



Katterbach Health Clinic

November 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:

Nov. 11th: Veterans Day

Nov. 26th & 27th: Thanks-
giving Day Holiday

TRICARE Service Center

Closure: Nov. 18th

Winter is Coming!!!!

After the first snowfall of the year, we need to take into consideration our ability to perform our daily tasks. This is also true for the Katterbach Health Clinic. If road conditions are bad it will affect our ability to deliver healthcare. In an effort to plan for this we will follow the garrison plan for road conditions here in Ansbach. Garrison posts the road conditions on their website every morning by 0530. Their policy is as follow:

Green/Yellow – business as usual – We will have all of our appointments as scheduled.

Red – 2 hour delay – We will open our clinic 2 hours later then posted opening times

Black – Clinic is closed.

If conditions are red or black and it effects your appointment we will work our hardest to reschedule the affected appointments. So remember if the weather is bad the morning of your appointment, check the garrison website to find out about delays.

Warrior Care Month

Throughout life we deal with many types of change; changing schools, changing employment, changing from being a civilian to a soldier. The most significant change is the change that results in a healthy Soldier becoming a Wounded Warrior. November is Wounded Warriors Month. Wounded Warriors are in transition because they've incurred either combat or service related injuries resulting in the loss of their physical integrity in the service of our country. The Warrior Transition Battalion – Europe (WTB-E) has been established with the sole mission of helping these soldiers recover and return to active service or transition successfully back to civilian life. Soldiers assigned to the WTB-E have only one primary responsibility and that is to heal. The WTB-E provides a place for these soldiers to focus on their health and recover from their injuries.

Supporting the WTB-E mission is a group of dedicated cadre: SFC Nuniss, SSG Brown, SSG Heard, SSG McClam, SSG Santos, and SSG Schmidt. Nurse Case Manager for the Soldiers assigned to the WTB-E is 1LT Esclito. Primary Care Manager is MAJ Switaj. WTB-E staff would also like to thank the many Garrison agencies that support their mission. These agencies include Katterbach Health Clinic, Behavioral Health, ACS, Red Cross, and all other agencies supporting USAG Ansbach. 1LT Esclito wishes to add that not all injuries are visible injuries and not all soldiers assigned to the WTB-E are Combat Wounded Warriors, but that if you know someone who may need some help navigating through the road to recovery, contact the Katterbach WTU at 467-3628.

Patient and Family Centered Care

In an effort to continually improve the quality of healthcare services provided to our beneficiaries, the U.S. Army Health Clinic Katterbach is embracing the Patient and Family Centered Care model of healthcare delivery. To this end, we are establishing a patient and family advisory council to give our beneficiaries a direct voice in the delivery of their healthcare. We are looking for motivated people who want to contribute to the improvement of healthcare delivery at Katterbach. We would like to form a council of 10-12 people with at a minimum:

- 1 – FRG leader or FRSA
- 1 – Spouse of an enlisted soldier
- 1 – Spouse of an officer
- 1 – Enlisted soldier
- 1 – Retiree
- 1 – Teenager

The first meeting will take place in early December 2009. If interested, please contact the Patient Advocate, 2LT Cheyenne Patel, at cheyenne.patel@amedd.army.mil or by calling 09802-83-3398.

TOL Kiosks

Starting sometime in November 2009, computer kiosk systems will be emplaced in the clinic waiting rooms, one each in the main waiting room and the basement waiting room. These systems will allow patients to log into AKO, DEERS self-update and TRICARE Online (TOL). The computer in the basement waiting room is primarily to aid in registering for TOL while completing your TRICARE in-processing and the one upstairs is primarily to use to make appointments on TOL and update your demographic information in DEERS. Please take the opportunity now to register for TOL at www.tricareonline.com so that you will be able to utilize these kiosks as soon as they are emplaced.



Team approach

The U.S. Army Health Clinic Katterbach is going to be reorganizing our layout and staffing in order to implement a team based approach to healthcare. The healthcare team will be composed of medics, nurses and physicians, working together to ensure that you are afforded the most efficient and best quality healthcare possible. In order to provide services in this fashion, personnel will have to be relocated to new offices and exam rooms, so your previous provider may be in a new location on your next visit, however, this is done to be able to more efficiently care for you. The medics, nurses and physician will approach your visit from the team perspective and as such, you will interact with all of them during your each and every visit. Teams will be organized around Primary Care Managers so the medics and nurses assigned to your PCM will be the same for some time to come. Please bear with us during this time of reorganization as I can assure you, the ends justify the means.

Year of the NCO

This month we recognize SSG Michael Freas, our Force Health Protection NCO.

SSG Freas started his military career in 1985 at Fort Jackson SC where his son is currently attending AIT. He attended AIT at FT. Sam Houston before they had drill SGTs and combat medics were known as 91As. After two tours in Europe; one with 101st and proudly serving on an anti-terrorist task force in Frankfurt during the Gulf War, SPC Freas separated from the military to raise his children. Jump ahead 11 years. In 2003 Mr. Freas reentered the military, after transition to 91W he was promoted to SGT and volunteered for a tour in Iraq with 467Eng where he was field promoted to SSG. He then PCSed to GARRY OWEN at Ft. Hood and went back to Iraq. Upon his return he PCSed to Katterbach where he was NCOIC of the health clinic for a year and has since moved back to the medic side of the house and can be found in FHPC.



SSG Michael Freas and son PFC Michael Freas Jr, at Ft. Jackson, SC during PFC Freas's graduation from Basic.

His awards include AAM with 2 oak leaf clusters, ARCOM with 1 oak leaf, AGC 3, Drivers Badge W device, Jungle Expert, Air Assault, CAB, EFMB, CMB, and 1 VUC for his service with 1-7 Cavalry. He was inducted into the Order of the Spur for combat service with the Cavalry.

His advice to future soldiers is, "No-one joins the service to get rich but the personal satisfaction of doing so much to benefit so many, outweighs any financial reward".

His advice to future soldiers is, "No-one joins the service to get rich but the personal satisfaction of doing so much to benefit so many, outweighs any financial reward".