



Katterbach Health Clinic

December 2009 Updates

"Providing Quality Care to Beneficiaries"

Clinic Phone DSN: 467-3398
 Clinic Phone Comm: 09802-83-3398

CLINIC HOURS:

M-F Active Duty Sick Call:
 0700-0730

M-Th - 0730-1630

Fri - 0730-1200

Fri pm - SGT's time training

Clinic Closing Dates: The health clinic will be completely closed during the days listed below.

Dec 24th & 25th: Christmas Holiday

Acute: Primary or specialty care should be available for the patient within 24 hours from the time of the call or entry of the consult, e.g., Tuesday at 10 a.m. to Wednesday at 9:59 a.m. An example of this type of visit reason on Tri-care Online is "New Problem/Urgent."

Routine: Patient should be booked for an initial primary care visit within 7 days. An example of this type of visit reason on TOL is "New Problem/Not Urgent."

Wellness: Patient should be scheduled for preventive care within 28 days. An example of this type of visit reason on TOL is "First Visit with PCM."

Specialty: Patient should be scheduled for specialty care within 28 days.

What do I do after clinic hours?

If you have a life or death medical emergency during or after clinic hours, call the Katterbach Fire Station at DSN 116 or commercial 09802-83-116 for an ambulance dispatch. If it's not a medical emergency and you have questions about a particular situation, and need medical guidance on what to do, call the toll free 24/7 Nurse Advice Line at 0800-4759-2330. If you need the help of a patient liaison, call 0162-296-8049. If you go to the Ansbach Klinikum, the Krankenhaus Neuendettelsau in Nurnberg, the C'nopfshe Kinderklinik for pediatric patients, or to any other host nation facility for after hours care, please see Mrs. Barbara Williams at the clinic (Health Benefits Advisor) the next duty day or as soon as possible to ensure that the bill is properly processed by TRICARE. Strip maps to area host nation hospitals are located in the front entryway of the clinic.

Army Provider Level Satisfaction Survey

Army Provider Level Satisfaction Surveys (APLSS) are sent to beneficiaries after they receive care in the Clinic. The survey helps assess the **quality of care** you, the beneficiary, received, as well as assess the **customer service** you experienced from our corresponding staff. If you receive an APLSS in the mail, help us help you by simply returning the completed survey (either on-line or by mail).

Every survey we receive with **90%** or greater for "**Overall Satisfaction**" (Q 21), directly gives **your** Katterbach Health Clinic resources to **improve** our services for **you**. So the bottom line is that by filling out your **APLSS**, our team can better serve your needs.

Self Care

The Health Clinic offers a self care program that allows anyone with a valid military ID card, older than 2 years of age and not pregnant to receive over the counter medications. This programs allows patients to make their own decisions regarding diagnosis and treatment of health problems to include preventative care by using over the counter (OTC) medications. To take advantage of this program you need to take a number from the lobby kiosk and then when your number is called the pharmacist will screen your symptoms and provide you with the appropriate OTC medication. The following symptoms with available treatment at the pharmacy are: dry productive cough, sore throat, nasal/chest congestion, sneezing, runny nose, watery eyes, fever, mild body aches and pains, headache, up-set stomach, gas, acidic stomach, mild heartburn, mild rash, dry/itchy skin, athlete's foot, jock itch, minor cuts, warts, insect bites, and head lice. Please note that if your symptoms do not improve with self treatment within 3 days or are not resolved within one week, please make an appointment with your PCM.

Frequently Asked Questions

Q. Who can help with questions about **TRICARE** benefits, enrollment and disenrollment?

A. The TRICARE Medical Service Coordinator is available in the clinic or at 467-2619 or CIV 09802-83-2619.

Q. How do I get a **referral** for sub-specialty care?

A. If you and your doctor decide that you need care not available at the clinic, you will be given a referral to a host nation provider or to another Military Treatment Facility (MTF).

Q. Who helps me set up my **appointment** with the German doctor?

A. The clinic's TRICARE Service Center (467-2619 or 09802-83-2619) will help you set up your appointment and assist you with insurance claims and billing issues.

Q. What do I do if I'm in the hospital and don't **speak German**?

A. Even though most German doctors and nurses speak at least some English, the clinic employs Patient Liaisons and a Nurse Case Manager team (NCM) who will visit you in the hospital and help you communicate with your doctors in the hospital. The Patient Liaisons can also accompany you to an outpatient visit as available.

Q. How do I **follow-up** after care in a German hospital or clinic?

A. If you are being discharged from the hospital, the NCM will coordinate a follow-up care plan for you. If you were seen as an

outpatient, you will normally follow up in the Katterbach Clinic with the doctor who gave you the referral. Your German doctor may recommend that you follow-up with them. Remember that unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

Q. How do I get care if I'm **pregnant**?

A. Pregnancy care is generally provided by a German obstetrician on the economy. A referral is required this referral covers all of your pregnancy related visits and your delivery. Profiles for pregnant Soldiers are provided by the clinic.

Q. What do I need to do to register my **new baby**?

A. Before your baby is born, have valid passports and marriage license prepared. Get a copy of the certificate of live birth from the hospital and submit it to DEERS/ ID Card as soon as possible after birth. The Patient Liaisons can assist with the birth registration process.

Q. How do I **follow-up** after I have my baby?

A. After your delivery, you and your baby will receive follow-up care in the health clinic. The first well-baby appointment is at two weeks of age. Bring any records from the hospital to the two week visit. If you have a son and want him circumcised you must notify the health clinic immediately after birth. Circumcisions should be done as soon after birth as possible and when the child is less than 28 days old.

Year of the NCO

This month we recognize **SGT Denico Woode, a health care specialist.**

Sergeant Denico Woode enlisted in the Texas Army National Guard on February 27th, 2004. Upon completion of Combat Medic AIT, he volunteered to deploy to Bosnia-Herzegovina.



While in Bosnia he served double-duty as a medic and infantryman. Nine months after returning from Bosnia he transferred to active duty and deployed to Baghdad, Iraq with the 101st Airborne's Rakkasans. In May, he moved to Katterbach where he works in patient care as a doctor's assistant.

Woode's assignments include: 949th Forward Support Battalion, 36th Infantry Division, Grand Prairie, Texas; 143rd Long Range Surveillance Detachment, 36th Infantry Division, Austin, Texas; Task Force Strike, Tuzla, Bosnia-Herzegovina; and the 187th Infantry Regiment "Rakkasans", 101st Airborne Division, Fort Campbell, Kentucky.

His awards and decorations include: Army Commendation Medal, Army Achievement Medal (2nd Award), Army Good Conduct Medal (2nd Award), Army Reserve Components Achievement Medal, and the Armed Forces Reserve Medal. He also wears the Combat Medical Badge, Driver and Mechanic Badge, German Armed Forces Badge for Military Proficiency (*Das Abzeichen für Leistungen im Truppendienst*),

and the German Armed Forces Badge for Weapons Proficiency (*Schützenschnur*). SGT Woode was the BMEDDAC Soldier of the Month in August 2009 and BMEDDAC Soldier of the Quarter in October 2009.

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