

Health Clinic Information:

Hours of Operation: Monday -Thursday 0800 -1600, Fridays 0800 - 1200. The health clinic is closed on all weekends, federal holidays, and EUCOM training days. ALL TRICARE services will be available at the hours listed above.

Appointment Call Center: DSN 371-2622, CIV 06221-17-2622, Toll free: 00800-376-22273

My Primary Care Manager is: _____

Behavioral Health Appointments: DSN 430-2858, CIV 0711-680-2858

TRICARE Service Center: For Billing or Authorization inquiries call International ISOS, Toll free: 0800-589-1599 or Civ: 0044-20-8762-8384. For Billing issues choose Option 2 and for Authorizations choose Option 3.

TRICARE Nurse Advice Line: Speak with a registered nurse 24 hours a day, seven days a week by calling toll-free in Germany, **Land line: 0800-825-1600; DSN: 99-0800-825-1600; Cell: 00800-4759-2330**. The nurse can answer your health-related questions, recommend a course of action and schedule an appointment for you at the clinic.

TRICARE Online: To schedule your medical appointments online, visit www.tricareonline.com. Once registered, you may schedule your appointments 24 hours a day, seven days a week.

Medical Emergencies:

A medical emergency is anything that threatens life, limb or eyesight. If you have a medical emergency go immediately to the nearest emergency room or call an ambulance.

Ambulance: If an incident occurs off post, dial 112 and have your **civilian address** on hand.

Host Nation Hospitals — GPS Address:

Kliniken Boeblingen Bunsenstr. 120 71032 Boeblingen	Kliniken Sindelfingen Arthur-Gruber-Str. 70 71060 Sindelfingen	Robert-Bosch-Krankenhaus Auerbachstr. 110 70376 Stuttgart	Katharinen Krankenhaus Kriegsbergstr. 66 70174 Stuttgart
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International SOS: Challenged with a medical emergency, go straight to a Host Nation emergency room. After checking in, please call the **International SOS Call Center** to apprise them of your situation. The center is available 24 hours a day and can also provide medical assistance. **Toll-free in Germany: 0800-589-1599 or Civ: 0044-20-8762-8384, Option 1.**

Host Nation Patient Liaison Services (HNPL): Patient liaisons are available to help patients in emergency and inpatient situations. They can assist with verbal translations and will visit primarily our TRICARE Prime patients during business hours from Monday—Friday while hospitalized. Patient Liaisons are on-call 24 hours a day, seven days a week. In emergency situations, it is especially important to call so they can report to the clinic and potentially the chain of command that you are being treated in a Host Nation hospital.

IMPORTANT: Medical Information can not be released unless a DD Form 2870 has been signed by the patient.

HNPLs during duty hours: DSN 430-7523/4381, CIV 0711-680-7523/4381.

After duty hours: Call the MP Office at CIV 0711-680-5261/5262. Same applies if an incident should occur on a military installation.

Sexual Assault: If a person is sexually assaulted during normal duty hours, he or she can walk into their local health clinic and receive immediate care. After duty hours, the person should contact their local victim advocate, chaplain or military police. In turn, they will contact the sexual assault response coordinator who will then contact the closest sexual assault medical team.

Civilian Health Insurance Carriers: In search for quality Health Insurance please check out...
<http://www.health-insurance-carriers.com>

Please visit the clinic's website for the most current information:
<https://ermc.amedd.army.mil/stuttgart/index.cfm>