SHAPE HEALTH CARE FACILITY

Patient Handbook for Local Hospital

SHAPE Healthcare Facility

Hospital Ambroise Paré, Mons

Useful information in case of hospitalization in a Belgian local hospital

TABLE OF CONTENTS

	Page
Emergency numbers.....	3
Patient Liaison.....	4
TRICARE Service Center.....	4
What to expect in a Belgian hospital?.....	5
Hospital Appointments.....	6
Pharmacy and prescriptions.....	6
Patient information: Reception desk.....	6
Admissions.....	6
Packing List.....	7
Extra costs.....	7
Your room.....	8
Telephone.....	8
Television.....	8
Hospital rules.....	8
Pain medication.....	8
Maternity.....	8
Child registration.....	9
One day hospitalization/same day surgery.....	9
Parking.....	10
Pediatrics.....	10
Religious assistance.....	10
“A JEUN”	10
Boutique and Snack Bar.....	11
Meals.....	11
Pizza.....	11
Restaurants.....	11
Your departure.....	11
Signing out Against Medical Advice.....	12
Crutches rental.....	12
Visiting hours.....	12
Temperature conversion chart.....	13
Length & weight conversion chart.....	13
English/French glossary.....	14
Map to Ambroise Paré Hospital.....	17
SHAPE Healthcare Facility Info.....	18
Dental emergencies.....	20
Filing TRICARE claims on line.....	26
Referral procedures.....	27
Useful ISOS telephone numbers.....	28
Living will in Belgium.....	29
Host Nation Medical Care Comment Card.....	31

Emergency Numbers

For ambulance service:

French speakers call : **0.100** from a DSN phone
100 from land line
112 from cell phone

English Speakers call:

SHAPE MP desk DSN **423-3333**
Civilian **065.443333**

Chièvres MP desk DSN **361-5301**
Civilian **068.275301**

24-hr toll free Nurse Advice Line 00800-4759-2330

SHAPE Host Nation Patient Liaisons - Available 24 hrs:

From 0800 to 2400 on weekdays / weekends from 1100 to 1900:
065.414009
After hours 065.414008

The SHAPE Healthcare Facility is open Monday to Friday 0800-1700
Saturdays, Sundays, Holidays 0800-1000

Appointments: 423/5886 or civilian 065.445886

Regardless of what hospital you are in, you may contact the SHAPE Patient Liaison 24 hours a day, 7 days a week. See the numbers listed below.

The SHAPE Patient Liaison is on duty, and physically present in the Ambroise Paré hospital in Mons from 0800 to 2400 hrs and on weekends from 1100 hrs to 1900 hrs. After midnight, the Patient Liaison is on call. The Patient Liaison may be reached at all times. If in Ambroise Paré hospital, simply ask hospital staff member to beep them, and remain where you are or dial 4009 (internal call) from your room. Feel free to call them if you have a question or need any kind of help. Keep in mind, however, that the Liaisons may not offer medical advice. Please understand that if they are with another patient or assisting a physician, they may not be able to come see you immediately. They will, however, answer your call and take care of your request as soon as possible. Any questions or concerns about your health care that you feel cannot be answered by the Patient Liaison may be directed to the SHAPE Clinic Patient Representative. (See below).

THE PATIENT LIAISON COORDINATORS

Patient Liaisons located in the SHAPE Healthcare Facility	Telephone #: DSN 566-5333/5331/5222 Civ. Line: 065/32 5333/5331/5222
Patient Liaisons located in Ambroise Paré in Mons	065/41 40 09 or 065/41 40 08 (answering machine,

you will be directed either to the Emergency room of the hospital or to the emergency telephone number for an ambulance (065/44 3333) or to the MP desk (065/44 3353, if you need to speak to a Liaison).

TRICARE SERVICE CENTER – SHAPE HEALTHCARE FACILITY

HealthCare Finder – Appointments to be made in Belgian hospitals and Germany – Civ. Line 065/32 5324 or DSN 566-5324.

Appointment Clerk – Appointments for the SHAPE Clinic – Civ. Line 065/44 5886 or DSN 423-5886

Cashier – Civ. Line 065/32 5359 or DSN 566-5359.

BCAC/DCAO (Beneficiary Counseling and Assistance Coordinator/Debt Collection Assistance Officer)– Civ. Line 065/32 5360 or DSN 566-5360.

Translator/BCAC/DCAO alternate – Civ. Line 065/32 5218 or DSN 566-5218.

The Patient Representative may be found in the Tricare Service Center at the SHAPE Healthcare Facility during normal duty hours. The telephone number is: DSN 566-5331 or Civ. Line 065/32 5331.

TRICARE Enrollment/Disenrollment/Mini Registration – Civ. Line 065/32 5325 or DSN 566-5325.

About medical results, check your medical record first (you may call Outpatient Records at 566-5348). If there is nothing in your records, please call DSN 566-5218 or civilian 065/325218 and check with the Translator whether the results were received or not.

PLEASE REMEMBER THAT TO RECEIVE OUTSIDE SERVICES, YOU MUST BE REFERRED BY YOUR PRIMARY CARE MANAGER HERE AT SHAPE. IN CASE OF AN EMERGENCY, YOU DO NOT NEED A PRE-AUTHORIZATION, BUT YOU HAVE TO NOTIFY YOUR TRICARE SERVICE CENTER. ALSO REMEMBER THAT AFTER ANY SCHEDULED OUTPATIENT APPT, ANY EMERGENCY ON OUTPATIENT OR INPATIENT BASIS, YOU MUST MAKE A FOLLOW-UP APPOINTMENT WITH YOUR PRIMARY CARE MANAGER (PCM) BY CALLING CENTRAL APPOINTMENTS (DSN 423-5886 or Civ. Line 065/44 5886).

Other useful Telephone Numbers:

SHAPE Operator	065/44 7111 – DSN 423-7111
SHAPE Clinic Central Appointments	065/44 5886 – DSN 423-5886
PERSONAL HEALTH ADVISOR 24/7	**TOL FREE NUMBER**: **00800-4759-2330**

WHAT TO EXPECT IN A BELGIAN HOSPITAL?

Is the medical care any good?

Yes, standards of medical care in Western European countries are generally the same as they are in the States. Belgium in fact, is around 20 years ahead of the United States in a few specialties, including fertility and internal medicine. However, pain medications are not dispensed as liberally as they are in the U.S.. Talk to your doctor about pain and sleeping medicines **before** your surgery or treatment.
There are also some differences in nursing care and the "customer service" aspect of medical care.

What's wrong with the nursing care?

Nothing, except that they are nurses, not room service. European nurses do not – and are not expected to – run to the patient every time he or she wants a glass of water. In other words, don't use the call button unless you need medical care or a bed pan. DO bring any medicine you regularly take, but let the nurses know that you have them.

What do you mean by "Customer Service?"

In the U.S., you pay **a lot** for medical care. To compete for your business, American hospitals include a lot of non-medical extras, like carpeting, cable TV, and all of the personal hygiene items you might find in a good hotel.
In Belgium, medicine is run by the government. It pays for medical school and often places graduates in government hospitals, keeping costs much lower than they are in the U.S. To save more money, patient comfort items **are not included**. See check list to help you prepare for your stay.

How is the food?

Very European. Most places serve a continental breakfast (bread, cheese and coffee). Lunch is the largest meal of the day. Dinner is very light by American standards; usually it consists of bread, salad and either lunch meat or some sort of meat salad, commonly chicken or fish. Coffee is served with dinner.

FOR HOSPITAL APPOINTMENTS.
Before your appointment, make sure to stop by the TRICARE SERVICE CENTER and get your paperwork. Upon your arrival at the hospital, please go to the "consultation" check in desk and some paperwork and stickers will be made up for you before you can go to your appointment. If you are TRICARE Prime (US Active Duty or Family Member of a US AD) make sure to bring the paperwork and a copy of the ISOS authorization that you received from the TRICARE Service Center. If you are a Retiree or a Retiree Family Member, eligible for TRICARE benefits, you may also want to fill out a CHAMPUS Claim Form upon your arrival. If at Ambroise Paré hospital, please contact the Patient Liaison who will come to assist you. If at another hospital, you can obtain Liaison assistance over the phone by calling the SHAPE Clinic at 065/32 5333/5331/5222 or the Patient Liaison Office in Ambroise Paré hospital at 065/41 40 09.

Pharmacy and prescriptions.
If you receive a Belgian prescription, it must be filled by a Belgian pharmacy. LTC Piziak, the Pharmacy Consultant for Europe put out the word that controlled substances will not be filled for any outside provider, including TRICARE Preferred Providers. This will include Dr. Neusy.

PATIENT INFORMATION

If you are admitted in any hospital, **please notify your Patient Liaison Coordinator** at 065/32 5333/5331/5222 or DSN 566-5333/5331/5222 during duty hours, and 065/41 40 09, after duty hours (from 1600 hrs to 2400 hrs), **as soon as possible**.

Reception desks: This is the location to ask about rentals, TV, meal tickets and WIFI connection. Reception desk hours are generally from 0800 – 1900 hrs.
The ER admission desk is open 24 hours.

The Reception desk in Ambroise Paré hospital in Mons located in the main lobby (ground floor - "0" floor) is open weekdays from 0730 to 1930 hrs, Saturday from 1400 to 1930 hrs and Sunday from 1400 to 1750 hrs. The desk clerk can give you a login and a password for WIFI connection and a remote control + headphones for the TV. You may also inquire about meal tickets for visitors; they are available in the main lobby at the same machine where parking tickets are paid.

Check in for an admission:
New stickers (also called "vignettes" or "étiquettes") will be made up for you even if you have old ones from a previous outpatient visit. You will be given your telephone access number at this time and asked to sign a paper that simply says you are being admitted and to what type of room.
If you are unable, a family member can prepare the admission paperwork for you.

For an admission in Ambroise Paré in Mons: Go to the Admission office open weekdays from 0700 to 1800 hrs. It is located on the ground floor near the main entrance. After 1800hrs or on weekends & holidays, go directly to the Emergency department check in desk, it is open 24/7, (follow the signs "URGENCES"). If you take the elevator, it is floor "-1", and if you parked around the rear of the hospital (through the 2nd gate), it is the door the ambulance drivers use. The person at the Emergency check in desk will ask you to fill out a SHAPE Referral Form and/or a Claim form, and to show your ID Card, social security number (SHAPE ID number for those without ISOS coverage), and your private insurance card (when applicable). You can ask for your secret telephone access number, if you need one, but will have to go to the reception desk in the lobby for TV remote rental, WIFI etc…
NB: In Ambroise Paré, US Mil Retirees & dependents, US Civilians & dependents and patients from other nations who do not have a Mutuelle or a pre-authorization from Allianz, DKV or any of the below listed insurance companies, you will be asked for a deposit of minimum 650.00€ per day; which must be paid at the time of the admission.

List of the insurances with a convention:

- DKV
- AXA/IPA
- FORTIS/AG
- VANBREDA
- VANBREDA INTERNATIONAL
- ETHIAS
- ALLIANZ
- ALLIANZ WORLDWIDE CARE
- SWISS LIFE /DELTA LOYD
- KBC
- MERCATOR /BALOISE
- MEDEXEL
- ING
- FIDEA
- FEDERAL ASSURANCE
- BELFIUS
- LAP
- VMOB
- HENNER -GMC

PACKING LIST:

CLOTHING:

Robe	Undergarment
Slippers	Clothes for day of discharge
Pajamas	Shoes and Socks

PERSONAL HYGIENE:

Toothbrush	Comb or Brush
Toothpaste	Thermometer (it must be in Celsius)
Soap	Shaving Cream
Shampoo	Razor
Towel	Toilet Paper (you never know!)
Wash Cloth	Kleenex
Skin Lotion	Personal Hygiene Articles
Baby Wipes	

COMFORT ITEMS:

Bottled Water	Cards, Games, etc.
Cup or Glass	French-English Dictionary
Snacks	Pen & Paper
Napkins	Euros (for snacks)
Salt & Pepper	Belgian Phone Card
Reading Material	

AVOID BRINGING:

Watches or jewelry	Your checkbook
Large sums of money	Anything of value

The hospital cannot assume responsibility for loss or theft of these items.
The SHAPE Patient Liaison cannot take your personal items.
If you would like to put something in the safe, contact the reception desk in the main lobby.

WHAT WILL COST ME EXTRA?

	Approximate Cost
Phone	by unit
TV	Euro 2.00/day
Private Room	Euros 50.00 a day for a "Deluxe" room. Euros 10.00 for regular room (in the Maternity ward). **Important:** Physician professional fees may increase by 200% for surgical procedures for those in private rooms.

If you have any question about coverage, consult your BCAC/DCAO in the SHAPE Healthcare Facility

YOUR ROOM

Remember: the extra charge for a private room is not covered by TRICARE or most other insurance companies; unless you have a written order from the doctor saying that it was necessary for medical reasons. According to the Belgian Law Governing Hospitals, the room surcharge may be as little as 50.00 Euro but may include up to 200% of the physician's fee. The decision is left to the discretion of the doctor. You will also pay more for the nursing care. Additionally, hospitals will often ask for a security deposit for the private room. If you are not in a private room, you may be sharing a room with one to three other patients. If you would like to have visitors outside the normal visiting hours you may want to use the patient lounge for this purpose.

TELEPHONE

Request for a phone card can be done at the reception desk or a secret phone code can be given to you at the admission office or the ER check in desk. The phone itself is free, but any calls you make will be billed to you. If you want to call outside Belgium, you will need to use a pre-paid card. You will need a Belgian phone card to use the public phones.

TELEVISION

Most rooms are equipped with a television. They receive about 20 European cable channels, including BBC (British), NBC Superchannel. MTV, and a few Dutch channels featuring American programs in English with Dutch subtitles. It usually costs about 2.00 € per day. If you are not in a private room, you will be sharing the television with another person (you will need a pair of headphones which may be bought for 3.30 €).

WIFI

WIFI is available and free of charge.

HOSPITAL RULES

Visiting hours must be observed.
Visitors must watch their children and not let them run around in the hallways.
Smoking is not allowed in the hospital.
Animals are not allowed in the hospital.
To prevent the patient from becoming fatigued, only a few visitors are allowed at a time and should not stay too long.
Food and other objects may not be thrown from windows.
Intensive Care Units have specific visiting hours.
The Nursing break room is off-limits to patients.

PAIN MEDICATIONS

Pain medication is not always given automatically. If a patient is having pain or needs a sleeping pill, he or she must ask the nurse for medication. Sleeping pills are not routinely prescribed for pre-op patients. It is a good idea to ask your doctors about this ahead of time. You may bring your own prescription medication, but **be sure to inform the nurse** of what you have in order to avoid any possible unwanted interactions with the medications given by the hospital.

MATERNITY

Once you have chosen your hospital, your obstetrician and the nurses will make you aware of the rules. You will be given a prenatal book and a blood group card for you and your husband. Always carry those with you. Your suitcase should be ready at the 7th month of your pregnancy. Within 14 days after the birth of your baby, you will need to go to the City Hall of the town where you delivered, for the birth registration. You will need your ID card, your birth certificate and marriage certificate. The maternity will also issue you some documents. The normal length of stay is 3 days. For US citizens, who give birth in Belgium, please contact the US Embassy in Brussels.
You can log onto the site at www.belgium.usembassy.gov and schedule your appointment directly with them. On this site you can find information about the documents you will need for the appointment.

The delivery ward and the maternity ward in Ambroise Paré hospital in Mons is located on the 4th floor.
Every mom in labor will be under constant monitoring and observation. The visiting hours are the same as for the rest of the hospital (from 1500 to 1930 hrs). An obstetrician, an anesthesiologist and a pediatrician are available within the hospital 24/7. Fathers are welcome in the delivery room but need permission from the doctor to be

present for a C-section. The mother may choose someone to take the father's place in the delivery room if he is unable to be present but only one person is allowed.
After the delivery, Mom and baby are transferred to the maternity ward just down the hallway.
The normal length of stay for a natural delivery is 3 days and 5 days for a C-section.
Every mom gets her own room with a special "baby corner". If the baby needs special care, the pediatrician will arrange for his/her transfer to the neonatal unit. This special area is on the same floor as the maternity ward and the mom is free to visit whenever she likes. There is also a large window through which other family members can admire the new baby.
When you arrive, you should have with you, your ID card, ISOS paperwork (or other insurance card), your card with blood type, any other documents requested by your obstetrician.

Your suitcase should be ready at the 7th month of your pregnancy:
You need to pack the following:

For the Baby	**For you**
Ointment for baby's bottom	1 robe
1 thermometer	1 pair of slippers
8 cotton shirts	4 night-gowns (which open in the front for breastfeeding)
6 pairs of baby booties	2 to 3 bras (which open in the front for breastfeeding)
6 sets of baby clothes	8 to 9 sets of underwear
6 bibs	4 washcloths
6 towels	1 thermometer
4 washcloths	1 glass and 1 bottle of water
Q-tips	Napkins
1 hairbrush	

To leave hospital: 2 shirts, 1 pair of booties, baby's clothes (wool for winter), hat, 1 blanket.

If you need an electrical breast pump, let your PCM (Primary Care Manager) know, in order to obtain a referral, then contact your Tricare Office who will give you the details to buy or rent one.
For reimbursement you will need to contact your Health Benefit Advisor at DSN 566-5228 or Civ. Line 065/325228.

NB: Your post-partum appointment is part of prenatal care (it is entirely covered by TRICARE).

Child Registration:
When you go to the City Hall, make sure that you bring all the necessary documents. Documents from the hospital, mom and dad's birth certificates, ID card, passport and marriage certificate.
In Belgium, the birth of a child must be registered within fourteen days following the delivery.

ONE DAY HOSPITALIZATION / SAME-DAY SURGERY

Here the patients are hospitalized for several hours to prepare for special examinations, observation, or to undergo treatments of short duration. The admission procedure is the same as for a long-term stay.

In Ambroise Paré hospital in Mons, the "One Day Hospital", "Hôpital de Jour" in French, is located on the 1st floor ward "D". Before going to the ward, you need to check in at the Admission office in the lobby. You usually check in the morning and are able to go home later in the afternoon.
The Pediatric ward on the 6th floor receives children hospitalized for one day; they arrive at 0700 hrs and leave around 1700 hrs.

PARKING

In Ambroise Paré Hospital, they have gates – Get your ticket when you enter the parking.
Before you leave, you have to pay for the parking using the grey and white machine located in the main lobby. **The machine only takes Euros, make sure to have some with you to pay for your parking.**
The parking fee is as follows:
For visitors / consultations / hospitalizations
Parking fee: 1.50€/hour, with a maximum of 15€. In case of lost parking ticket: 15€.
For handicapped people: Free (if you are authorized to use the parking spots reserved for handicapped people, you have to validate your ticket at the reception desk before you leave).
After you pay, the machine will return your ticket. Take it with you, so that you can leave the parking lot. You have 10 minutes between the time you validate your ticket and the time you leave the hospital.

In Tivoli Hospital in La Louvière, just a warning – If you have to stay overnight, try to park your car close to the Emergencies entrance. It is safer than to be parked on the other side of the parking lot.

PEDIATRICS

If possible, don't bring other children; it is unhealthy for them and for the sick child.
The hospital allows the patient's brothers and sisters to visit, but recommends the visits be kept short.
Parents are encouraged to participate in the care of their child. Parents may bathe, feed and explain procedures to their children, but must follow the directions given by the nursing staff.
If the child is on a strict diet, please do not offer the child anything to eat before asking a nurse.
In private rooms, a parent can have a bed in the same room with the child, allowing the parent 24 hour supervision of the child's treatment. These are small rooms with a toilet, a child's bed and a normal size bed for mom or dad. The parent can obtain a remote control for the TV at the main lobby reception desk. Although most parents prefer to bring food from home, those wishing to have their meals served in the room may purchase meal tickets at the reception desk. Tickets are to be given to the pediatric nurse but it must be done the night beforehand. Again, don't forget that private rooms are not covered by TRICARE.

In special cases when there is no private room available and a parent wishes to remain with their child, a bed will be placed in a small room for an extra charge of € 13.50 (subject to availability). If a child has a favorite doll or stuffed animal, it should be brought; the child can keep the doll with him or her throughout exams, doctor's visits and into the operating room. The child may bring personal toys to the hospital, if they are not noisy.

The Pediatric ward in Ambroise Paré hospital in Mons is located on the 6th floor. They care for children up to 15 years old. To assure proper rest and a good recovery, the hospital requests that visitors (non-family members) respect these visiting hours:
Common rooms: 1530 to 1930 hrs and Individual (private) rooms: 1000 to 2000 hrs. Meal tickets can be purchased in the main lobby at the same machine where you pay for your parking ticket.
Breakfast (Déjeuner):€ 2.00 Lunch (Diner): € 6.00 Dinner (Souper): € 3.00
If parents bring PAL system videos, the nurses will play them for the children.

The Pediatric Intensive Care Unit in Ambroise Paré hospital is also located on the 6th floor, in the Pediatric ward. Unfortunately, beds for parents are not provided in the Pediatric Intensive Care Unit. One parent can stay and rest besides their child in an armchair.
It is mandatory for visitors to wash their hands before entering the ICU.

RELIGIOUS ASSISTANCE

If you wish, you may be visited by a Chaplain or a Representative of your faith outside of normal visiting hours. Just let the nurse or the Patient Liaison know so it can be arranged for you.

"A JEUN"

If you see this sign hung over your bed, it means that you may not have anything to eat or drink until a given test(s) is performed.

THE BOUTIQUE AND SNACK BAR

Snack bars have limited items such as hamburgers, and sandwiches. They sell snacks, beverages, ice cream cones, bottled water, toys, patient comfort items, flowers and floral bouquets.
Some hospitals have a cart that comes around the patient's rooms daily.
In Ambroise Paré hospital, the boutique "la K'Fet" is located in the rear of the lobby (main entrance).
It is open Monday to Friday from 0830 to 1830 hrs and on weekends & holidays from 1400 to 1830 hrs.

MEALS

Lunch is the main meal of the day. Europeans eat bread and butter or cold cuts for breakfast and dinner. Patients who do not find the menu to their liking are welcome to bring their own.
This is acceptable, providing it does not violate any dietary restrictions.
In Belgian hospitals, one does not fill out a menu. Everyone receives the same menu selected by the hospital dietary personnel, with some exceptions. For example, some people may be on special diet, ordered by their physician; some may have restrictions due to religion or personal preference. If you need to follow a special diet, the dietician will discuss your menu with you.
When you arrive on the ward, the nurse will ask you if there are any foods that you cannot or will not eat. Should you have any trouble, don't hesitate to contact the Patient Liaison.

Meals will be served around the following times (depending on what ward you are on):

Breakfast: 08:15
Lunch: 12:00
Dinner: 17:30

PIZZA

You are welcome to order a pizza; it usually takes about half an hour from the time you call.

Hospital	Restaurant's Name	Phone#
TIVOLI	Domino's Pizza	064/26 52 00
AMBROISE PARE ST-JOSEPH	Pizza Hut	065/23 50 50
WARQUIGNIES	Vera Pizza	065/67 49 70
LA MADELEINE	Domino's Pizza	068/28 01 00
SOIGNIES	Domino's Pizza	067/34 00 38
ERASMUS	Domino's Pizza	02/346 85 15

RESTAURANTS

Inpatients are not allowed in the restaurant, but your visitors may want to have lunch at the restaurant.
Visitors must obtain meal tickets at the reception desk or from a nurse on the ward. At Ambroise Paré you can buy your ticket (Ticket Rabelais) at the machine located between the main lobby and the "K'Fet" (cafeteria). The meal will cost approximately € 7.00.

YOUR DEPARTURE

When possible, the doctor will give you the precise day and hour of your departure. If you are hospitalized in Ambroise Paré hospital, the discharge time is usually around 1400 hrs. Before leaving, please contact the Patient Liaison. He or she will go through a discharged checklist with you to make sure you understand all your discharged instructions and that you have everything you need.
The nurses will give you the following items which are also obtainable from the nurse's desk.

Medical report for your family doctor
Prescriptions
CD of X-rays (if available)
Information about your diet, treatment and lifestyle changes
Dates of recommended convalescent leave
Follow up appointments

If at all possible, please bring the Patient Discharge Instruction/Nursing Discharge Instruction (OB Patient) or Pediatric Discharge to YOUR Primary Care Manager. (Please make an appointment by calling DSN 423-5886, or Civ. line 065/44 58 86).

If you have any sort of questions, bring it to the attention of the SHAPE Patient Liaison right away.
If you rented a TV remote, please return it to the reception desk. If you forget, it will be billed to you.

SIGNING OUT AGAINST MEDICAL ADVICE

If you wish to leave the hospital against your doctor's advice, your wish will be respected. In this case, you must sign a document releasing the hospital of all liability for problems or conditions that may arise later. This is your decision, not your doctor's. In order to make an informed decision you need to be aware that you may have problems obtaining a follow-up with the same doctor, profile, medical certificate or prescription. You may want to talk it over with your Primary Care Manager. (Does not apply to US Active Duty Soldiers).

CRUTCHES available for sale

If you are checking out of the hospital on a weekend and do not wish to wait until the SHAPE Healthcare Facility is open to get crutches, you may buy them from the emergency department reception desk. The charge is normally around € 22, 00. The crutches offered are the type that does not come all the way up under your arms.
Some SHAPE patients prefer these, as they tend to be more comfortable.
You can buy them at the Admission office in the main lobby or at the Emergency department check in desk.
In some hospitals the crutches may be rented.

VISITING HOURS

Visiting hours are generally from 1500 – 1800 hours.
In Ambroise Paré hospital, the visiting hours are from 1500 to 1930 hrs in common rooms, and from 1000 to 2000 hrs in private rooms.

In Intensive Care Units the visiting time is usually very short and the number of visitors limited.
In Ambroise Paré, the visiting hours are from 1330 hrs to 1345 hrs and from 1830 hrs to 1900 hrs, the number of visitors limited to 4 persons. If you want to give a message to someone in the ICU, contact the Patient Liaison.

Temperature Conversion Chart

Fahrenheit	Centigrade		Fahrenheit	Centigrade
97.0° F	36.1° C		101.0° F	38.3° C
97.2° F	36.2° C		101.2° F	38.4° C
97.4° F	36.3° C		101.4° F	38.6° C
97.6° F	36.4° C		101.6° F	38.7° C
97.8° F	36.6° C		101.8° F	38.8° C
98.0° F	36.7° C		102.0° F	38.9° C
98.2° F	36.8° C		102.2° F	39.0° C
98.4° F	36.9° C		102.4° F	39.1° C
98.6° F	37.0° C		102.6° F	39.2° C
98.8° F	37.1° C		102.8° F	39.3° C
99.0° F	37.2° C		103.0° F	39.4° C
99.2° F	37.3° C		103.2° F	39.6° C
99.4° F	37.4° C		103.4° F	39.7° C
99.6° F	37.6° C		103.6° F	39.8° C
99.8° F	37.7° C		103.8° F	39.9° C
100.0° F	37.8° C		104.0° F	40.0° C
100.2° F	37.9° C		104.2° F	40.1° C
100.4° F	38.0° C		104.4° F	40.2° C
100.6° F	38.1° C		104.6° F	40.3° C
100.8° F	38.2° C			

To determine your baby's length in inches, find the number of centimeters in the column on the left.

Centimeters	Inches		Centimeters	Inches
38.1	15		47.0	18 1/2
38.7	15 1/4		47.6	18 3/4
39.4	15 1/2		48.3	19
40.0	15 3/4		48.9	19 1/4
40.6	16		49.5	19 1/2
41.3	16 1/4		50.2	19 3/4
41.9	16 1/2		50.8	20
42.5	16 3/4		51.4	20 1/4
43.2	17		52.1	20 1/2
43.8	17 1/4		52.7	20 3/4
44.5	17 1/2		53.3	21
45.1	17 3/4		54.0	21 1/4
45.7	18		54.6	21 1/2
46.4	18 1/4		55.2	21 3/4

WEIGHTS

ONE KILO = 2.2 lbs
500 GRAMS = 1.1 lb
.1 lb = 1.6 oz
28.34 GRAMS = 1 oz

1 cm = 0.393 inches; 1 inch = 2.54 cm

USING THE GLOSSARY

In the glossary you will find a collection of the most frequently used words for hospitalized patients.
It is designed to help patients communicate with the non-English speaking staff of host nation hospitals.
In this edition the pronunciation guide has been deleted in favor of patient convenience.
You may find it easier to shorten phrases to only one word. For example, instead of saying: “I am feeling a bit shaky this morning”, simply look up the word “shaky” in the glossary and point to it. The rest will most likely be understood.

Our frequently used phrases

It itches
Ça me chatouille

I have a fever
J’ai de la fièvre

My stomach hurts
J’ai mal au ventre

I am pregnant
Je suis enceinte

How much ?
Combien ?

Are my vital signs normal?
Est-ce que mes signes vitaux sont normaux ?

I am going to throw up!
Je vais vomir!

I feel nauseous
J’ai des nausées

I need to talk to the SHAPE Liaison
Je voudrais parler à la SHAPE Liaison

Can you get me--- ?
Pourriez-vous me donner--- ?

Someone who speaks English
Quelqu’un qui parle anglais

Some water
De l’eau

Don’t eat or drink anything after midnight

abdomen	abdomen
allergic	allergique
allergy	allergie
am	suis
are	sont
arm	bras
aspirin	aspirine
baby	bébé
back	dos
bad	mal
bed	lit
bedpan	panne
blanket	couverture
blood	sang
blood pressure	tension
bloody	sanguineuse
B.M. (sl. Poop)	selles (caca)
breath	respiration
(it) burns	ça brûle
call	appeler
callbell	sonnette
can I ?	puis-je ?
can you?	pouvez-vous?
I cannot	je ne peux pas
cane	canne
cast	plâtre
catherer	sonde urinaire
cervix	col de l’utérus
codeine	codéine
cough	toux
chair	chaise
change	changer
chest	poitrine
to clean	nettoyer
clean	propre
to close	fermer
clothes	vêtements
cold	froid
constipated	constipé
contact lenses	lentilles
contractions	contractions
cup	tasse
crutches	béquilles
results	resultats
same	même
seafood	fruits de mer
see	voir
shaky the « shakes »	tremblements
shot	pîqure
shower	douche
sleep	dormir
sleeping pill	somnifère
soda (pop)	coca
something	quelque chose
sore	irrité
speak	parler
spleen	rate
stomach	estomac
still	encore
sugar	sucre
suitcase	valise
sulpha drugs	sulfamides
sweat	transpiration
sweet	sucré
table	table
tablet	comprimé
take	prendre
tampons	tampons
taste	goûter
tea	thé
telephone	téléphone
television	télévision
temperature	température
test	examen
thank you	merci
therapist (phys.)	le Kiné
therapy	kiné
thermometer	thermomètre
the	la, le
these	ces
thirsty	avoir soif
this	cette
three	trois
threw up	vomi
to throw up	vomir
tight	serré
ticket (meal)	billet/ticket

Ne rien manger et ne rien boire après minuit

I need something for pain
J'ai besoin d'un anti-douleur

Can I have a sleeping pill ?
Puis-je avoir un somnifère?

Can I have some aspirin ?
Puis-je avoir une aspirine?

It hurts. Ça me fait mal

The I.V. hurts
L'intraveineuse fait mal

The bandage (cast) is too tight
Le bandage (plâtre) est trop serré

Can you loosen it?
Pouvez-vous le déserrer ?

Excuse me
Excusez-moi

I am sorry
Je suis désolé

It is swollen
C'est gonflé

It's tingling/I feel tingling
J'ai des picotements

It feels numb
C'est engourdi

I prefer a shot
Je préfère une piqûre

I prefer a pill
Je préfère un comprimé

Can I see the doctor ?
Puis-je voir le docteur?

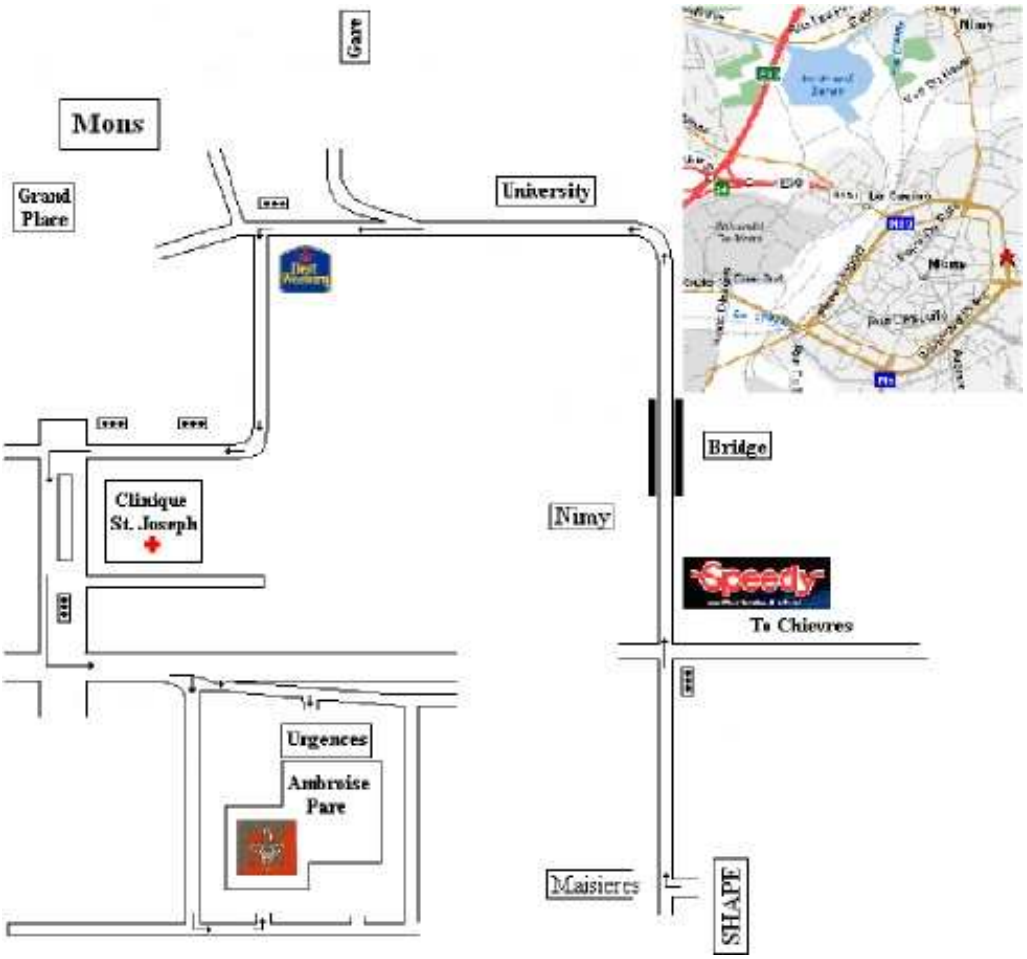
I need to use the urinal
J'ai besoin de l'urinal

D&C	curetage
days(s)	jour(s)
diabetes	diabète
diet	régime
difficult	difficile
dilate	dilater
dirty	sale
discharge (vaginal)	perte vaginale
dizzy	vertige
doctor	docteur médecin
(to get) dressed	s'habiller
dressing	pansement
drink	boire
ears	oreilles
eat	manger
EKG (ECG)	ECG
elevate	soulever
elevator	ascenseur
empty	vide
enema	lavement
extra	extra
finished	fini
fish	poisson
for	pour
gas (intestinal)	gaz
get	obtenir
get up	se lever
give	donner
glass	verre
glasses	lunettes
go	aller
Gown	blouse
hands(s)	main(s)
have	avoir (I have= J'ai)
head	tête
headache	mal à la tête
help	aide
heartburn	brûlures d'estomac
here	ici
high	élevé
home	à la maison
hot	chaud
how	comment
Hurts (me)	me fait mal
I	je
I have	j'ai
in	dans
iodine	iode
ice	glaçons
I.U.D.	stérilet I.V.
juice	jus

time	l'heure
to	à
tonsils	amygdales
tonsillectomy	tonsillectomie
too (excessive)	trop
toothbrush	brosse à dents
toothpaste	dentifrice
toilet	toilette
toilet paper	paper hygiénique
treatment	traitement
trembles	tremblements
trouble	difficulté
ulcer	ulcère
ultrasound	échographie
ultraviolet light	lumière ultraviolette
undress	se déshabiller
urine	urine
urinate	uriner
urinal	urinal
vending machine	distributeur
very	très
vision	vue
visiting hours	heures de visites
visitor(s)	visiteur(s)
vomit	vomir
vomited	vomi
wait	attendre
waiting room	salle d'attente
walk	marcher
wallet	portefeuille
want	vouloir, désirer
watch (n.)	montre
to watch	regarder
water	eau
weak	faible
weigh	peser
weight	poids
wheelchair	chaise roulante
when	quand
who?	qui?
where?	où?
why?	pourquoi?
window	fenêtre
with	avec
worry	s'inquiéter
would like	voudrais
write	écrire
X-ray dept.	Radiologie
X-ray(s)	radio
you	vous

	keep	garder	yet encore
I need to use the bedpan	later	plus tard	My glucose level is too low
J’ai besoin de la panne	laxative	laxatif	Mon niveau de glucose est trop bas
	leg	jambe	
	like	aimer	
	liaison	liaison	
I need to use the bathroom	lounge	salon	I must eat something
Je dois aller aux toilettes	low	bas	je dois manger quelque chose
	migraine	migraine	
Can you help me?	miscarriage	fausse couche	I’ve the « shakes »
Pouvez-vous m’aider?	must (I must)	je dois	Je tremble
	nauseous	nauséeux (euse)	
I can’t pee (urinate)	neck	cou	I have a sore throat
Je n’arrive pas à uriner	need	besoin	J’ai mal à la gorge
	now	maintenant	
I am constipated	nurse (n.)	infirmière	I am coughing a lot
Je suis constipé	to nurse	allaiter	Je tousse beaucoup
	my	mon, ma (pl. mes)	
I have diarrhea	operation	intervention	I’m having difficulty breathing
J’ai la diarrhée	pads (sanitary)	serviettes hygiéniques	J’ai du mal à respirer
I feel dizzy	pain	douleur, mal	I feel a bit shaky (weak)
J’ai la tête qui tourne	painful	douloureux	Je me sens faible
	penecilin	pénicilline	
I have chest pain	pillow	oreiller	Could you please change my sheets?
J’ai mal dans lapoitrine	please	s’il vous plaît	Pouvez-vous changer mes draps s.v.p. ?
	purse	sac	
Where is the bathroom ?	push!	poussez!	I am diabetic
Où sont les toilettes?	pregnant	enceinte	Je suis diabétique
	question	question	
I am allergic to ---	raise	soulever	Can I have a clean gown?
Je suis allergique à ---	rash	éruption	Puis-je avoir une blouse propre ?
	remote control	télécommande	
	rent	louer	

Hospital Ambroise Paré
Boulevard Kennedy 2
& Clinique St. Joseph
Ave. B. de Constantinople 5



<u>Directions to Ambroise Paré Hospital in Mons.</u>

SHAPE Patient Liaison Office: Tel: 065/414009
Ambroise Paré Hospital is on Boulevard Kennedy, 2. 7000 MONS
The switchboard number is 065/414000

1. From SHAPE Berlin Gate turn on N6 direction Mons.
2. Turn left at the eighth stop light at the Best Western Hotel. Rue des Arbalestriers.
3. Turn left at the second stop light (Boulevard de Constantinople).
4. Turn left at the next stop light onto the second possible road (leading to E19-E42)
5. Immediately move to the outside/right lane of the ring.
6. The entrance to the parking garage is on the first right street, after the hospital building.
7. The Emergencies entrance ("Urgences") is along the ring. UNLESS you are going for an emergency, do not leave your car on the emergencies parking lot, or it may cost you 30 euro.

SHAPE Healthcare Facility

Hours of operation:
0800 - 1700 Monday to Friday
0800 - 1000 Saturdays, Sundays and Holidays

Routine Care:

The SHAPE Healthcare Facility is an **outpatient** clinic that provides **non-emergency** medical services to the SHAPE Community. **The SHAPE Healthcare Facility does not have an Emergency Room.**

Emergency Care:

For emergency care, you must proceed directly to your closest Belgian hospital emergency room **(**marked URGENCES) or call the numbers below for ambulance service:
In French, dial "**100**" from a civilian line, **"0-100"** from a SHAPE (DSN) telephone, or "**112**" from a mobile telephone.
In English, call the SHAPE Military Police at **065/443333** or **DSN 423-3333;** or the Chievres Military Police at
068/ 275301 or DSN 361-5301.

Patient Liaisons: Liaisons will provide you with a number of valuable services including translations, answers to billing questions, and any other general information. Patient Liaisons are available at the SHAPE HCF during normal duty hours. They are available at Ambroise Paré Hospital in Mons, from 0800-2400 on business days and from 1100 to 1900 hrs on weekends. However, they can be reached in case of emergencies anytime, day or night.
To reach the SHAPE Patient Liaison, when at Ambroise Paré Hospital, simply ask for the Liaison in the Emergency Room or at any information desk. If at another hospital, please contact a liaison at the following numbers:

From 0800 to 2400 on weekdays/ weekends 1100-1900 – 065/ 414009
After hours call – 065/ 414008

Or during normal duty hours, contact the Patient Liaison office at the SHAPE HCF at **065/ 325333/5331**, **DSN 566-5333/5331**
Nurse Advice Line: **00800-4759-2330**. Registered Nurses can answer questions and provide medical advice 24 hours a day.

Appointments:

Appointments can be made by calling Central Appointments from Monday through Friday, 0730-1630 at: **065/ 445886** or **DSN 423-5886**

Summary of Services:

Medical Services •Family Practice •Pediatrics • Psychiatry
Ancillary Services •Optometry •Pharmacy •Physical Exams •Immunizations
•Laboratory •Social Work •Family Advocacy •Preventive Medicine
•Radiology •Physical Therapy
•Education and Developmental Intervention Service (EDIS)
Preventive Services ✦Putting Prevention into Practice ✦ Self-Care Program
•Healthy Pregnancy/Baby Program •Stress Management
•Asthma Education Program •Well-Baby Exams
•Tobacco Cessation •Well-Woman Exams

Host Nation Prescriptions:

Host Nation Prescriptions **cannot** be filled at SHAPE. Patients have to purchase their medications from the local pharmacy, and get a signed receipt from the pharmacist. The receipt can then be submitted to TRICARE for reimbursement. Note that TRICARE only covers **prescription medications**, not over the counter meds.
Two pharmacies have a contract with ISOS and will provide prescription medications free of charge to TRICARE Prime patients (US Active Duty and their family members): Pharmacie Pierrot, Place, 4 – 7020

Maisières, and Pharmacie Dubrulle, Chaussée de Bruxelles 133 – 7061 Casteau. You will be asked to fill out a 1500 form (Health Insurance Claim form).

- **TRICARE & Administrative Services:**
  The following services are available at the Patient Administration Division (PAD) office and can be reached at the following numbers. Use the civilian prefix: **065/ 32-** and the last four numbers, if using a civilian line.
  Enrollment Service: DSN 566-5325
  Scheduling for Host-Nation or Landstuhl Appointments: DSN 566-5324
  Translations and Health Care Benefit Advisor: DSN 566-5218
  Billing for US Active Duty, Dependents, and Retirees: DSN 566-5228
  Billing for US Civilians: DSN 566-5359
  Patient Advocate: 566-5331
  Patient Liaisons: 566-5333/5331
- **Family Advocacy:**
  Services are available during normal duty hours at **065/ 325320, DSN 566-5320**. After hours, contact the Chievres Military Police at
  068/ 27-5301 or **DSN 361-5301.**
- **Customer Comments**
  We welcome your comments and seek every opportunity to improve our service to you. Comment cards are available inside the clinic or on the internet from the web Google at: **http://ice.disa.mil**

New at the SHAPE Healthcare Facility: ***RelayHealth***

Dear Patient:

We are pleased to offer you a new, convenient way to connect with our office. Using the Internet, you can now communicate with your P.C.M. (Primary Care Manager) online through the RelayHealth messaging service.

The RelayHealth service is a safe, secure, and confidential way to communicate about your ***non-urgent healthcare needs***. It's as easy to use as e-mail, but incorporates stronger security measures that ensure your privacy.

Any time you wish, you can use the RelayHealth service to:

- *consult your Doctor regarding non-urgent health matters or symptoms*
- *request prescription renewals or lab results*
- *route electronic prescriptions to your pharmacy for filling*
- *request referrals*
- *access valuable health information*

By using the RelayHealth service, you'll be able to communicate with our office when it's most convenient for you. All you need is access to a computer with an Internet connection.

Interested? If so, please take a few minutes to sign up now (there is no fee to register for this service):

Find your Team at Front-Screening

OR

1. Visit **www.relayhealth.com** and click **Register**.
2. When prompted, select your doctor.

   Note: To ensure security, the SHAPE Healthcare Facility must **accept** your application before your registration will be complete. *Please allow 24 hours following registration for our office to process your registration.*

To learn more about the RelayHealth service, visit www.relayhealth.com. If you have any questions about RelayHealth, please feel free to contact RelayHealth Customer Support at 1 866 RELAYME (1 866 735 2963) or DSN 566-5351 or Commercial 003265325351.

Your Primary Care Team is looking forward to hearing from you online.

Sincerely,

The SHAPE Clinic Staff.

SECURE MESSAGING SIGN-UP

Please fill out the information below to initiate Secure Messaging with your provider team:

1. First Name, Last Name:

_____

2. Gender (Male – Female) :

M - F

3. DOB(mm/dd/yyyy):

__/__/_____

4. Email address (work e-mail if possible):

_____@_____

5. Zip Code (CMR or CODE POST OR Leave blank):

_____

6. Primary Care Doctor - PCM (if unknown leave blank) :

_____

ARMY MEDICINE
Bringing Value...Inspiring Trust

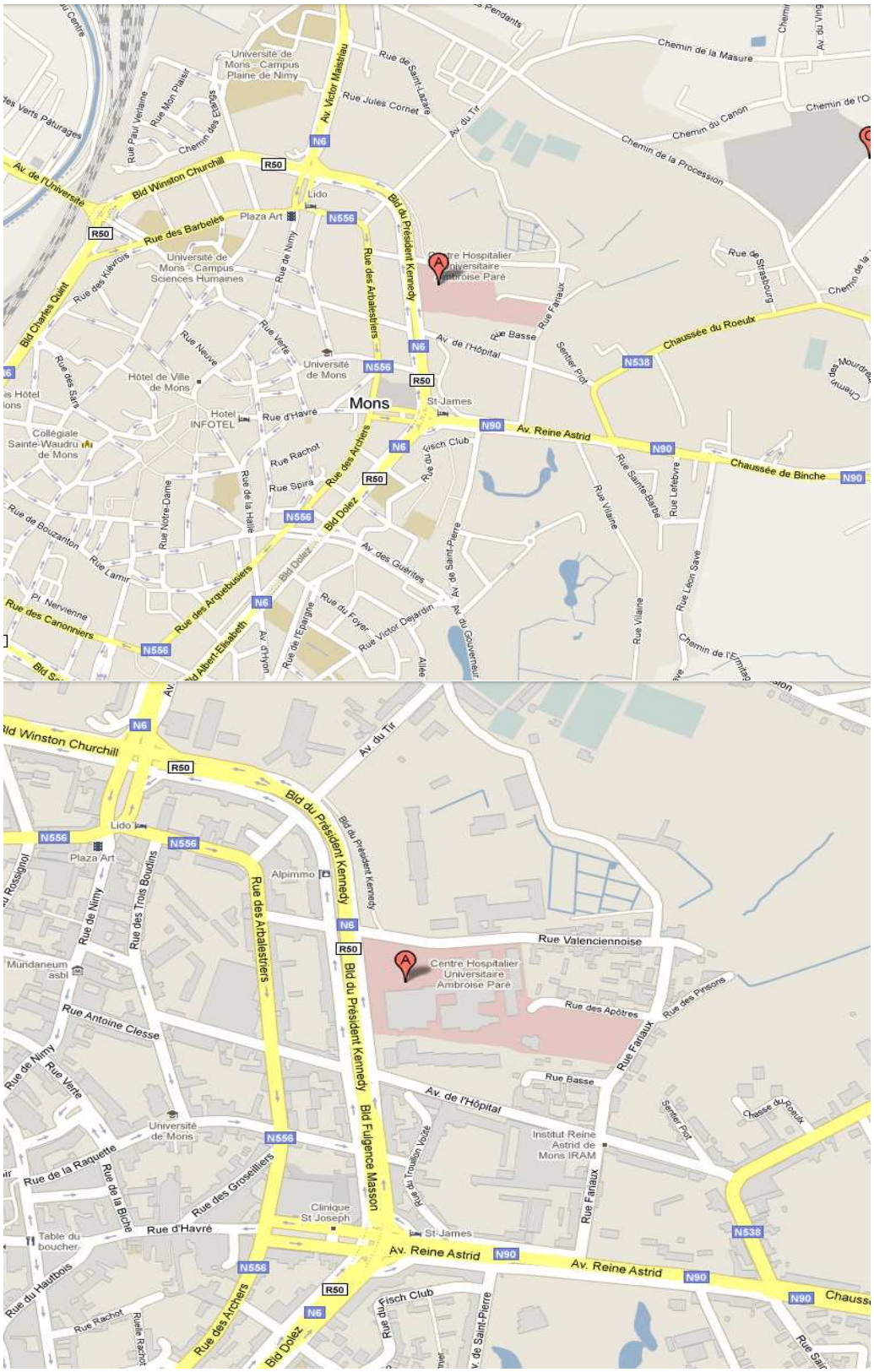
DENTAL EMERGENCIES SHAPE-NATO

Dental Emergencies fall into three broad categories:

1. Trauma to teeth and mouth
2. Severe pain
3. Swelling and / or infections

At any time, patients who feel they should be seen for any of these dental emergencies can go to **Ambroise Pare Hospital Emergency Department (Urgencies) Boulevard Kennedy 2, Mons**. They DO NOT staff a dentist, but they can assist you with control of pain, wounds and infections. The Ambroise Patient Liaisons can be reached day or night **in cases of emergency** at 065-41.4009. The patient liaisons are available at Ambroise from 0800-2400 on weekdays and 1100-1900 on weekends. Outside of those hours you will need to call 065-41.4008
In cases of **EXTREME EMERGENCY** (usually life threatening or severe trauma), you should proceed to the nearest Belgian hospital or call the following number for ambulance services**: "112" from a cell phone.**
Monday-Friday between 0800-1600 Ambroise Pare sees dental patients by appointment. Telephone: 065-41-2747 or St Joseph's 0800-2000 Telephone: 065-38-5888.
Or you can call the SHAPE Military Police at 065-44-3333 or the Chievres MP Desk at 068-27-5301 for assistance in any emergency.
Important information for Ambroise Pare Hospital:

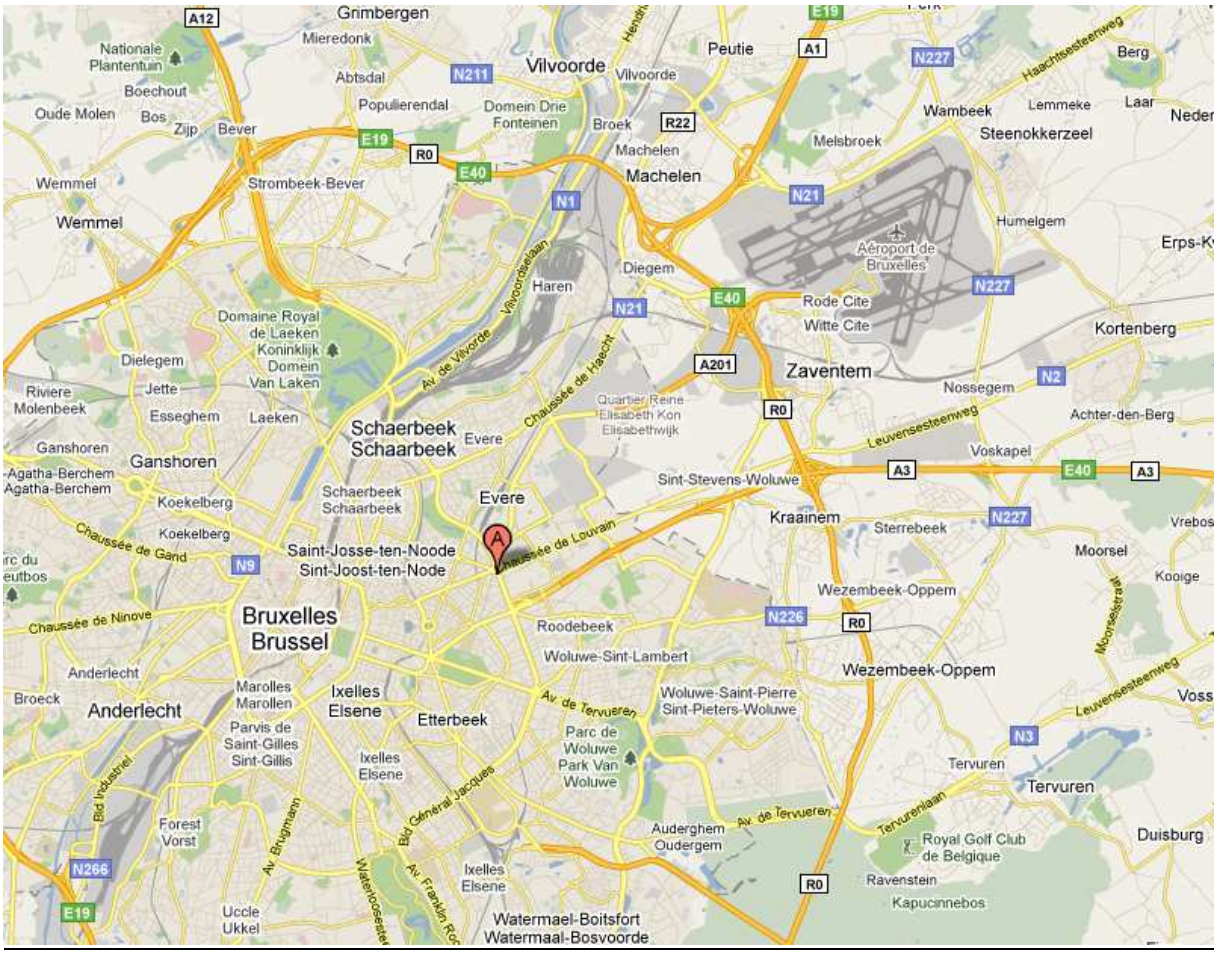
1. If you are admitted TRICARE will not pay for private rooms.
2. You might have to pay 30-60€ for a consultation fee and up to 650€ if hospitalized.
3. If you receive a prescription from a local hospital, you can have it filled for NO CHARGE in Pharmacie Pierrot , Place de Maisères, 4, in Maisières; and Pharmacie Dubrulle, Chaussée de Bruxelles, 133, in Casteau. The hospital will give directions during normal business hours. Over the counter meds will not be reimbursed. For prescriptions after-hours, it can be filled at the local "on-call" pharmacy and the patient will have to pay upfront and be reimbursed by TRICARE.

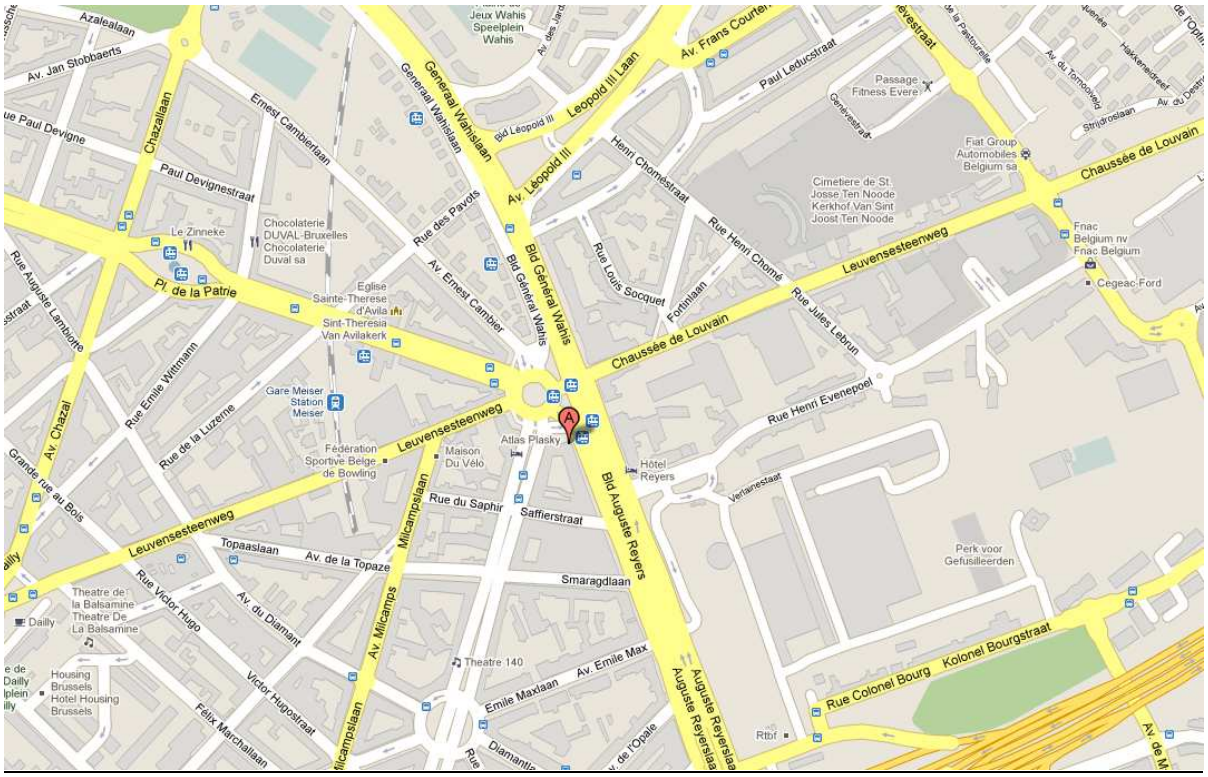


Directions to Ambroise Pare Hospital

1. From SHAPE Berlin Gate, turn right on N6/ Rue Grande, direction Mons.
2. Turn left at the (8th) traffic light, Rue Arbalestiers (Best Western Hotel on your left).
3. Turn left at the (2nd) traffic light, Blvd. de Constantinople.
4. Turn left at the next traffic light onto the second road (Ring, direction E19/E42)
5. Immediately move to the outside/right lane.
6. Patient parking entrance is to the right.
7. The Emergencies entrance ("Urgences") is along the ring. UNLESS you are going for an emergency, do not leave your car on the emergencies parking lot, or it may cost you 30 euro.

Emergency Dental Care is also available in several other locations:





DENTAC MEISER CENTER, Place Meiser 1, 1030 Schaerbeek (near Brussels): Telephone 02-735-2338

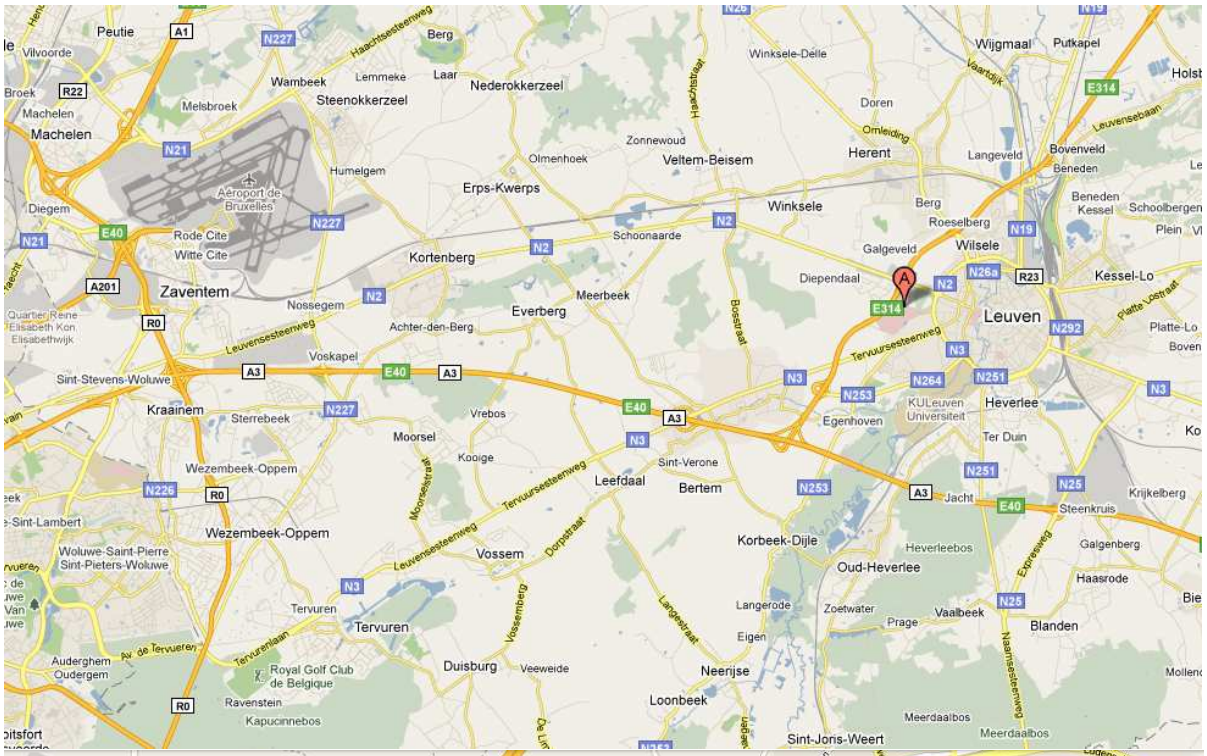
Most dentists speak English but the receptionist might not.

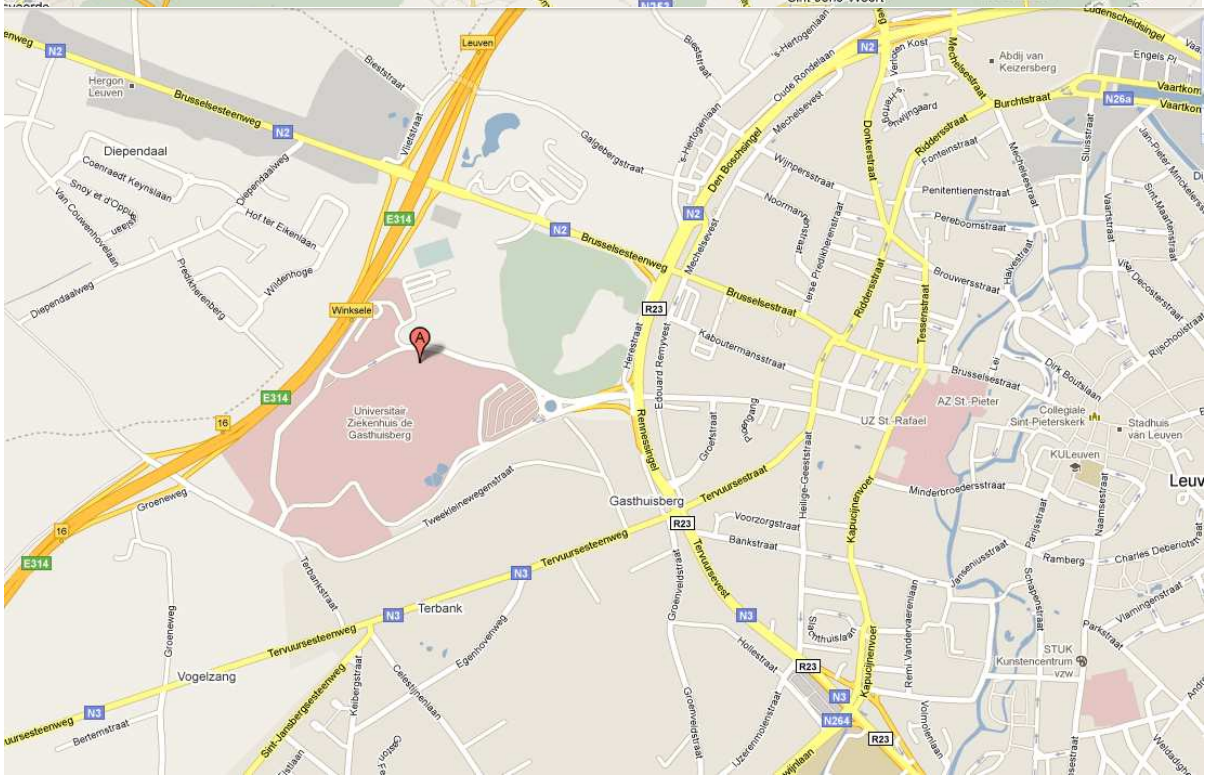
This is a 24 hour/ 7 day-week dental emergency clinic. Walk-ins are welcome.

No appointment needed, but you will be expected to pay for services at that time.

Some basic guidelines: 50-100 Euros during the day and up to 200 Euros at night and on weekends.

Note: you will be expected to pay for services and you will be reimbursed if enrolled in United Concordia Dental Plan-OCONUS.





U.Z. Gasthuisberg Emergency Room, Herestraat 49, 3000 Leuven (east of Brussels) Telephone: 016-34-3900

Dental emergencies are seen at the Gasthusiberg Campus E.R. 24 hours a day.
Most of the staff speaks English.
Dentist on site from: 1900-2100 weekdays and 0900-1100 weekends.

Outside of those hours the dentist is on-call and may not be on-site upon your arrival.
Note: you will be expected to pay for services and you will be reimbursed if enrolled in United Concordia Dental Plan-OCONUS.

US Military Information:

The following information pertains to**: ACTIVE DUTY MEMBERS of the United States (US) Armed Forces and their Family Members**. If you belong to another beneficiary group to include: US Forces Retired, Non-Active Duty DoD Employee, Defense Contractor or Independent Contactor some of the following information may not apply.

For other dental problems we currently provide sick-call service for all **active duty and their family members** from 0800-0900 Monday through Friday. If you have a dental issue, you can report to the dental clinic at the above time and you will be evaluated and treated accordingly. NOTE: for other than active duty (OTAD) the sick-call service will be limited to the relief of pain, swelling, infection and / or trauma. The staff doctor will provide what treatments are required to stabilize the patient and refer you to a civilian dentist for definitive treatment at first opportunity for OTAD. At this time, the dental clinic will not provide operative (fillings), crowns, bridges, removable appliances, dentures or extract teeth as routine care for OTAD. The attending doctor is the deciding authority as to what constitutes a bona-fide dental emergency.

Understand that unlike the SHAPE Health Care Facility, the SHAPE-NATO Dental Clinics are staffed and resourced based on the number of US active duty service members assigned to SHAPE-NATO. For all other beneficiaries (OTAD groups) services are based on space available according to the priorities of care established by the DoD. To meet the needs of the OTAD groups, the DoD provides TRICARE- United Concordia Dental Plan – Overseas.

TRICARE Dental Plan (TDP) has an OCONUS Customer Service Line 24-hours a day Monday-Friday at: 0800-100-10 for the Belgian ATT Operator, then: 1-888-418-0466 for TDP

TRICARE Area Office Dental Rep: 049-6302-67-6358 or TDP@europe.tricare.osd.mil

24 Hour Nurse medical Advice is available by calling: 00800-4759-2330

Information on TRICARE/ United Concordia Dental Plan-Overseas can be found at:
www.europe.tricare.osd.mil/dental

TRICARE Overseas Program Beneficiaries Can File

s a TRICARE beneficiary living overseas, you now have the option to file claims online with In l SOS Assistance, Inc. (International SOS), the TRICARE Overseas Program (TOP) contractor.

You must register with www.tricare-overseas.com to file claims online. Once you register and log in to the "Beneficiary Portal" landing page, click "Send/View Secured Message" in the "Contact Customer Service" section. To submit a claim, click the "New Message" button. After the New Message screen appears, choose "Other" as the subject for your message. You should enter "New Claim" as your message subject description.

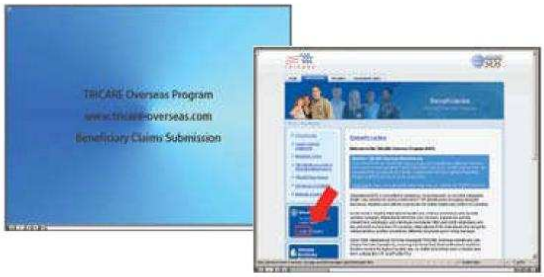
You may enter claim details in the additional fields that appear with the "Other" subject. It is recommended that you enter the following information in the "Question/Issue" field, a free text-entry box:

- Provider name
- Claim's total billed amount
- Dates of service—dates the procedures or services appearing on the claim were performed

Including this information in the body of the message will distinguish different claims submitted through the "Secured Message" section of the portal. You should include any additional information you feel is necessary in the message box.

Scan and attach your claim documents and bills to the message in the "Attachment" field. Attachments can only be a maximum file size of five megabytes each and must conform to a specific attachment type to be submitted through secured messaging.

The secure claims submission portal includes "Allowable Attachment Types" and other password protection, macro and external link-disabling requirements and guidelines. To submit your claim, click the "Send" button. Your new message will appear in the "Secured Message" mailbox.



Note: Do not delete your message from the mailbox, even if the message status appears as "Received," because deleting the message from your mailbox will also delete the message from the customer service mailbox.

Claims must be filed within one year of the date of service or within one year of the date of an inpatient discharge. We recommend that you remind your providers of your claims-filing deadline to make sure you receive the documents you need for timely claims filing.

To learn how to file claims through the secured message claim submission portal, visit www.tricare-overseas.com and access the International SOS online training course. For more information on the claims-filing process, visit www.tricare.mil/claims. To access the course, launch the Computer-Based Training Module at the bottom left-hand side of the Beneficiaries' landing page at www.tricare-overseas.com/beneficiaries.htm. ★

ICARE®

An Important Note about TRICARE Program Information: At the time of printing, t . It is important to remember that TRICARE policies and benefits are governed by public la lations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

REFERRALS FOR APPOINTMENTS OR SCHEDULED HOSPITALIZATION IN A LOCAL HOSPITAL

TRICARE Prime Patients (US Active Duty and their Family members)

- In order to have an appointment with a specialist in a local facility you must first see your PCM who will put a referral for you in the system.
- If possible come to the TRICARE window right after you see your PCM.
- The Healthcare Finder will request the authorization from ISOS, and make your appointment for a date in a 10 days range to allow sufficient time for the authorization process.
- Return to the Healthcare Finder window, on the date stipulated on your referral, and bring the referral with you. The Healthcare Finder will then give you the authorization from ISOS and all the paperwork allowing you to go to your appointment.
- If you have been authorized several appointments, please remember to make the same amount of copies as the amount of visits authorized.
- You must take a copy of the authorization to the check-in for EACH appointment, to avoid having to pay out of pocket.
- If the provider orders further exams (for instance X-rays, CT scan, lab work), please inform the Healthcare Finder right away, so that if you have not made your appointment already, she will make it for you and also ensure that you have the proper authorization from ISOS. Some exams may require a new referral from your PCM. Also, if the doctor wants you to see another specialist (for instance a gastroenterologist that you see for abdominal pain may refer you to a gynecologist, or an orthopedist may want you to see a rheumatologist) you also have to inform the healthcare finder because that would require a new visit to your PCM and a new authorization.
- If the specialist recommends surgery or any other procedure requiring an admission, you must contact the healthcare finder who will explain what needs to be done.
- The Healthcare Finder can be contacted at DSN 566-5324 or Civ 065/325324.

Bills

- Never disregard a bill or a reminder (Rappel) that arrives at your house!
- Bring it to the BCAC/DCAO at the SHAPE Clinic. She will verify that the bill has indeed not been paid yet and will explain the process and help you claim it from TRICARE.
- Please do not wait and assume a bill is automatically taken care of. Once you get mail from a collecting agency, there are extra fees to be paid, and they are sometimes higher than the amount of the bill itself.
- The BCAC/DCAO can be contacted at DSN 566-5228 or Civ 065/325228.

TRICARE Standard, TRICARE Plus, TRICARE For Life Patients

If you are in one of those categories, it is best you have a referral from your PCM.

- You do not have to follow the ISOS procedure, and you will receive the bill at home.
- Submit the bill to TRICARE (you can submit on line) ASAP.
- TRICARE will pay part of bill and you are responsible to pay your cost-share (25% for retirees and 20% for Standard). There is also a deductible of $150.00 per FY.

US and NATO Civilians

Contact your own insurance as the bill will be sent to your home address.

USEFUL ISOS AND EMERGENCY TELEPHONE NUMBERS.

These cards for US TRICARE Prime Beneficiaries can be cut out and kept in your wallet.
The ISOS information is for TRICARE Prime Patients (AD and their Family Members).
Remember that if you (TRICARE Prime Patient) have to go to the Emergencies, **you have to call ISOS** so that they can open a case for you. This will prevent you from having to pay the bill out of pocket.
Please give a card to your family members and make sure to keep it handy in case of emergencies.

Emergency Care
& After Clinic Hours

Nurse advice Line
00800-4759-2330
ISOS for emergency referrals
+442087628008
Ambulance: 100, or 112 from a cell phone
SHAPE MP: 065/443333
Chièvres MP: 068/275301
SHAPE Host Nation Liaison – Available 24 hrs:
From 0800 to 2400 on weekdays
From 1100 to1900 on weekends
Tel: 065/414009
After hours: 065/414008
TRICARE Windows: from 0800 to 1630, closed
on Thursday mornings: 065/325324

Mail Claims to ISOS
Active Duty:
WPS-Active Duty Overseas Claims
P.O. Box7968
Madison, WI 53707-7968, USA
AD Family (TRICARE Prime):
WPS-Overseas Claims
P.O. Box 8976
Madison, WI 53707-8976, USA
TRICARE Standard / Foreign Claims
P.O. Box 8976
Madison, WI 53708-8976, USA
Web: WWW.TRICARE-OVERSEAS.COM

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DEPARTMENT OF THE ARMY
21st THEATER SUSTAINMENT COMMAND
NORTHERN LAW CENTER-SHAPE
Rue Lemnitzer, Building 318, 7010 SHAPE, Belgium
APO AE 09705-1420

REPLY TO
ATTENTION OF:

AETS-JAN-LA October 2011

MEMORANDUM FOR RECORD

SUBJECT: A Living Will in Belgium

1. What is the legal basis: A Belgian Federal law dating from 28 May 2002.

2. Who can establish a Belgian living will? Anyone residing in Belgium. For example, a retiree, a SOFA or NATO member are eligible. A Service member is not eligible as they do not have a Belgian ID card. A service member will establish a US living will.

3. What is a Belgian living will? A written statement confirming that the patient approves or disapproves that a doctor proceed to euthanasia under certain conditions provided by the law. The living will can also appoint a person who will disclose the patient's wishes to the doctor. The Belgian Living Will form can be used to express a desire not to be euthanized.

4. What are the legal conditions allowing euthanasia?

a. The patient must be an adult (over 18 years old).

b. The patient must freely (without coercion) agree and be mentally competent to agree.

c. The patient must be seriously ill and suffering in a way that cannot be cured.

5. What is the procedure must the doctor follow when he/she is proceeding to euthanasia?

a. Have several discussions with the patient explaining all the medical possibilities and detailing all the possible options. At the end of those discussions it must be clear that no treatment is available and it must also be clear that the illness/sickness is permanent.

b. Another physician must review the case and provide a written statement confirming the first doctor's point of view. The second physician must be independent from the first doctor and from the patient.

c. If the patient is treated by a medical team, the whole team must also be involved in the discussions.

d. Upon the patient's request, the doctor must also meet with the patient's close relatives or whomever the patient designates.

6. What if the illness would not lead to death in the near future (1 month), can euthanasia still be requested? Yes, but the doctor will have to consult two independent doctors. There will be at least a one month waiting period between the patient's request for euthanasia and the act of euthanasia.

7. Can the patient change his/her mind? Yes, anytime. The patient's preferences will be kept in his/her medical record.

8. What happens if the patient is no longer capable of expressing his/her wishes? The patient can appoint someone else to make the decision while he/she is still capable. That person must be an adult (over 18 years old) and cannot be someone who inherits later from the patient.

9. How long is the Belgian living will valid? 5 years; it must be re-executed every 5 years.

10. Can I write the living will by myself? No, you must have 2 witnesses (over 18 years old).

11. Is a US living will valid? It depends. Typically, a Belgian hospital will act in accordance with the clear intent of the patient. A US living will and Medical Power of Attorney (POA) will be considered in determining that intent. Executing a Belgian Living Will document will ensure that your wishes are clearly expressed in the format prescribed by Belgian authorities.

12. What if I do not have any living will? The doctor must talk to his/her patient and address all options. Euthanasia will never be done without the express consent of the patient or his/her representative.

13. Is a US Medical POA valid? We have seen Belgian hospitals accept a US Medical POA. Ultimately, doctors will look to the patient's intent. The US medical POA document will be taken into consideration to establish the clear intent of the patient. Please note: your POA should have current contact information for the person you designate as your agent. The more information you can provide, i.e., Belgian ID number, physical address and current phone number, the quicker the hospital can contact your agent and avoid unwanted delays in your care.

14. The point of contact for this memorandum is the Northern Law Center's Legal Assistance office at DSN 423-4868 or CIV: 065-44-4868.

MARIANNE SCHOONJANS
Belgian Legal Advisor

SANDRA L. AHINGA
CPT, JA
Chief, Client Services

Host Nation Medical Care Customer Comment Card

Thank you for taking the time to complete this comment card.
Your opinions are very important to us

If you are interested in receiving an electronic comment card, please be sure to leave an E-mail address when scheduling your next appointment through the Tricare center at the SHAPE Healthcare Facility.

Facility where your medical records are located	
Date of appointment/date of care	

Were you hospitalized? **Yes O No O**
Were you satisfied with your experience with the Host Nation Provider? **Yes O No O**
Would you return to this provider for medical care? **Yes O No O**

Name of Clinic/Provider	
Location/ Address	

Please rate the following items by filling in the circle next to your rating. If an item does not apply, mark the "N/A" circle.

First impression	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Provider Customer Service	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Staff Customer Service	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Quality of medical care	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Quality of patient instructions	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Provider's ability to speak English	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Facility cleanliness	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Overall impression	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Referral assistance (TRICARE window/SHF)	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A
Patient Liaison Assistance	**O** Excellent	**O** Good	**O** Average	**O** Below Average	**O** Poor	**O** N/A

If you would like a response, please enter your name, phone, and/or email address below

Name	
Telephone number	
E-mail address	