Important Numbers

**HOHENFELS**
(To call a DSN line from a CIV phone, dial 09472-83 plus the last four of the DSN)
Clinic Central Appointments: DSN 466-1750
Hohenfels Clinic Staff Duty: CELL: 0162 254 5916
BMEDDAC Staff Duty: CELL: 0162 297 6690
Patient Liaisons: CELL: 0162 296 8061
Victim Advocate (Sexual Assault): CIV 0162 296 1075
Vet Clinic: DSN: 466-4560
Dental Clinic: DSN 466 1720
Adolescent Substance Abuse Counselor:
CIV: 0160-9103-2685
Army Substance Abuse Program Counselor:
DSN 466 3038 OR 466 1710
Road Conditions: CIV: 09472 83 4001
Fire Department (Emergencies):
CIV 09472-83-116; DSN 116

**HOST NATION HOSPITALS**
Kreiskrankenhaus Parsberg: 09492 603-0
Asklepios Klinik Burglengenfeld: 09471 705-0
Universitaetsklinikum Regensburg: 0941 944-0
Klinik St. Hedwig: 0941 3695801
Klinik St. Josef: 0941 782-0
Barmherzige Bruder Krankenhaus: 0941 369 2401
Bezirksklinikum Regensburg: 0941 941-0
Klinik St. Marien, Amberg: 09621 369 2401

**ADDITIONAL NUMBERS**
Parsberg Taxi: 09492 6474
Emergency Taxi: 09472 83 2819
ISOS 24 Hour Call Center: + 44 208 762 8384
Off Post EMS: 116
TRICARE Nurse Advice Line: 0800-825-1600
24 HR Military One Source: 0800-3429-9647

**CLOSEST HOST NATION EMERGENCY ROOMS**
Keriskrankenhaus Parsberg
Lupburger Strasse 11 92331 Parsberg
09492-6030

Krankenhaus Burglengenfeld
Dr. Sauerbruch-Strasse 1 93144 Burglengenfeld
09471-7050

Our Mission is to provide accessible, quality, and comprehensive healthcare for our Soldiers, their Families, and retirees while facilitating inpatient and specialty care through TRICARE.

Our Vision is to be your preferred health partner.

TRICARE Online is a great way to schedule appointments, refill prescriptions and manage your health needs better.

Register today at www.tricareonline.com. To learn how to register, watch this video at http://bit.ly/xYrUEn
**Important Clinic Information**

**Hours of Operation:** 0800-1700, Monday - Thursday  0800-1200, Friday  
Front Desk/Appointment Line:  
0700-1700, Monday - Thursday  
0700-1200 Friday  
We are open on all USAREUR Training Holidays, but are closed on weekends, federal holidays, and Fridays from 1200-1700 for training.

**Appointment Times:**  
Monday through Thursday - 0820-1630,  
Friday - 0815-1200

**Scheduling:**  
DSN 466-1750 or  
CIV 09472-83-1750;  
On-line booking is available at  
www.tricareonline.com. Once you’ve registered, you have the ability to schedule 24 hours a day, 7 days a week!

**Primary Care:**  
We operate our clinic by the Patient Centered Medical Home model. This means we use a team-based model of care led by a primary care provider who provides continuous and coordinated care throughout the patient’s time at our clinic. This is in an effort to help maximize positive Patient outcomes.  
Your Primary Care Team consists of 2 Army medics, 1 Registered Nurse, and 1 Primary Care Provider (Family Practice Physician, Physicians Assistant, or Nurse Practitioner). We also have a Social Worker embedded within the primary care clinic to strengthen the link between mind and body.

Continuity is one of our goals, and we strive to develop a close relationship between the patient and the Primary Care team.  

My Primary Care Provider is:

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**Our Services**

Other than offering world class primary care, we offer several other support services to accomplish all your healthcare needs.

**Full Time Services:**  
Lab, Pharmacy, Physical Therapy, Behavioral Health, Radiology

**Part Time Ancillary Services:**  
Optometry (2-3 times per week), Nutritional Counseling (monthly)

**Support Groups:**  
Cancer Support Group, Weight Management

If you need any additional services, talk to your Primary Care Provider and we can arrange healthcare through the Host Nation or other Army Facilities.

**Host Nation Facilities**

Patient Liaison Services:  
In-Patient Liaisons are available to help hospitalized patients during scheduled procedures or emergencies. In-patient Liaisons assist with translation, maintain a direct link to the Medical Director and Nurse Case Manager, and help ease the burden of your hospitalization. Patient Liaisons visit all in-patients MON-FRI and are on-call 24 hours a day for emergencies and new hospitalizations. We also have an Out-Patient Liaison available upon request to help individuals new to Hohenfels with scheduled Host Nation appointments. For more information on Host Nation Facilities, go to http://ermc.amedd.army.mil/hohenfels and click on Guide to Host Nation Health Care.

**Medical Emergencies**

Statistically, high quality, proactive primary care that is easy to access greatly reduces the need for emergency care. However, we want you to remain prepared for a medical emergency (anything that threatens life, limb, or eyesight). Please refer to the information below in the event of an emergency.

**Fire Department:** The Hohenfels Garrison Fire Department serves as our single point of contact for emergencies. Dialing CIV 09472-83-116 or DSN 116 will connect you to an English and German speaking fireman who will coordinate an ambulance.

**Host Nation Ambulance:** If you are away from the Hohenfels area, dialing 116 is the proper emergency procedures in Germany (similar to 911 in America). However, there is the possibility that the 116 dispatcher does not speak English, so we highly recommend contacting the USAG Hohenfels Fire Department for all emergencies, whether on or off post.

**Emergency Room Visits:** In a medical emergency, go directly to a Host Nation emergency room. Once you have checked in, please call the TRICARE Eurasia-Africa Call Center to inform them of your situation. This call center is available 24 hours a day at their toll free number — 0800-181-8505.

**Sexual Assault:** If a person is sexually assaulted during normal duty hours, he or she can walk into the Clinic and receive immediate care. After duty hours, the person should contact their local victim advocate, chaplain, or military police. Notice, by contacting the Military Police, the report is unrestricted (an investigation will be initiated).