



Katterbach Health Clinic

August 2009 Updates

"Providing Quality Care to Beneficiaries"

Aug. 12, 2009

Clinic Phone DSN: 467-3398

Clinic Phone Comm: 09802-83-3398



Welcome from New Commander

Hello to all! I am the new Commander of the U.S. Army Health Clinic Katterbach, having taken command July 13, 2009. My family and I are looking forward to this assignment and living in the Ansbach community. I am a Family Practice physician and a Flight Surgeon by training so you will not only see me as the Commander, but also as a physician who sees patients. There are going to be many changes occurring throughout the clinic during the next three months as we attempt to better meet the needs of our beneficiaries and streamline your visit from the time you check-in until you leave. All I ask is that you bear with the changes and the growing pains as we attempt to make this clinic one of the best in Europe.

Currently, we are in the midst of a summer gap, due to deployments and moves, leaving us short on physicians. Rest assured that actions are in the works to remedy this shortage, but it is going to take some time. In the meantime, you may be offered the opportunity to be seen on the economy by one of our Host Nation PPN providers. Having visited and talked with many of them, I know their dedication and quality of care are outstanding. I have on several occasions taken my children to Host Nation providers without any concerns and would not hesitate to do so again here. Our TRICARE service center is committed to helping you with your Host Nation PPN experience.

The majority of my previous assignments have been operational in nature, having served with an Apache Helicopter Squadron as well as a Special Operations Battalion. In those assignments my job was to ensure that the Soldiers and Families of the unit were taken care of. With that background, I can assure you that we will do everything we can to take care of you, whether your sponsor's unit is deployed or in garrison. My team and I stand ready to make your healthcare experience here at Katterbach the best it can be. Please don't hesitate to contact a member of my command team if you have any questions or concerns.

MAJ Timothy Switaj
Commander, USAHC Katterbach

NEW POLICIES!!!

- **Late Policy**

Arriving late for your appointment causes disruptions in patient flow that could compromise care provided to other patients.

If you arrive after your scheduled appointment time we will make every effort to see you, however, depending on the situation you may have to wait longer to be seen, offered an economy referral or have to reschedule.

This policy has been created to offer each patient the maximum opportunity for medical care.

- **No Show Policy**

Not showing for your appointment takes appointments away from other patients who need them.

If you do not keep your appointment you will be called by a Nurse Case Manager. Subsequent no-shows will be reported to the sponsor's chain of command.

All policies are available to patients on request!

New Sick Call Procedures To Start Aug. 25, 2009!!!

In an effort to provide streamlined care to Soldiers and Family Members of the USAHC Katterbach, we have made a few changes to the way Soldiers are seen at sick call. The new process is for Soldiers to arrive at the clinic between 7 and 7:30 a.m. for sick call, sign in on a roster located in the waiting area, and then have a seat. This new time will take effect Aug. 25, 2009! **DO NOT LINE UP AT THE FRONT DESK!** Medics will screen the patients on a first-come first-serve basis and make decisions on their disposition in conjunction with nursing and medical staff. Soldiers will either be scheduled a routine appointment within access standards for follow-up on chronic medical issues, or scheduled to be seen as an acute patient that morning. Acute patients will be seen by either physical therapy, optometry, medics or physicians based on the nature of their illness/injury. This process will be overseen on a daily basis by the Chief Nurse or the Nursing NCOIC and will free up appointments for physicians to see non-active duty acute patients.

CLINIC HOURS:

M-F Sick Call - 0700-0730
M-Th - 0730-1630
Fri - 0730-1200
Fri pm - SGT's time training

Pharm lunch 1230-1330 M-F

German Prescriptions:

If you see a Host Nation PPN provider who writes you a prescription in German, you can fill that prescription in a German pharmacy. Many German medications do not have U.S. equivalents and may not be FDA approved, thus we do not carry them in our pharmacy. TRICARE has four pharmacies within Ansbach that are contracted to fill German prescriptions for U.S. patients at no out-of-pocket costs as long as you bring the prescription, your ID card and the TRICARE reimbursement form. The list of pharmacies and the reimbursement form can be obtained from the TRICARE service center in our basement.

Taking Charge of your Healthcare:

1. Nurse Advice - When you call the clinic and enter the queue, there are two options to obtain advice from a nurse. The first option directs you to the Nurse Advice Line in the United States. The second option, listed as the nurse's station and option #6 on the queue, directs you to one of our nurses who will provide advice about the time in which you need to be seen and can, if needed, help get you an appointment or a referral to a Host Nation PPN provider.

2. TRICARE Online - You can make your own appointments through the TRICARE Online system. You can access this from our website by clicking "Online Appointments" on the left or by typing <https://www.tricareonline.com> into your web browser. You will need to register if you have never used this system before, but after a short registration form you will be able to book your own appointments at the Katterbach Clinic using this online system. All appointments, except for same day appointments, will be available to be booked online.

3. Self-Care Pharmacy - The pharmacy has a self-care program in which you can go right to the pharmacy window, inform the pharmacist of your current symptoms and be provided with over-the-counter medications.

Queuing System:

If you have been to the clinic recently, you have noticed the computerized queuing system with display located in the waiting rooms both upstairs and downstairs. This was placed to ensure that your privacy is protected while checking in at the front desk. Currently, this system is linked to the Front Desk/Reception, Laboratory, Records Room and Radiology sections upstairs as well as TRICARE and Optometry downstairs. Please choose a number and have a seat. We will be with you in a timely manner while ensuring your privacy is protected.

Important Phone numbers:

Emergency: 09802-83-116

Fire: 09802-83-117

Poison Control (English): 00800-444-88444

Patient Liaisons: 09802-832-169 or 0162-296-8049

TRICARE Corner:

New Host Nation Benefits Guide to come out in September on website and in print. Look for it!

Maps to local hospitals available on wall outside TRICARE or in back of Community Guide.

Healthcare Benefits Awareness Month

September is Healthcare Benefits Awareness Month. Please stop by the clinic any time in September to learn about your healthcare benefits. The first week we will have a display on physical health, the second week will be on mental health, the third week will be dental health and the fourth week will concentrate on receiving care while you travel in Europe. In conjunction with these displays, we will have a Health Benefits Fair Sept. 18, 2009 from 8 a.m.– noon at the Katterbach Fitness Facility that will bring all the health care organizations from Katterbach together, and allow you to gain more information about health care in the Ansbach region and in Europe. We will also have two community outreach events. The first is Sept. 25, 2009 from 1– 5 p.m. at CYS, where we will provide car seat safety checks to all parents who attend. The second will be Sept. 29, 2009 from 11 a.m. -1: 30 p.m. in the DFAC, where we will provide information on the dangers and benefits of power drinks and supplements. Please feel free to ask staff about healthcare benefits during the month of September.

Year of the NCO

This month we recognize **SGT Marcous Kim**, our newest member to join the NCO Corps.



As of Aug. 1, 2009, SGT Marcous Kim of Katterbach Health Clinic became the newest member of the NCO Corps. SGT Kim deployed in 2006 to 2007 to Afghanistan with Oregon's 41st Brigade. He attended WLC in Grafenwoehr and graduated in February 2009. SGT Kim runs Force Health Protection Center with SSG Valdueza to update immunizations and MEDPROS. SGT Kim attributes his success to the NCO support channel. His goals include obtaining a bachelors degree, becoming a Physician's Assistance and minimally serving 20 years with the military.

SGT Kim's awards include the Army Commendation Medal with one oak leaf cluster, Army Achievement Medal, Combat Action Badge, the Army Good Conduct Medal, Afghanistan Campaign Medal, National Defense Service Medal, Armed Forces Reserve Medal with "M" Device, Global War on Terrorism Service Medal and a NATO Medal.

For more information, visit our clinic Web page at: <https://ermc.amedd.army.mil/katterbach/index.cfm>