ERMC

EUROPE REGIONAL MEDICAL COMMAND

SELFLESS SERVICE

Honoring Warriors and the Army Family Covenant

SHAPE Healthcare Facility

Guide to Host Nation Healthcare

Routine and Specialty Care

Maternity Care

Patient Liaisons

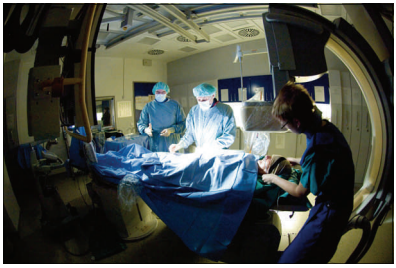
Emergencies and Surgery

and much more……...

The "Guide to Host Nation Healthcare" is a field manual to enhance your comfort when navigating your local medical community.

You will also get a lot of help from your Military Treatment Facility staff.

Be sure to visit your clinic page on the Europe Regional Medical Command Web site at http://ermc.amedd.army.mil to view or download the most current version of this guide.



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Letter from the LRMC Commander

An assignment in Europe allows you the opportunity and excitement of learning and experiencing new cultures. Part of that experience may include receiving healthcare from a Host Nation medical provider - if the treatment you need is not available at your U.S. Military Treatment Facility.

Landstuhl Regional Medical Center (LRMC) maintains robust specialty care medical services and will continue to be a priority for our Active Duty and Family Members. It is important to note that when your medical needs are provided for by our Host Nation medical partners, the care delivered by our Belgian, German and Italian medical counterparts is also outstanding.

Your local TRICARE Service Center stands ready to facilitate your visit as part of a comprehensive system that is in place to guide you through the medical care process.

The Guide to Host Nation Healthcare is designed to answer frequently asked questions about Host Nation Healthcare treatment in your local area to include: how to schedule appointments, how to get to the clinic or hospital, and what to expect upon arrival.

This guide should cover all aspects of host nation medical treatment. If you feel something is missing or needs correction, please let us know. The mantra of LRMC is one of quality through continual process improvement and provider-patient collaboration and communication. Sharing your thoughts and suggestions is encouraged and will help us serve you better. Selfless service!

LRMC Commander

LANDSTUHL REGIONAL MEDICAL CENTER

Mission

A trained and ready team providing safe, world class healthcare for all our patients to maximize their health and well being.

Vision

Establish LRMC as the premier Military Medical Center that sets the standard for comprehensive and innovative medical care.

Who We Are

The largest U.S. hospital overseas and only U.S. Level II Trauma Center overseas.

Letter from the SHF Commander

The SHAPE Healthcare Facility is committed to providing the best quality medical care possible. If services are not available at our facilities, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet provides information about how to access Host Nation medical care and to hopefully make you comfortable about visiting the health care providers we have partnered within our area.

The local TRICARE Service Center is responsible for coordinating medical care through a local hospital or provider. Please be sure to visit the TRICARE Service Center during in-processing to verify your eligibility and enrollment status.

We value your commitment to our Nation and promise to provide access to quality health care and continuity of care commensurate with your service.

Please let us know how we can serve you better. We will listen. We have the time.

Commander
SHAPE Healthcare Facility

SHAPE HEALTHCARE FACILITY

Mission

Provide quality ambulatory care for Soldiers and their Families while coordinating and facilitating inpatient and specialty care with our host nation and DoD partners.

Vision

Be the Standard Bearer for ambulatory health care networks in the Department of Defense.

Emergency Numbers

For ambulance service:

French speakers call:	**0.100** from a DSN phone **100** from land line **112** from cell phone
English Speakers call:	
SHAPE MP desk	DSN **423-3333** Civilian **065.443333**
Chievres MP desk	DSN **361-5301** Civilian **068.275301**
24-hr toll free Nurse Advice Line	00800.4759.2330 or 0800-71920

SHAPE Host Nation Patient Liaisons - Available 24 hrs:

From 0800 to 2400 on weekdays/weekends and holidays from 1100 to 1900:
065.414009
After hours 065.414008

The SHAPE Healthcare Facility is open Monday to Friday 0800-1700
Saturdays, Sundays, Holidays 0800-1000

Appointments: 423/5886 or civilian 065.445886

Our Services for You

You can make an appointment at the SHAPE Healthcare Facility at www.tricareonline.com or by calling Central Appointments at DSN 423-5886 or civilian 065.445886. If an appointment is not readily available or if you need specialty care not provided by the health center, you may be referred to a host nation provider.

TRICARE Prime Access Standards

It is extremely important that all Active Duty military and their command-sponsored Family Members enroll in TRICARE Prime at their servicing medical treatment facility. Enrollment can be accomplished either at in-processing or the MTF TRICARE Service Center. One significant benefit to Prime enrollment is the access to care standards that assure you receive timely, quality care. If timely care is unavailable at the SHAPE Healthcare Facility, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

Important: Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

Active duty military and their Family members will be scheduled for appointments in accordance with these standards:

Appointment Type	Required within:
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

Non-TRICARE Prime beneficiaries, including military retirees, DOD civilian employees and eligible third-party payees may be seen at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

Host Nation Preferred Provider Network

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.

- **Convenience:** Preferred providers agree to file cashless, claimless basis, filing claims for patients. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get **authorized**, covered care from a PPN provider.

Preferred providers agree to file cashless, claimless basis, filing claims for patients. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get **authorized**, covered care from a PPN provider.

TRICARE Eurasia-Africa

The TRICARE Eurasia-Africa Web site at www.tricare.mil/tma/eurasiaafrica/ offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Eurasia-Africa area, Preferred Provider Network contact information and much more.

Your local TRICARE Service Center

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in the SHAPE Health-care Facility, in Building 401, Room 1F113. The phone number is DSN 566-5325 or civilian number 065.325325.

Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at www.tricare.mil/DEERS/

Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees **over** 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions, and other useful information. They can also help you understand required medical documentation and medical bills.

Host Nation Patient Liaisons

Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities or will accompany you on your first outpatient visit. Patient liaisons can be contacted at SHAPE Health Care Fac 566-5333 or civilian number 065.325333 from 0800-1700hrs. Patient liaisons are available Ambroise Paré Hospital in Mons, from 0800-2400hrs on business days and from 1100-19 weekends and holidays. They can be reached in case of emergencies any time, day or ni reach the SHAPE Patient Liaison, when at Ambroise Paré Hospital, simply ask for the liai any information desk. Anywhere else, please contact a liaison at the following numbers: 065.414009 from

0800-2400 hrs on weekdays and on weekends and holidays from 1100-1900hrs. After hours, call 065.414008 for automated information.

Regardless of what hospital you are in, you may contact the SHAPE Patient Liaison 24-hours a day, 7 days a week. See the numbers listed below. If in Ambroise Paré hospital, simply ask a hospital staff member to call them, and remain where you are. Feel free to call them if you have a question or need any kind of help. Keep in mind, however, that the liaisons may not offer medical advice. Understand that if they are with another patient or assisting a physician, they may not be able to come to see you immediately. They will, however, answer your call and take care of your request as soon as possible. Any questions or concerns about your health care that you feel cannot be answered by the patient liaison may be directed to the SHAPE Healthcare Facility Patient Advocate.

Host Nation Patient Liaisons can:

- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.
- Ease language barriers between the patient and Host Nation Providers and provide the patient with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- Assess and interpret patient concerns to determine specific assistance needed.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies.
- Per request, accompany you on your first visit to a Host Nation provider.

The Patient Liaison Coordinators

Patient Liaisons located in the SHAPE Healthcare Facility.
Phone Numbers:
DSN 566-5333 or
Civilian number 065.325333

Patient Liaisons located in Ambroise Paré, call 065.414009.

After midnight, the patient liaison is on-call. To reach them, call 065.414008. You will be directed to the Emergency Room of the hospital or to the emergency telephone number for an ambulance (065.443333) or to the MP desk (065.443353), if you need to speak to a liaison.

The Host Nation Health Care Experience

The use of host nation medical facilities is not new. For many years, host nation hospitals have provided emergency care and treatment unavailable at U.S. Military Treatment Facilities.

Host nation medical clinics and hospitals have much in common with those in the United States. Host nation providers and staffs are highly educated professionals who provide excellent medical services.

Standards of medical care in Western European countries are generally the same as they are in the States. Belgium in fact, is around 20 years ahead of the United States in a few specialties, including fertility and internal medicine. However, pain medications are not dispensed as liberally as they are in the U.S. Talk to your doctor about pain and sleeping medicine **before** your surgery or treatment.

Because we are overseas, remember that healthcare delivery follows the cultural norms of the host country. Do not expect their medical system to be like ours.

General Observations

- **Language:** Though many host nation doctors may speak English, their staff may not. If you do not speak the host nation language, take a bilingual dictionary with you. Although your Host Nation Patient Liaison will provide you with a medical terminology translation booklet, your stay in the hospital can be an excellent opportunity to learn a few words of the host nation language.

- **Asking questions of your physician:** During rounds, junior physicians often accompany attending physicians. This can make it difficult for patients to feel comfortable asking questions. Write down your questions. During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some host nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.

- **Privacy:** Host nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
  - Host nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
  - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
  - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.

Overnight visitors

When visiting someone in the hospital, it is inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request an additional bed to sleep in at night only if space is available. Respect the privacy and personal space of other patients who share the same room. Hospitals may charge for an extra bed and meals. Because they are not directly related to the patient's care, those charges will not be reimbursed by TRICARE.

Packing for a Hospital Stay

During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euro for the telephone or items you may wish to buy
- Notebook and pen
- Books, magazines or other reading material
- Snacks
- Bottled water (mineral water is common in host nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- Bras (necessary regardless of whether you are breast or bottle feeding)
- Kleenex
- Phone numbers/ address book
- Clock for your bedside
- Car seat
- Diapers

Please don't bring any valuables!

In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker.

If you experience any problems during your stay, please inform your Host Nation Patient Liaison.

Emergency Medical Care

A medical emergency is one in which life, limb or eyesight may be in immediate danger.

Time may be a critical factor during a medical emergency. Getting familiar with Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.

The SHAPE Healthcare Facility does not provide emergency care. For emergency care, proceed directly to your closest Belgian hospital emergency room marked “Urgences” or call the numbers below for ambulance services:

In French: dial 100 from a civilian line, 0.100 from a DSN telephone, or 112 from a mobile telephone.

In English: call the SHAPE Military Police at 065.443333 or DSN 423-3333; or the Chievres Military Police at 068.275301 or DSN 361-5301.

If you go to a Belgian clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 566-5324 or civilian number 065.325324 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to a Belgian clinic or hospital without a referral, you must call the International SOS emergency line at 0800.80806 (toll-free from Belgium) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 00800.4759.2330**.**

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out which emergency services are available on and off post.

USAG SHAPE Emergency Phone Numbers 24/7

	DSN	**Civilian**
Belgian ambulance	0.100	100
Belgian Police	423/3334	065.443334
Belgian Fire Dept.	0.100	100
Military Police	423/3333	065.443333

While traveling, all TRICARE beneficiaries can call International SOS at 0800.80806 (toll-free from Belgium) or their international line at 0044.20.8762.8133 (someone will call you back).

Civilian Ambulance Service

The U.S. Army does not provide ambulance service. You must be prepared to call and communicate with a Host Nation ambulance service. Some have English-speaking medical personnel. Some do not. It is your responsibility to know which one to call in an emergency. Your local Military Police will be able to help.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

Emergency Rooms

Know which Host Nation hospitals offer emergency care ***before*** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation when at Ambroise Paré Hospital, simply ask for the liaison in the Emergency Room or at any information desk. If at another hospital, please contact a liaison at the following numbers: Call 065.414009 from 0800-2400hrs on weekdays, and from 1100-1900 hrs on /weekends and holidays. After hours, call 065.414008. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.80806 (toll-free from Belgium) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

If you (Soldier or Family Member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a patient liaison if not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

SHAPE Health Care Facility

https://ermc.amedd.army.mil/shape/index.cfm

Hours of Operation

Monday to Friday	0800-1700
Saturdays, Sundays, Holidays	0800-1000

Appointments

Appointments can be made by calling Central Appointments from Monday through Friday, 0730-1630 hrs at 065.445886 or DSN 423-5886.

Routine Care

The SHAPE Healthcare Facility is an outpatient clinic that provides non-emergency medical services to the SHAPE Community. The SHAPE Health-care Facility does not have an Emergency Room.

Emergency Care

For emergency care, you must proceed directly to your closest Belgian hospital emergency room (marked URGENCES), or call the numbers below for ambulance service:

In French: dial 100 from a civilian line, 0.100 from a DSN telephone, or 112 from a mobile telephone.

In English: call the SHAPE Military Police at 065.443333 or DSN 423-3333; or the Chievres Military Police at 068.275301 or DSN 361-5301.

Nurse Advice Line

Phone number: 00800.4759.2330. Registered Nurses can answer questions and provide medical advice 24 hours a day.

Services

Medical Services: Family Practice, Pediatrics , Internal Medicine, and Psy-chiatry

Ancillary Services : Optometry, Pharmacy, Physical Exams, Immunizations, Laboratory, Social Work, Family Advocacy, Preventive Medicine, Radiology, Physical Therapy, and Education and Developmental Intervention Service (EDIS).

Preventive Services: Putting Prevention into Practice, Self-Care Program, Healthy Pregnancy/Baby Program, Stress Management, Asthma Education Program, Well-Baby Exams, Tobacco Cessation, and Well-Woman Exams.

Host Nation Prescriptions

Host Nation Prescriptions **cannot** be filled at SHAPE. SHAPE has a contract with Pharmacie Pierrot in Maisieres. The hours of operation are weekdays 0830-1230, 1330-1830; Phone number: 065.354440. Pharmaceuticals

TRICARE & Administrative Services

The following services are available at the Patient Administration Division (PAD) office and can be reached at the following numbers. Use the civilian prefix: 065.32- and the last four numbers, if using a civilian line.

Enrollment Service:	DSN 566/5325
Scheduling for Host-Nation or Landstuhl Appointments:	DSN 566/5324
Translations and Health Care Benefit Advisor:	DSN 566/5218
Billing for US Active Duty, Dependents, and Retirees:	DSN 566/5228
Billing for US Civilians:	DSN 566/5359
Patient Advocate:	DSN 566/5331
Patient Liaisons:	DSN 566/5333

Civilian numbers, dial 065.32 + last four digits of extension number.

Family Advocacy

Services are available during normal duty hours at 065.325320. After hours, contact the Chievres Military Police at 068.275301 or DSN 361-5301.

TRICARE Service Center

HealthCare Finder – Appointments to be made downtown
Civilian 065.325324, or DSN 566-5324.

Appointment Clerk – Appointments for the Clinic
Civilian 065.445886, or DSN 423-5886.

Cashier
Civilian 065.325359, or DSN 566-5359.

Supplemental Care Clerk – Payments for Active Duty members
Civilian 065.325228, or DSN 566-5228.

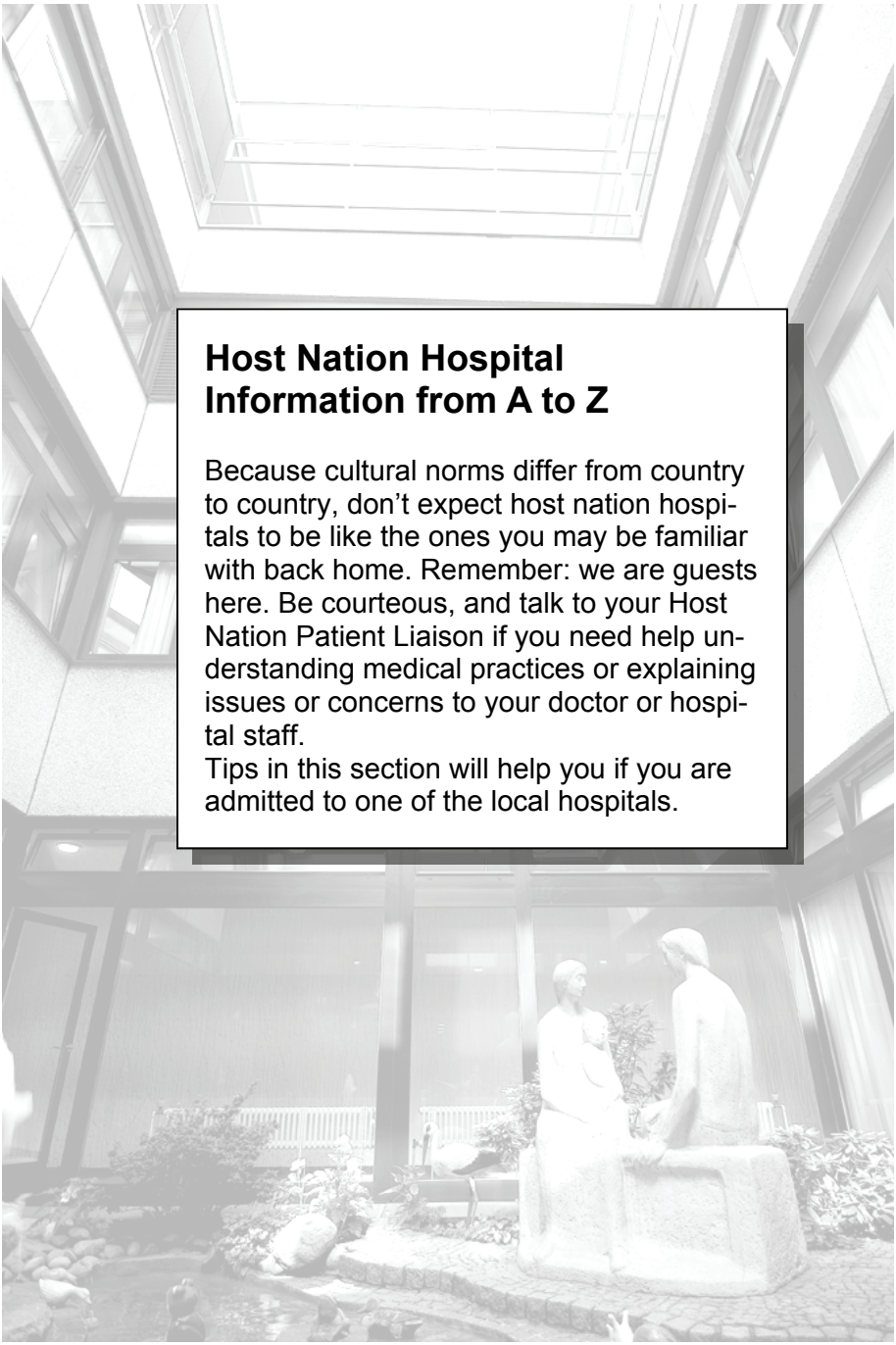
Translator/Health Benefit Advisor/Debt Collection Assistance Officer Civilian 065.325218, or DSN 566-5218.

The Patient Advocate may be found in the TRICARE Service Center at the SHAPE Healthcare Facility during normal duty hours. The telephone number is: DSN 566-5331 or Civilian 065.325331.

TRICARE Enrollment/Disenrollment/Mini Registration
Civilian 065.325325 or DSN 566-5325.

About medical results, check your medical record first (you may call Outpatient Records at DSN 566-5323). If there is nothing in your records, please call DSN 566-5218 or civilian 065.325218 and check with the TRICARE Representative whether the results were received or not.

To receive outside services, you must be referred by your primary care manager at SHAPE. In case of an emergency, you do not need a pre-authorization, but you have to notify your TRICARE Service Center. After any scheduled outpatient appointment, with any emergency on outpatient or inpatient basis, you must make a follow-up appointment with your primary care manager by calling central appointments at DSN 423-5886 or civilian 065.445886.



Host Nation Hospital Information from A to Z

Because cultural norms differ from country to country, don't expect host nation hospitals to be like the ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.

Host Nation Hospital Information from A to Z

Admission to the hospital

Before your appointment, make sure to stop by the TRICARE Service Center and get your paperwork. Upon your arrival to the hospital, go to the “consultation” desk and some stickers will be made up for you before you can go to your appointment. If you are eligible for TRICARE or CHAMPUS benefits, you may also want to fill out a CHAMPUS Claim Form upon your arrival. This way, the hospital can bill TRICARE/ CHAMPUS directly.

It is often helpful to have a family member prepare the admission paperwork for you. New stickers (also called “vignettes” or “etiquettes”) will be made up for you even if you have old ones from an outpatient visit. You will be given your telephone access number at this time, and asked to sign a paper that simply says you are being admitted and to what type of room. This is also the location to ask about rentals, phone cards and meal tickets. Reception desk hours are generally from 0800 – 1900. The ER desk is open 24 hours.

If at Ambroise Paré, contact the patient liaison to assist you. If at another hospital, you can obtain liaison assistance over the phone by calling SHAPE Healthcare Facility at 065.325333/5331 or the Patient Liaison Office at 065.414009.

You will need:

- A referral from your primary care physician or specialist. Your TRICARE Service Center can provide the referral.
- Identification Card and passport.
- Medication list, pertinent medical records from previous hospitalizations, reports and/or letters from your physicians.

Alcohol

Do not drink alcoholic beverages during hospitalization without permission from your physician. Alcohol can cause adverse reactions with some medications.

Birth registration/TRICARE enrollment/ Maternity Information

When you go to the City Hall, make sure that you bring all the necessary documents. Documents from the hospital, mom and dad’s birth certificates, ID card, Passport (if not military) and marriage certificate.

In Belgium, the birth of a child must be registered within fifteen days following the delivery.

An international birth certificate is required by DEERS and a copy of the birth registration is required by the U.S. State Department. Each certificate costs 12 euro and must be paid at the hospital admissions office. These certificates cannot be processed before payment. You will be able to pick up your passports and baby’s documents approximately three weeks later directly from the admissions office. If your child is TRICARE-eligible, please do not forget to visit the TRICARE enrollment office to enroll your newborn once the child is registered in DEERS.

Once you have chosen your hospital, your obstetrician and the nurses will make you aware of the rules. You will be given a prenatal book and a blood group card for you and your husband. Always carry those on you. Your suitcase should be ready at the 7th month of your pregnancy.

Within 14 days after the birth of your baby, you will need to go to the City Hall of the town where you delivered for the birth registration. You will need your ID card, your birth certificate and your wedding certificate. The maternity will also issue you some documents. The normal length of stay is 6 to 7 days. For U.S. Citizens who give birth to infants in Belgium, please contact the USA ELEMENT. (In-processing Center – DSN 366-6194 or Civ. 065.326194).

If you need an electrical breast pump, let your PCM (Primary Care Manager) know, in order to obtain a referral, then contact your TRICARE Office who will give you the details to buy or rent one. For reimbursement, you will need to contact your Health Benefit Advisor at DSN 566-5228 or civilian 065.325228. Your post-partum appointment is part of prenatal care (it is entirely covered by TRICARE).

Cost

If you have any question about coverage, consult your Health Benefit Advisor).

Service	Approximate Cost
Phone	by unit
TV	2 euro per day
Private Room	50 euro a day for a "Deluxe room. 5 euro for regular room (in the Maternity Ward). **Important: Physician professional fees may increase by 200%** for surgical procedures for those in private rooms. **Private rooms are not covered by TRICARE**
WIFI	FREE

Crutches available for sale

If you are checking out of the hospital on a weekend and do not wish to wait until the SHAPE Healthcare Facility is open to get crutches, you may buy them from the emergency room reception desk. The charge is normally 22 euro. The crutches offered are the type that do not come all the way up under your arms. Some SHAPE patients prefer these, as they tend to be more comfortable.

Customer Service

In the U.S., you pay a lot for medical care. As is the standard, U.S. hospitals include a lot of non-medical extras, like carpeting, cable T.V., and all the personal hygiene items you might find in a good hotel.

In Belgium, medicine is run by the government. It pays for medical school and often places graduates in government hospitals, keeping costs much lower than they are in the U.S. To save more money, patient comfort items are not included. See the packing list on page 10 to help you prepare for your stay.

Discharge

When possible, the doctor will give you the precise day and hour of your departure. The nurses will give you the Patient Discharge Instructions/Nursing Discharge Instructions (OB Patient) or Pediatric Discharge which you should give to your Primary Care Manager. Make an appointment by calling DSN 423-5886, or civilian 065.445886.

You will also need:

- Medical Report for your family doctor
- Prescription
- X-Rays (if available)
- Information about your diet, treatment and lifestyle changes
- Dates of recommended convalescent leave.

If you have any sort of questions, bring it to the attention of the SHAPE patient liaison right away. If you rented a TV or refrigerator, return your remote control or refrigerator tag to the reception desk. If you forget, these items will be billed to you.

You will be expected to make your own arrangements for transportation. There are generally taxi stands outside the hospital, or the nursing staff will call you a taxi, if needed.

Discharge against medical advice

If you wish to leave the hospital against your doctor's advice, your wishes will be respected. In this case, you must sign a document releasing the hospital of all liability for problems or conditions that may arise later. This is your decision, not your doctor's. Active military members must adhere to their unit's specific instructions.

In order to make an informed decision you need to be aware that you may have problems obtaining a follow-up with the same doctor, profile, medical certificate or prescription. You may want to talk it over with your Primary Care Manager.

Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Hygiene problems might be caused and the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.

Follow-up visits

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center may assist you in making follow-up appointments.

Food

Most places serve a continental breakfast (bread, cheese, and coffee). Lunch is the largest meal of the day. Dinner is very light by U.S. standards; usually, it consists of bread, salad and either lunch meat or some sort of meat salad, commonly chicken or fish. Coffee is served with dinner.

Snack bars sell snacks, beverages, ice cream cones, bottled water, toys, and patient comfort items, flowers and floral bouquets. Some hospitals have a cart that comes around the patient's rooms daily.

Health insurance for visitors in Europe

Unless a visitor to Europe is already an eligible TRICARE beneficiary, non-emergency medical treatment will not be available at U.S. Military Treatment Facilities or at TRICARE's expense at a Host Nation hospital or clinic. Medicare will not pay when the care is obtained outside of the United States.

Private insurance is available, however, from commercial health insurers and/or some travel agents. TRICARE-Prime beneficiaries enrolled in other regions must obtain pre-approval of all non-emergency care from the region where they are enrolled. Without such pre-approval, beneficiaries may face increased costs. Beneficiaries enrolled in other regions should also be prepared to prepay for medical care.

For emergency care when traveling or on temporary duty, active duty members and TRICARE Prime-enrolled family members may call International SOS at 00.44.20.8762/8133. ISOS will find the nearest military or civilian emergency room, and, if an admission is indicated, will work with the admitting facility to guarantee payment. The ISOS number is toll-free; they will also take collect calls or call you back. For complete information on TRICARE requirements while traveling, visit your TRICARE Service Center or the TRICARE Europe Web site.

Leaving your room

When you are feeling better and able to leave your hospital room, please dress appropriately. Stay in your room until all the testing is completed and physicians have made their rounds. This varies from ward to ward. If you leave the ward, be sure to let the staff know. Once you are admitted to the hospital, you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This can be decided only by your physician. If your doctor approves a pass, you will be required to sign a waiver that releases the hospital from liability during your absence.

Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Be sure to let them know.

When you arrive to the ward, the nurse will ask you if there are any foods that you cannot or will not eat. If you would like something like a boiled egg or yogurt added to your breakfast, you must put your request in before 1700 hours and they will do everything possible to accommodate you the night before. If you have trouble, don't hesitate to ask the patient liaison. Meals will be served around the following times:

Breakfast:	0815
Lunch:	1200
Dinner:	1730

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to heat up in the ward microwave.

Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro to purchase snacks or drinks when needed.

You are welcome to order pizza, it usually takes about half an hour for delivery:

Hospital	Restaurant Name	Phone Number
Tivoli	Domino's Pizza	064.265200
Ambroise Paré & Saint-Joseph	Pizza Hut	065.235050
Warquignies	Vera Pizza	065.674970
La Madeleine	Domino's Pizza	068.280100
Soignies	Domino's Pizza	067.340038
Erasmus	Domino's Pizza	02.346 8515

Inpatients are not allowed in the restaurant, but your visitors may want to have lunch at the restaurant. Visitors must obtain meal tickets at the reception desk or from a nurse on the ward. The meal will cost approximately 5 euro.

Medical reports

TRICARE beneficiaries should take any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor and nurse to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning. If you are unsure of the medication you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

Pain medication is not given automatically. If a patient is in pain or needs a sleeping pill, he or she must ask the nurse for medication. Sleeping pills are not routinely prescribed for pre-op patients. You may bring your own prescription medication, but be sure to inform the nurse of what you have in order to avoid any possible un-wanted interactions with the medications given by the hospital.

Nurses

It is important to view nurses as professionals, not room service. European nurses do not, and are not expected to, run to the patient every time he or she wants a glass of water. In other words, don't use the Call Button unless you need medical care or a bed pan.

Overnight stays

Spouses may stay overnight if they pay the overnight fee. The fee is usually be-tween 30 to 50 euro, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

Patient confidentiality

Providers in Belgium have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

Pediatrics

If possible, don't bring other children. It is unhealthy for them and for the sick child. The hospital allows the patient's brothers and sisters to visit, but recommends the visits be kept short. Parents are encouraged to participate in the care of their child. Parents may bathe, feed and explain procedures to their children, but must follow the directions given by the nursing staff. If the child is on a strict diet, please do not offer the child anything to eat before asking a nurse.

In private rooms, a parent can have a bed in the same room with the child, allowing the parent 24-hour supervision of the child's treatment. These are small rooms with a toilet, a child's bed and a normal size bed for mom or dad. The parent can obtain a remote control for the TV at the main lobby reception desk. Although most parents prefer to bring food from home, those wishing to have their meals served in the room may purchase meal tickets at the reception desk. Tickets are given to the pediatrics nurse but it must be done the night beforehand. Private rooms are not covered by TRICARE).

In special cases when there is no private room available and a parent wishes to remain with their child, a bed will be placed in a small room for an extra charge of +/- 15 euro if available. If a child has a favorite doll or stuffed animal, it can be brought; the child can keep the doll with him or her throughout exams, doctor's visits and into the operating room. The child may bring personal toys to the hospital, if they are not noisy. If parents bring PAL system videos, the nurses will usually play them for the children.

Personal items

Host nation hospitals do not provide personal items and toiletries. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

Phones

Phones are available for personal phone calls for a fee. Take enough euro to purchase a hospital telephone card that will allow you to make and receive calls from your bedside phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

Prescriptions

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all host nation providers are in the PPN.

Though a host nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. There is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.

Note: If you receive a Belgian prescription, it has to be filled by a Belgian pharmacy. The pharmacy consultant for Europe put out the word that controlled substances will not be filled for any outside provider, including TRICARE Preferred Providers.

When you are discharged, ask your treating physician for a private patient prescription for sufficient medication to last you to the anticipated end of the course of treatment. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician for the nearest open pharmacy. Be prepared to pay not only for your prescription, but also a night or Sunday surcharge. Contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt —you will not be reimbursed without it. You cannot take your prescription to the military facility to have it re-written or changed to a U.S. prescription.

Religious Services
If you wish, you may be visited by a chaplain or a representative of your faith outside of normal visiting hours. The nurse or patient liaison can help you arrange a visit.

Room Information
The extra charge for a private room is not covered by TRICARE/CHAMPUS, SUPCARE (SUPCARE coverage is for Active Duty Military) or most other insurance companies, unless you have a written order from the doctor saying that it was necessary for medical reasons. According to the Belgian Law Governing Hospitals, the room surcharge may be as little as 25 euro, but may include up to 200% of the physician's fee; the decision is left to the discretion of the doctor. You will also pay more for the nursing care. Additionally, hospitals will sometimes ask for a security deposit for the private room. If you are not in a private room, you may be sharing a room with one to three other patients.

Same-Day Surgery
In Belgium, the patients are hospitalized for several hours to prepare for special examinations, observations, or to undergo treatments of short duration. The admission procedure is the same as admission for a long-term stay.

Telephone
Request a phone card at the admission desk. You will need a Belgian phone card to use the public phones. Use of your bedside phone will be billed to you.

Television
Most rooms are equipped with a television. They receive about 20 European cable channels, including BBC (British), NBC Superchannel, MTV, and a few Dutch channels featuring U.S. programs in English with Dutch subtitles. It usually costs about 2 euro per day. If you are not in a private room, you will be sharing the television with another person. Patients who don't want to miss AFN may bring in small portable TV with a simple wire loop antenna for the UHF signal. VCR rental is not available.

Getting Help After Hours

The Health Clinic's Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted in the hospital. We can't help you if we don't know you're there:

Useful Phone Numbers:

24-hr toll free Nurse Advice Line	0800/80149
Ambulance	100 from land line, 112 from cell phone
SHAPE Host Nation Patient Liaisons	065.414008
MP Desk	DSN 423-3333, Civilian 065.443333
Military Police (emergencies)	DSN 423-3334, Civilian 065.443334
ISOS (Eff. Sept. 1, 2010)	0800.80806 (toll-free from Belgium) 0044.20.8762.8133 (someone will call you back)

The SHAPE Healthcare Facility is open:

Monday to Friday	0800-1700
Saturday, Sunday, and Holidays	0800-1000
Appointments	423/5886 or civilian 065.445886

Referred Care Services

The TRICARE Service Center, located in the SHAPE Healthcare Facility, provides a range of services to help you navigate the Belgian Health Care system:

The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between Belgian and U.S. hospitals and clinics. The patient liaisons also coordinate your follow-up at the SHAPE Healthcare Facility. They may also assist with outpatient appointments.

Referred Care Team: The Referred Care Team is available to help when the Health Clinic is closed (after hours and on weekends). Contact is through the MP Station: 423/3333 or civilian 065.443333

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers.
TRICARE Medical Service Coordinator, call 566-5325 or civilian 065.325325.

The **Beneficiary Counseling and Assistance Coordinator,** or BCAC, helps with referrals, explanations of benefits and assistance with resolution of payment of bills. You may call the BCAC at DSN 566-5228 or civilian 065.325228.

Beginning Sept. 1, 2010, beneficiaries can contact **International SOS** with questions about benefits or for eligibility review and for authorization for an off-post appointment. This is true also for urgent care.

Notes

Local Host Nation Hospitals

The overview of host nation hospitals that follows will familiarize you with Campus Gasthuisberg, Ambroise Pare, St. Joseph Clinic, Le Tilleriau Soignies, La Madeleine Ath, Le Tivoli La Louviere, Campus Pellenberg, Campus Sint-Rafael and Campus Sint-Pieter. These are all medical facilities that serve the SHAPE area.

Hospital services, maps and driving directions are located in the following section.

Please learn how to get around your neighborhood, including driving routes to your nearest host nation hospital emergency room. It also never hurts to learn how to ask for medical help in the host nation language. The Host Nation Patient Liaison can provide a medical phrase book. Be sure to ask for one.

For the most current information on area hospitals, visit the clinic page on the Europe Regional Medical Command Web site. That page will have Web links to important medical resources. The Web address is http:ermc.amedd.army.mil

Ambroise Paré

GPS Address
Boulevard Kennedy, 2
7000 Mons

Phone Number: 065.414000

Web site: www.hap.be

Visiting Hours
Hours: 15.00 pm - 19.30 pm Monday to Sunday

Services provided:

Emergencies/Intensive care (ER/ICU),.
Orthopedic surgery, hand surgery, abdominal surgery, vascular surgery, plastic surgery, pediatric surgery, neurosurgery, maxillofacial surgery - stomatology. Dermatology, ophthalmology, ENT. Internal medicine, urology, nephrology, cardiology, gastroenterology, pulmonology, neurology, endocrinology, hematology, oncology, infectious diseases. Gynecology/obstetrics/ maternity. Neonatal., pediatrics. Radiology (X-ray, scanner, ultrasound, isotopes). Day hospitalization. Laboratory.

Telephone: Most rooms are equipped with a telephone, it is always possible to receive calls, but you have to ask for a telephone code to be able to call out.

Television: Most rooms have a television, they receive European cable channels, including some British and Dutch channels featuring American programs. TV usually costs about 2 euro per day.

Internet: Free Wi-Fi internet connection is available, user names and passwords are obtainable from the reception desk.

Parking: A parking garage is available. The fee is 1 euro for the 1st hour and 0,50 euro for the following ones.

La Madeleine Ath

GPS Address
Rue Maria Thomée, 1
7800 Ath

Phone Number: 068.262111

Web site: www.rhms.be

Visiting Hours
Hours: 13.30 pm - 20.00 pm
Monday to Sunday

Services provided:

Emergencies/Intensive care (ER/ICU),.
Orthopedic surgery, hand surgery, abdominal surgery, vascular surgery, plastic surgery, pediatric surgery, neurosurgery, maxillofacial surgery - stomatology. Dermatology, ophthalmology, ENT. Internal medicine, urology, nephrology, cardiology, gastroenterology, pulmonology, neurology, endocrinology, hematology, oncology, infectious diseases. Gynecology/obstetrics/ maternity. Neonatal., pediatrics. Radiology (X-ray, scanner, ultrasound, isotopes, MRI). Day hospitalization. Laboratory.

Le Tilleriau Soignies

GPS Address
Chaussée de Braine, 49
7060 Soignies

Phone Number: 067.348411

Web site:
www.chrhautesenne.be

Visiting Hours: 15.00 pm - 19.00 pm

Services provided:

Emergencies/Intensive care (ER/ICU),.
Orthopedic surgery, hand surgery, abdominal surgery, vascular surgery, plastic surgery, pediatric surgery, neurosurgery, maxillofacial surgery - stomatology. Dermatology, ophthalmology, ENT. Internal medicine, urology, nephrology, cardiology, gastroenterology, pulmonology, neurology, endocrinology, hematology, oncology, infectious diseases. Gynecology/obstetrics/ maternity. Neonatal., pediatrics. Radiology (X-ray, scanner, ultrasound, isotopes). Day hospitalization. Laboratory.

Le Tivoli La Louviere

GPS Address
Avenue Max Buset, 34
7100 La Louvière

Phone Number: 064.276111

Web site:
www.chu.tivoli.be

Visiting Hours: 15.30 p.m. - 16.30 pm and 18.30 pm - 19.00 pm

Services provided:

Emergencies/Intensive care (ER/ICU),.
Orthopedic surgery, hand surgery, abdominal surgery, vascular surgery, plastic surgery, pediatric surgery, neurosurgery, maxillofacial surgery - stomatology. Dermatology, ophthalmology, ENT. Internal medicine, urology, nephrology, cardiology, gastroenterology, pulmonology, neurology, endocrinology, hematology, oncology, infectious diseases. Gynecology/obstetrics/ maternity. Neonatal., pediatrics. Radiology (X-ray, scanner, ultrasound, isotopes). Day hospitalization. Laboratory.

Health care overseas can be an adventure

Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call

DSN 566-5333/5331 or 065.325333/5331

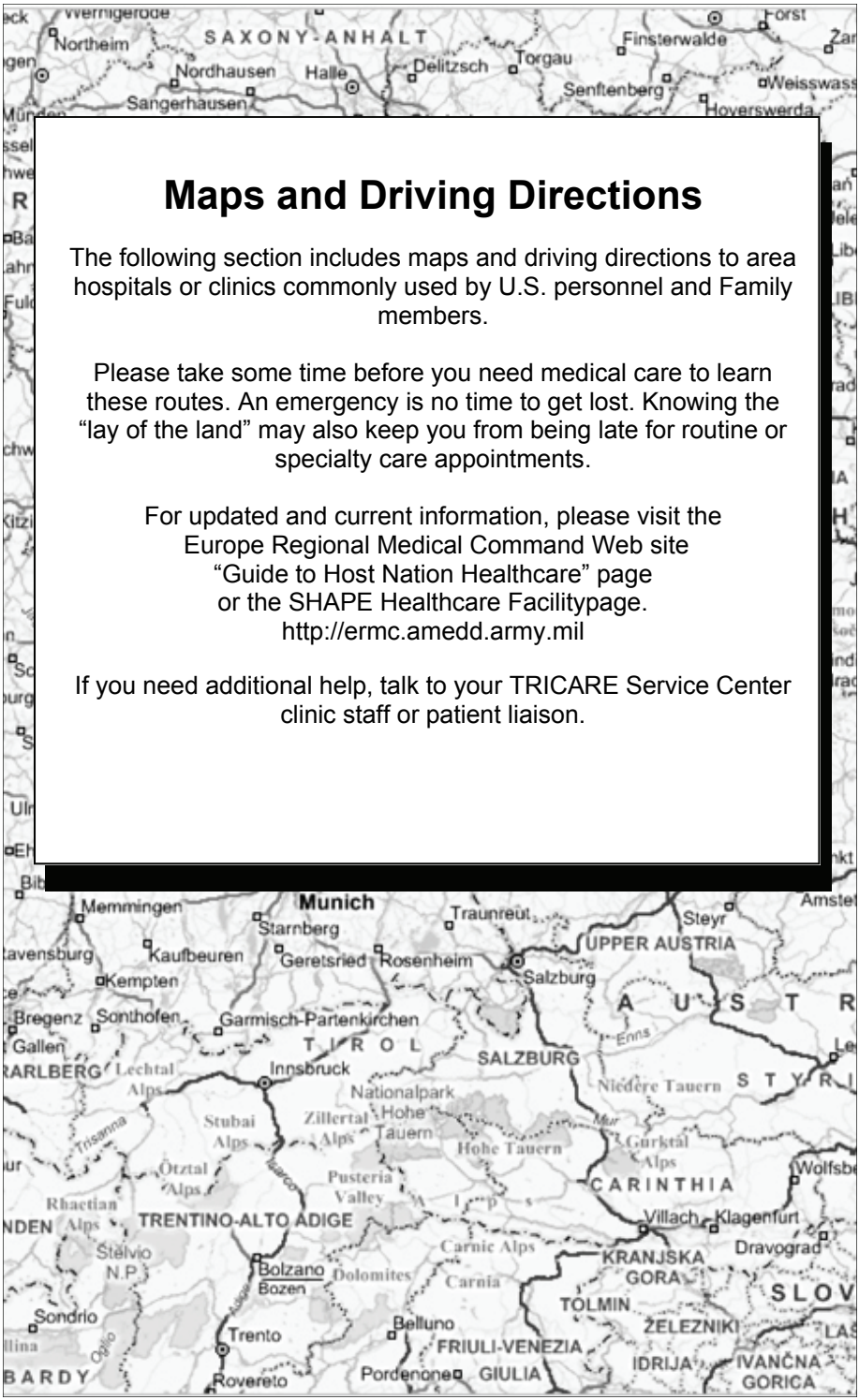
Maps and Driving Directions

The following section includes maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

Please take some time before you need medical care to learn these routes. An emergency is no time to get lost. Knowing the "lay of the land" may also keep you from being late for routine or specialty care appointments.

For updated and current information, please visit the Europe Regional Medical Command Web site "Guide to Host Nation Healthcare" page or the SHAPE Healthcare Facilitypage. http://ermc.amedd.army.mil

If you need additional help, talk to your TRICARE Service Center clinic staff or patient liaison.



Ambroise Paré

GPS Address
Boulevard Kennedy, 2
7000 Mons

Phone Number: 065.414000

Driving Directions

1.From the SHAPE Berlin Gate, turn right (N6/ Rue Grande), direction Mons.

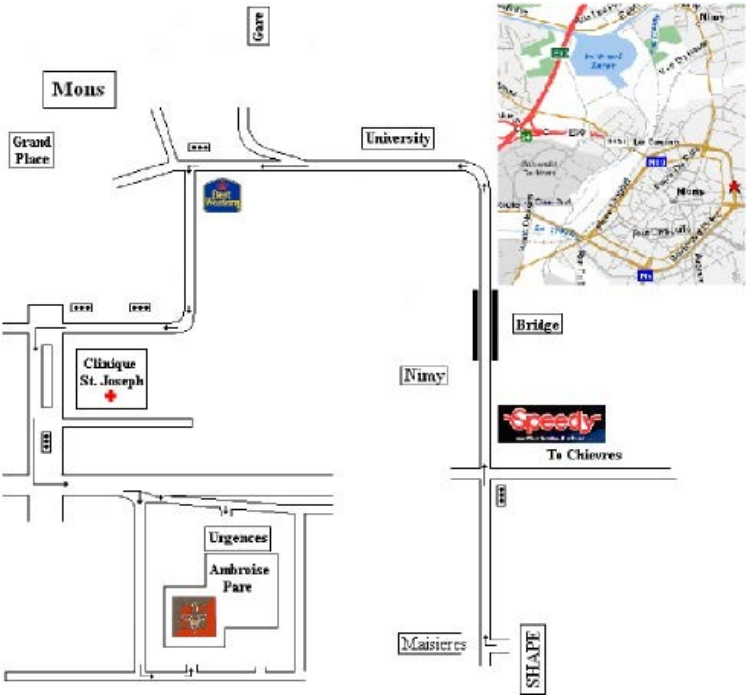
2.Turn Left at the 8th traffic light, at the Best Western Hotel (Rue des Arbalestriers).

3.Turn Left at the second traffic light (B. de Constantinople).

4.Turn Left at the next traffic light onto the second road (Ring, direction E19/E42). Immediately move into the outside/right lane.

5.The entrance to the Patient Parking Garage is in the first street on the right after the hospit

6. The emergencies entrance ("Urgences") is along the ring. UNLESS you are going for an e do not leave your car on the emergency parking lot, or it may may cost you 30 euro.



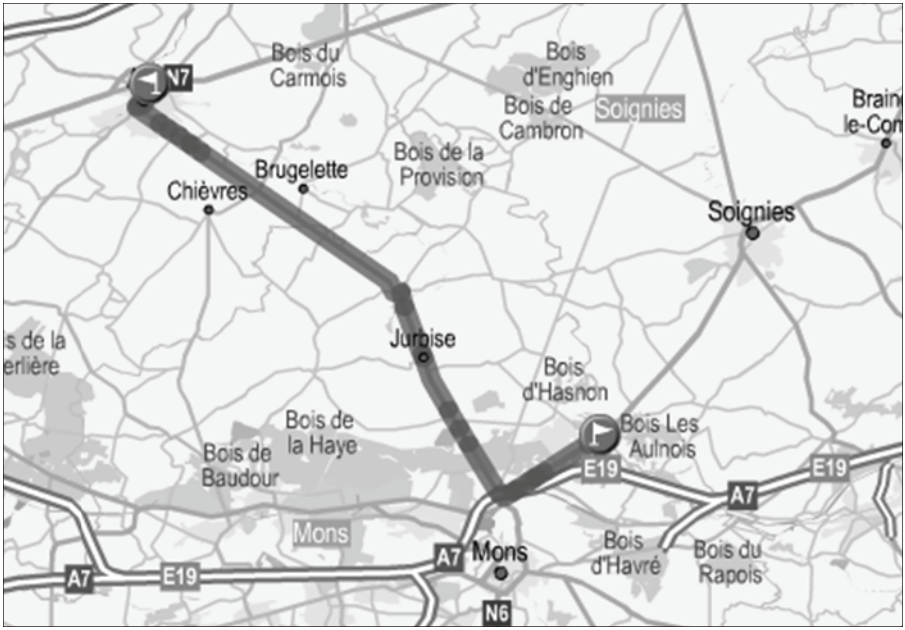
La Madeleine Ath

GPS Address
Rue Maria Thomée, 1
7800 Ath

Phone Number: 068.262111

Driving Directions

1. From the SHAPE Berlin Gate, turn right (N6/Rue Grande), direction Mons.
2. At the third traffic light, turn right into Route d'Ath (N56).
3. Proceed thru Jurbise, Lens, Brugelette,
4. At the 1st roundabout (with an airplane), keep straight towards Ath.
5. In Ath, go over the bridge.
6. Proceed thru the 2nd and 3rd roundabouts.
7. At the 4th traffic circle, turn right, following the sign RHMS La Madeleine.
8. The hospital is on your right.



Le Tilleriau Soignies

GPS Address
Chaussée de Braine, 49
7060 Soignies

Phone Number: 067.348411

Driving Directions

1. From the SHAPE Berlin Gate, turn left (N6/Chaussée de Bruxelles), direction Soignies.

2. In Soignies, follow direction “Centre” and the sign marked C.P.A.S hospital.

3. At the traffic light, keep straight up (Chaussée de Braine).

4. The hospital is a few hundred meters further, on the right (just after the bus stop).

Le Tivoli La Louviere

GPS Address
Avenue Max Buset, 34
7100 La Louvière

Phone Number: 064.276111

Driving Directions

1. From the SHAPE Berlin Gate, turn right (N6/Rue Grande), direction Mons.
2. In Nimy, enter the autoroute E19/E12, direction Brussels
3. Then follow E42, direction Charleroi / Liège
4. Take the exit “La Louviere” (1st exit after you get on E42)
5. Follow the sign marked “Center” and stay on the left lane to go over the bridge.
6. After the bridge, turn left, then keep straight thru the commercial center.
7. At the “T” intersection, turn right.
8. At the traffic light, turn left.
9. The hospital is on your right, a few hundred meters further.
10. Turn right just before the hospital and then left to access the parking.

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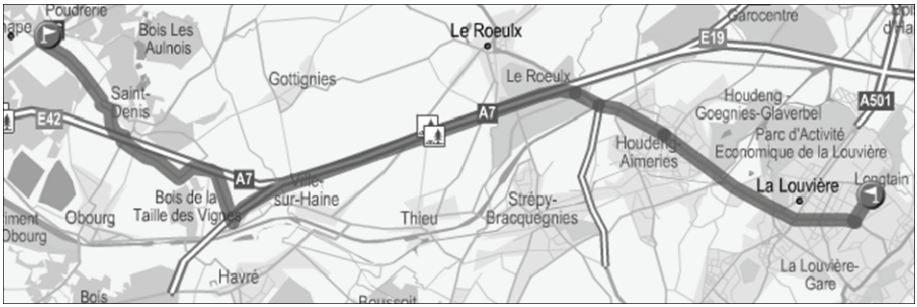

Frequently Asked Questions

Complaints / Compliments / Feedback

What if I have a complaint, compliment or concern about host nation care?
If you are hospitalized, the Host Nation Patient Liaison will provide you with a comment card. You can also contact the SHAPE Patient Advocate at DSN 566-5331 or civilian 065.325331 who will refer you to the Host Nation Hospital Mediator. By Belgian law, each HN hospital has a Mediator. Or contact the SHAPE Clinic Commander at DSN 566-5350, Civ. 065.325350.

Host Nation Patient Liaisons

What do I do if I am in the hospital and don't speak the local language?
Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.80806 (toll-free from Belgium) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

Where do I get follow-up care after being hospitalized in a Host Nation facility?
Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a host nation hospital. If you were seen as an outpatient in a Belgian facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the host nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will need to be translated.

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

How can Host Nation Patient Liaisons help?
Host Nation Patient Liaisons are fluent in English and the Host Nation language. They are familiar with medical terminology, can assist you with communication, and ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies, after hours, and on weekends.

If you are a Soldier or active duty Family member and are admitted to a host nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, the unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

What can the Host Nation Patient Liaison do for me?

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you on what to bring to the hospital.
- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a Military Treatment Facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

Please note: Host Nation Patient Liaisons *cannot* transport patients in their private cars.

What can I do to help myself?

Write down questions you have about your condition, care, or discharge.
Visit your local TRICARE Office for information about payment of hospital bills.

TRICARE

I am a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.80806 (toll-free from Belgium) or their international line at 0044.20.8762.8133 (someone will call you back).

I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

When will TRICARE NOT pay my bills?

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than in an emergency).
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE.
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.

- If you are TRICARE-ineligible, (this may apply to parents and parents-in-law who are command-sponsored), command sponsorship does not include TRICARE coverage unless the parent/in-law is eligible for TRICARE in his/her own right, for instance, as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
- When the care was provided more than a year ago, TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because Belgian providers may mail the bill to you instead of to TRICARE, check your Belgian mail box. Be sure to inform TRICARE of any non-referred care you received from a host nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

What are the contact numbers for the military treatment facility?

TRICARE Nurse Advice Line	0800/80149
Provides medical advice and can book you an appointment in the MTF	
SHAPE Healthcare Facility	
Central Appointments	DSN 423-5886 Civilian 065.445886
TRICARE Service Center	DSN 566-5325 Civilian 065.325325
CENTRAL TRICARE Service Ctr	DSN 496-7433/7434 Civilian 0049.6302.67.7433/7434 E-mail teoweb@europe.tricare.osd.mil
International SOS (Eff. Sept. 1, 2010)	0800.80806 (toll-free from Belgium) 0044.20.8762.8133 (someone will call you back)

Quick Reference Phone Numbers
SHAPE Healthcare Facility

Nurse Advice Line:	00800.4759.2330
Ambulance:	100 from land line, 112 from cell phone
MP Desk:	DSN 423-3333, Civilian 065.443333
Military Police (emergencies):	DSN 423-3334, Civilian 065.443334
Clinic duty day number:	DSN 423-5886, Civilian 065.445886
TRICARE Service Center:	DSN 566-5325, Civilian 065.325325
Patient Advocate:	DSN 566-5331, Civilian 065.325331
EDIS:	DSN 566-5362, Civilian 065.325362
Immunization Clinic:	DSN 566-5329, Civilian 065.325329
Optometry:	DSN 566-5323, Civilian 065.325323
Pharmacy:	DSN 566-5240, Civilian 065.325240
Physical therapy:	DSN 566-5330, Civilian 065.325330
Preventive Medicine:	DSN 566-5336, Civilian 065.325336
Community Health Nurse:	DSN 566-5336, Civilian 065.325336
Social Work Services:	DSN 566-5320, Civilian 065.325320
Pharmacy refills:	DSN 566-5340, Civilian 065.325340
Patient Liaison:	DSN 566-5333/5331 Civilian 065.325333/5331

Resources on the Web

Army Wounded Warrior Program
www.AW2.army.mil
(Assists severely wounded, injured and ill Soldiers, Veterans and their Families)

Army Behavioral Health
www.behavioralhealth.army.mil
(Tools to adjust, cope, get ready to deploy, transition to return home, and more)

Centers for Disease Control and Prevention
www.cdc.gov
(Reliable health information, updates on pandemics, flu's, vaccinations, etc.)

Europe Regional Medical Command
http://ermc.amedd.army.mil
(ERMC updates and access to U.S. Army Health Clinics Europe)

Military OneSource
www.militaryonesource.com
(Support system and access to community resources)

TRICARE
http://www.tricare.mil/mybenefit or http://www.tricare.mil/tma/europe
(Complete access to TRICARE benefits and coverage information)

U.S. Army Center for Health Promotion and Preventive Medicine—Europe
www.chppmeur.healthcare.hqusareur.army.mil
(Information on military public health programs, force health protection and readiness)

World Health Organization
www.who.int/en
(Updates and information on worldwide health trends)