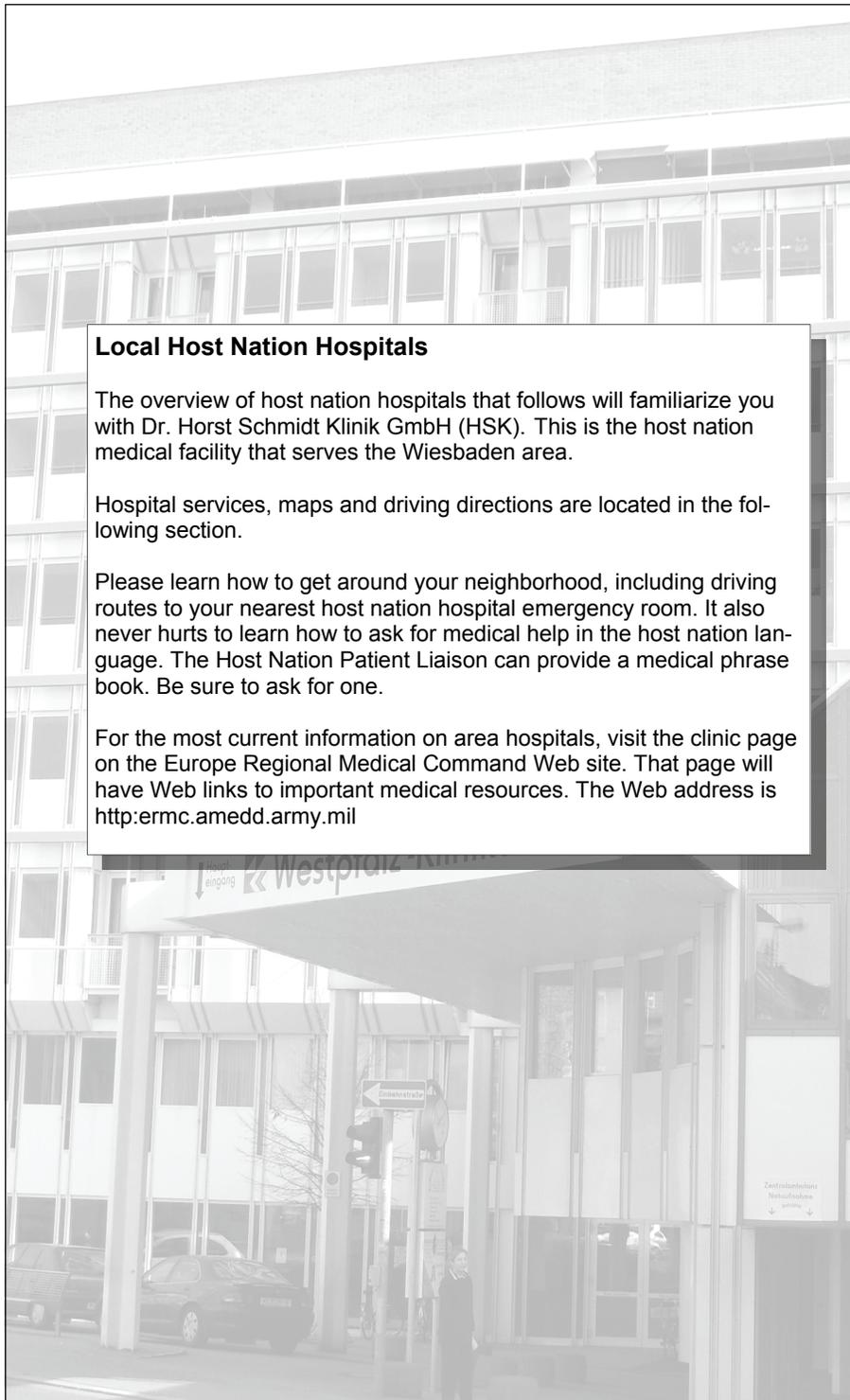
The TRICARE Service Center located in the Wiesbaden Health Clinic, offers a range of services to help you navigate the German Health Care system:

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 Wiesbaden 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 Nurse Advice Line: 0800.825.1600

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers. TRICARE Medical Service Coordinator 0611.705.7318 (DSN 337-7318).

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 BCAC at DSN 337-5248 or civilian 0611.705.5248. 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 Dr. Horst Schmidt Klinik GmbH (HSK). This is the host nation medical facility that serves the Wiesbaden 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>

## **Dr. Horst Schmidt Klinik GmbH (HSK)**

### **GPS Address**

Ludwig-Erhard-Str. 100  
65199 Wiesbaden

### **Phone Number**

0611.430

Web: [www.hsk-wiesbaden.de](http://www.hsk-wiesbaden.de)



### **Background**

The Dr. Horst Schmidt Klinik (HSK) is the largest and best known hospital and medical establishment in Wiesbaden, the capital of the state of Hessen. The HSK is a highly modern and well-equipped district general hospital. It has 1,027 beds and is an academic teaching hospital (part of the faculty of the prestigious Johannes von Gutenberg University, Mainz).

The HSK is a certified Oncological ( Cancer Care) Focal Point and Breast Center as well as a recognized Perinatal (Maternity Care) Center.

The different specialties are: general and visceral surgery, anesthetics and intensive care medicine, ophthalmology, dermatology and allergy treatment, obstetrics and prenatal medicine, gynecology and gynecological oncology, vascular surgery, otorhinolaryngology, pediatrics, oral and maxillofacial surgery, neurosurgery, neuropsychology, thoracic surgery, hand and orthopedic surgery, accident and emergency services, urology, psychiatry, psychosomatic medicine, cardiology, gastroenterology, medical oncology and hematology, rheumatology, nephrology and dialysis, and rehabilitation services.

### **Emergency**

The HSK has a 24-hour, fully-staffed Notaufnahme (emergency room). The staff at the reception desk will guide you in the right direction.

It is important to understand that the HSK emergency room does not operate like an American ER. For any non-emergency conditions, you should contact the TRICARE Service Center Wiesbaden to assist you with the coordination of your care. In the emergency room you will be asked to complete a TRICARE claim form and have a copy made of your ID-card.

Please remember, like any emergency room, patients are seen according to medical priority and availability of the appropriate physician.

Following your exam, you might be admitted, referred, or released to follow up at the Wiesbaden Health Clinic. When released either as an outpatient or at the end of your hospitalization, you will be given a discharge summary. This medical report could be in format of a typed medical report as well as a handwritten report. Please take the typed letter to the Wiesbaden TRICARE Service Center where it will be processed for translation and then added to your medical records. Take the handwritten report to PAD (patient administration department), where it will be filed in

## **20 Guide to Host Nation Healthcare**

your hard copy records. Make sure to schedule a follow-up appointment with your PCM (Primary Care Manager) when bringing in your summary report.

Note: For urgent and emergency care related to **ophthalmology or dermatology**, you have to go to:

**HSK, Wilhelm Fresenius Klinik**  
Aukammallee 39,  
65191 Wiesbaden

**Phone Number**  
0611.4360

### Directory

The HSK is a very large hospital. For instructions on how to get to specialty clinics please obtain information from the reception desk that you will find straight down the hall from the main entrance.

### Admission

For admission during regular working hours (0700-1600 hrs) you need to report to the **Patientenaufnahme** (Patient Admissions). Enter the HSK through the main entrance and turn left in front of the reception desk. The offices are on your left-hand side. The staff there will make a copy of your ID card and will ask you to complete a claim form. You will be instructed to proceed to your admitting ward as well as you might be asked to take paperwork to the nursing staff.

Note: Birth registration is also completed at the **Patientenaufnahme**.

### Visitors

Visiting hours:

<b>Normal Stationen</b> (Regular wards)	1100-2000 hrs
<b>Intensiv Stationen</b> (ICU wards)	1500-1900 hrs
<b>Kinderklinik</b> (Pediatric wards)	1100-2000 hrs

Children are allowed on most of the wards regardless of age. Visiting children should be healthy and must be under supervision at all times. Appropriate behavior is expected i.e. no jumping on beds tables or chairs, no running in the hallways etc. The patient should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Have consideration of other patients in your room. Please do not use the patient's restroom. Gäste-WC (Guest restrooms) is usually located in the hallway.

As soon as inpatients are allowed to get out of bed, they may take their visitors to the cafeteria. If you do not wish to be visited, please inform the nursing staff.

### Telephones/ Television

HSK offers telephones at your bedside. This service will be charged to the patient. The phone cards can be obtained at the reception desk. There is recharge station in the entrance area on the left that allows you to add money to your phone card as well as the television card.

<b>Charges for the phone services:</b>	Basic fee per day:	€ 1,50
	Phone fee per unit:	€ 0,12

The televisions can be used a daily fee of € 3,00. Visit reception for assistance.

## Parking

HSK offers a large parking place in front of the hospital as well as a three level parking garage. If you have a child admitted younger than 1 year old, then you will be able to reduce your parking fees to € 3 per day.

Charges for parking:	fee every 75 minutes:	€ 1,00
	maximum fee per day:	€ 6,00

## Food/Snacks/Flowers

There is a café/restaurant on the right side as you enter through the main entrance.

Monday-Friday 0800-2000 hrs

Saturday, Sunday, German Holidays 0800-1800 hrs

There is a Kiosk (store) on the left side as you though the main entrance.

Monday-Friday 0800-2000 hrs

Saturday, Sunday, German Holidays 0800-1800 hrs

You find a flower store across from the reception.

Monday-Friday 0800-1800 hrs

Saturday, Sunday, German Holidays 0800-1800 hrs

## Religious Services

The chapel is located on the ground level. It is open daily from 0700-2100 hrs.

Services for different confessions are available on Sunday between the hours of 1000-1130 hrs. For more details proceed to the chapel.

## Smoking

Smoking is prohibited throughout the entire hospital. There is a terrace on the 2<sup>nd</sup> floor (1. Etage) as you cross over from the main house to the Kinderklinik (Pediatric clinic). Smoking is allowed there.

## Staffing

Physicians usually have nametags and wear long white lab coats. Most physicians speak English. Your daily care will be given by the **Stationsarzt** (ward physician). You also will be visited by the **Oberarzt** (senior physician) and/or **Chefarzt** (chief of staff) on a daily basis.

Medical results as well as diagnostic/treatment plans are discussed during this visit. It is the German mentality to not volunteer information regarding your health status. If you have any questions regarding your medical treatment, you should ask during this visit. In addition, there may be interns accompanying the physicians on the rounds because the HSK is a teaching hospital in connection with the Johannes von Gutenberg University, Mainz. You should remain in your room until the rounds are completed. If you are scheduled for any examination/ test the hospital staff requests you to stay in your room until called. If you leave your room/ward please notify the nursing staff and let them know where you are going. The time of the daily rounds varies from ward to ward.

Each ward has a **Stationsleitung** (Chief Nurse). You will be taken care of by a **Schwester** (female nurse or **Pfleger** (male nurse). Most wards also have student nurses since there is a nursing school program at the HSK. The nursing staff wears nametags and white uniform (except for ICU wards). The nursing staff may not

speaking as much English as the physicians, though this can vary from ward to ward and shift to shift. Often they understand more than they can speak – please speak slowly and avoid slang. Showing a little effort to try and speak German, even if it is just words, or the phrase: “Ich spreche kein Deutsch” takes you a long way and eases interaction with the German staff.



The nursing staff is there to carry out physician's orders, monitor your status and assist you with your medical needs. If you have asked the **Schwester/Pfleger** for something and they have not responded within 10-15 minutes, ask again. There is a limited number of staff, they may be involved in something else, or they may need to speak to a physician first about your inquiry.

The nursing staff is not allowed to give you medical information, i.e. test or lab results. This information will be given to you by the physician, normally during their rounds, remember to ask. If you are uncertain whether you understand the nurses or they understand the nurses or they understand you, call the patient liaison coordinator for assistance. They are available on call 24/7.

Nurses in Host Nation Facilities are not allowed to put in an IV line or give IV medication. This is done by a physician. The exception is special ICU trained nurses.

### **Overnight Stay**

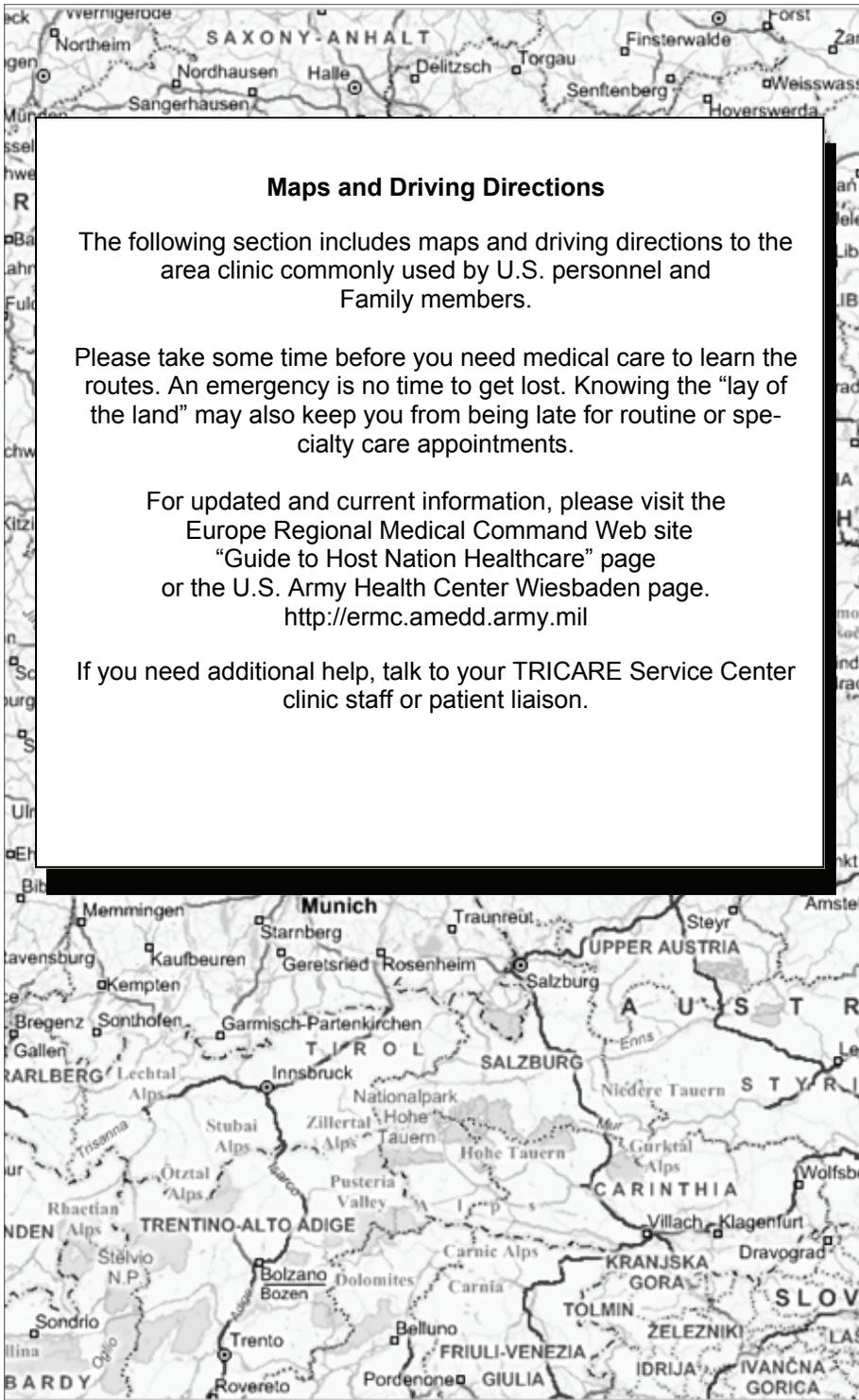
Spouses are not allowed to stay in the patient's room overnight except for the family room on the post partum ward at your expense. TRICARE only covers the patient's stay in a 2-bedroom. In the Kinderklinik (pediatric clinic) one parent is allowed to stay at night and a bed/cot will be provided. There will be no charges if your child is 10 years old or younger.

## 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  
0162.297.7743/7746 or DSN 337-7534/6010



## Dr. Horst Schmidt Klinik GmbH (HSK)

### GPS Address

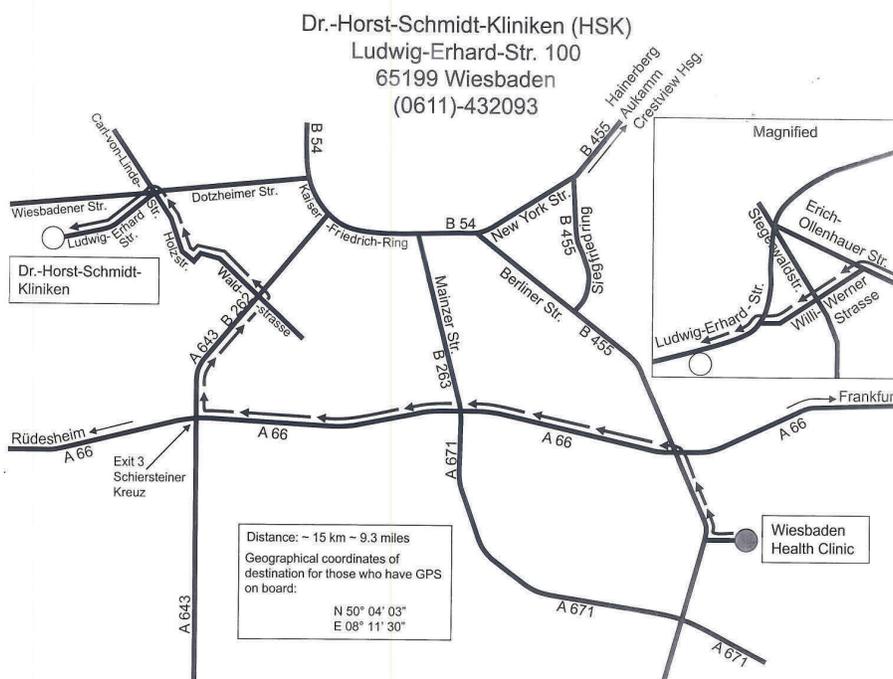
Ludwig-Erhard-Str. 100  
65199 Wiesbaden

### Phone Number

0611.430

### Driving Directions

1. Leave the Wiesbaden Health Clinic and head toward A66.
2. Take A66 toward Rudesheim.
3. Drive until Exit 3/ Schiersteiner Kreuz.
4. Take Exit 3 to A643/ B262.
5. Take a left on Waldstrasse.
6. Follow the main road that will turn into Holzstrasse.



## Frequently Asked Questions

### **Host Nation Providers**

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

The TRICARE Europe Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

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

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

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

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

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

#### ***What if I have a complaint, compliment or concern about host nation care?***

If you provide your e-mail address to the TRICARE Service Center during the referral process, a host nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Wiesbaden Patient Representative at 0611.705.7306 or DSN 337-7306, or use the "Contact Us" feature on the TRICARE Europe Web site, or contact the clinic commander.

### **Host Nation Patient Liaisons**

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

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

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

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

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

### ***How can Host Nation Patient Liaisons help?***

Host Nation Patient Liaisons are fluent in English and the Host Nation language. They are familiar with medical terminology, can assist you with communication, and ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies, after hours, and on weekends.

If you are a Soldier or active duty Family member and are admitted to a host nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, the unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

### ***What can the Host Nation Patient Liaison do for me?***

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you on what to bring to the hospital.
- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a Military Treatment Facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

**Please note:** Host Nation Patient Liaisons *cannot* transport patients in their private cars.

### ***What can I do to help myself?***

Write down questions you have about your condition, care, or discharge. Visit your local TRICARE Office for information about payment of hospital bills.

## **TRICARE**

### ***I am a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

***I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

***When will TRICARE NOT pay my bills?***

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than in an emergency).
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE.
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.
- If you are TRICARE-ineligible, (this may apply to parents and parents-in-law who are command-sponsored), command sponsorship does not include TRICARE coverage unless the parent/in-law is eligible for TRICARE in his/her own right, for instance, as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
  - When the care was provided more than a year ago, TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. Be sure to inform TRICARE of any non-referred care you received from a host nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

**What are the contact numbers for the military treatment facility?**

<b>TRICARE Nurse Advice Line</b>	00800.825.1600
Provides medical advice and can book you an appointment in the MTF	
<b>U.S. Army Health Clinic Wiesbaden</b>	
Central Appointments	DSN 337-6320/6339
	Civilian 0611.705.6320/6339
<b>TRICARE Service Center</b>	DSN 337-7191
	Civilian 0611.705.7191
<b>TRICARE Area Office-Europe</b>	DSN 496-7412
	Civilian 49.(0) 6302.67.7432
	E-mail <a href="mailto:teurope@europe.tricare.osd.mil">teurope@europe.tricare.osd.mil</a>
<b>International SOS (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 Wiesbaden**

<b>Emergency care:</b>	112 or 117
<b>Nurse Advice Line:</b>	00800.475.92330
<b>Ambulance:</b>	Civilian 19222
<b>MP (emergencies):</b>	DSN 114, Civilian 0611-705-114
<b>Clinic duty day number:</b>	DSN 337-6320, Civilian 0611.705.6320
<b>TRICARE Service Center:</b>	DSN 337-7191, Civilian 0611.705.7191
<b>Patient Advocate:</b>	DSN 337-7306, Civilian 0611.705.7306
<b>EDIS:</b>	DSN 337-6662, Civilian 0611.705.6662
<b>Immunization Clinic:</b>	DSN 337-7413, Civilian 0611.705.7413
<b>Behavioral Health:</b>	DSN 337-7971, Civilian 0611.705.7971
<b>Optometry:</b>	DSN 337-6483, Civilian 0611.705.6483
<b>Pharmacy:</b>	DSN 337-7232, Civilian 0611.705.7232
<b>Physical therapy:</b>	DSN 337-5997, Civilian 0611.705.5997
<b>Community Health Nurse:</b>	DSN 337-7270, Civilian 0611.705.7270
<b>Social Work Services:</b>	DSN 337-5297, Civilian 0611.705.5297
<b>Pharmacy refills:</b>	DSN 337-5095 Civilian 0611.705.5095
<b>MP Desk:</b>	DSN 337-5096/5097, Civilian 0611.705.5096/5097
<b>Patient Liaison:</b>	DSN 337-6010/7534 Civilian 0162.270.7743/7746

## 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.hqusaEur.army.mil](http://www.chppmeur.healthcare.hqusaEur.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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