

Health Care Cheat Sheet

Grafenwoehr Army Health Clinic

Health Clinic Information:

Hours of Operation: Monday-Thursday: 7 a.m. – 5 p.m., Friday: 7 a.m. – 12 p.m.

Training Holidays: 9 a.m. - 3 p.m.

Lunch Hours: Monday-Friday: 12:30-1:30 p.m. - Lab, pharmacy, radiology and medical readiness are closed for lunch.

Appointment Line: DSN 475-7152, CIV 09641-83-7152 (opens 0730)

My Primary Care Manager is:

Behavioral Health Appointments: DSN 475-7152 (option 1), CIV 09641-83-7152

TRICARE Service: DSN 475-7152 (option 3), CIV 09641-83-7152

Patient Advocate: The patient advocate acts on behalf of the clinic commander regarding problems experienced before, during or after a patient's visit to the facility. To reach the patient advocate, call DSN 475-5622, CIV 09641-83-5622 or email

usarmy.grafenwoehr.medcom-brmc.list.gfw-patient-advocate@mail.mil.

TRICARE Nurse Advice Line: Speak with a registered nurse 24 hours a day, seven days a week by calling this toll-free number: 00800-4759-2330. The nurse can answer your health-related questions, recommend a course of action and schedule an appointment for you at the clinic.

TRICARE Online: To schedule your medical appointments online, visit www.tricareonline.com. Once you've registered, you have the ability to schedule your appointments 24 hours a day, seven days a week.

Medical Emergencies

A medical emergency is anything that threatens life, limb or eyesight. If you have a medical emergency go immediately to the nearest emergency room or call an ambulance.

Ambulance: 19222

Military Police: DSN 114 or 09662-8969

Host Nation Hospitals:

Klinikum Weiden

Sollnerstrasse 16, 92637 Weiden

0961-3030

Krankenhaus Kemnath

Werner-von-Siemens-Str 7, 95478 Kemnath

09642-7060

TRICARE ISOS: In a medical emergency, go straight to a Host Nation emergency room. Once you've checked in, please call the TRICARE Eurasia-Africa Call Center to apprise them of your situation. The center is available 24 hours a day and can also provide medical assistance. Toll-free: 0800-1818505.

Host Nation Patient Liaison Services: Patient liaisons are available to help patients in emergency and inpatient situations. They can assist with translating and will visit the patient each day they're in the hospital. There is a patient liaison on-call 24 hours a day, seven days a week. In emergency situations, it's especially important to call so they can report to the clinic and potentially the chain of command that you're being treated in a Host Nation hospital.

HNPLs during duty hours (see hours of operation above): DSN 475-6416/5610, CIV 09641-83-6416/5610 **After hours or on weekends:** Call the MP station at 09662-8969. Services are available 7 days a week.

Sexual Assault: If a person is sexually assaulted during normal duty hours, he or she can walk into their local health clinic and receive immediate care. After duty hours, the person should contact their local victim advocate, chaplain or military police. In turn, they will contact the sexual assault response coordinator who will then contact the closest sexual assault medical team.

For more, visit the clinic's website at: <https://ermc.amedd.army.mil/grafenwoehr/index.cfm>



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