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How To Schedule An Appointment

After Hour Care & Hospitalizations

Tricare Online and Relay Health

Health Center Services

Dental Command

Important Numbers

Important Numbers

Section/Clinic	DSN/Civilian
Dental	634-7626/ 0444-71-7626
Dermatology	636-9000/ 0444-61-9000
EDIS	636-9230/ 0444- 61-9230
Audiology/ Medical Readiness	636-9120/0444-61-9120
Immunizations	636-9020/0444-61-9020
Laboratory	636-9040/0444-61-9040
Nutrition Services	636 -9519/9193 0444-61-9519/9193
Occupational Health	634-7785/0444-71-7785
Optometry	636-9030/0444-61-9030
PAD	636-9050/0444-61- 9050
Patient Liaison	634-8384/0444-75-3300/ 0444-928-166
Pediatrics	636-9000/0444-61-9000
Pharmacy	636-9130/0444-61-9130
Physical Therapy	636-9080/0444-61-9080
Preventive Med	636-9000/0444-61-9000
Primary Care	636-9000/0444-61-9000
Social Work/ Behavioral Health	636-9140/0444-61-9140
Traumatic Brain Injury	636-9015/0444-61-9015
Tricare Service	636-9694/9060 0444-61-9694/9060
Wellness Center	634-8186/0444-71-8186

*DSN (314) 636-last four

*From Civilian line 0444-61-last four

Emergency	Where	Numbers
Medical Emergency	Off-Post	118 (You will be transferred to an English speaker)
	On-Post/Villagio	MP Desk (Cell Toll Free) 800-064-007 or DSN 634-7626
Having A Baby	Off-Post	0444-75-3300 or DSN 634-8384
	On-Post	0444-75-3300 or DSN 634-8384
Quick 24/7 Numbers		Handy GPS Coordinates
Nurse Advise Line	800-877-660	San Bortolo Hospital Emergency Room 45.555207/11.545896
Chaplain	0444-72-5273/634-5373	San Bortolo Hospital Parking Lot 45.555873/11.548347
San Bortolo Patient Liaison	0444-72-5273/634-5373	Caserma Ederle Main Gate (Via Aldo Moro) 45.540853/11.579665
Domestic Abuse/Advocacy	0444-72-5273/634-5373	
Sexual Assault/Advocacy	0444-72-5273/634-5373	
Suicide Prevention Hotline	00800-1273-TALK (8255) DSN 118	
Poison Control	00800-444-88444	

US ARMY HEALTH CENTER

Appointment Line
0444-61-9000
0730-1630 M, T, W, F
(Closed for Lunch 1130-1230)
1230-1630 TH

or

**Make or Cancel Your Appointment
Using Tricare Online
24hrs a day 365 days a year**

The San Bortolo Hospital in downtown Vicenza currently serves as the emergency medical facility for the Vicenza U.S. military community. Patient Liaisons will translate the conversation between patient and the Italian medical staff.

- Emergency off Post – dial 118
- San Bortolo Hospital – Via Rodolfi
- Patient Liaison is available for translation

Available 24/7 (0444 75 3300)

The Patient Liaison will be able to assist with verbal translations based on priority of care (i.e. critically injured/ill patient in ER will take priority over a scheduled appointment)

If you are admitted to the hospital the Liaison service will assist you during daily rounds

Requires Immediate Attention

- * Major injury
- * No pulse or breath
- * Unconsciousness
- * Active bleeding
- * Mental changes
- * Shortness of breath
- * Severe pain

Farmacia (Italian Pharmacy)

Process for medication needed when the Health Center Pharmacy is closed.

New prescriptions- need Rx or hospital discharge letter or ER report, unless it's OTC, then no Rx needed but no reimbursement

Refills: It depends on the Rx. No refills with ER report. With discharge letter only if specified

Over the Counter Medications- yes, but no TRICARE reimbursement

To find an open pharmacy during holidays or at night they may call the liaisons at 0444-753300 or google "farmacia di turno a Vicenza"

<http://www.solovicenza.com/farmacie-di-turno-vicenza.html?IDs=11>

Dental Command

Hours of operation: 0730-1630

Sick call:

MON TUE WED FRI: 0830-1130

THUR: 1230-1530

Dental Emergency

DSN Phone: 636-9210

CIV Phone: 0444-61-9210

Dental Emergencies after hours - call the MP desk at DSN 634-7626 or Commercial 0444-71-7626

Pharmacy Drop Box

Can be used to request

Refills

New prescriptions

Complete the drop box request form (make sure to include patient name, sponsor's last four, date of birth and daytime telephone number)

1. Indicate the name of medication if known (or prescribing provider)
2. List the names (or uses) for all medications to be refilled
3. Return to pick up medications

*Drop-off by 10am → pickup after 1300

*Drop-off by 2pm → pickup after 1600

*Returned to stock after 10 calendar days

What are you picking up?

Pull a number and have a seat if you are picking up:

NEW prescription

Handwritten prescription

Self-care program request

Prescription RENEWAL (your doctor reentered a prescription that you have been taking)

Stand in the Pick-Up line if you:

Called in a REFILL using the automated refill phone line

Requested a refill online

Used the Drop-box

Have a question

Need to transfer a prescription from another pharmacy

TRICARE Referral Process

Patient makes appointment and goes to appointment, if warranted PCM will place referral into system.

After appointment (same day) patient goes to TRICARE referral center to fill out paperwork

Appointment will not be booked on this day.

Once ISOS receives the referral request it will take up to 5 days (working days) for a response back (acceptance or denial of request).

If accepted the TRICARE Referral office will inform the patient of appointment time.

Must bring pertinent medical records, notes, labs, x-rays, test to the visit.

TRICARE Online

- What health care information and services does TOL provide?
 - Appointment Center – Schedule, view, set reminders and cancel primary care and select self-referral specialty appointments at a military hospital or clinic for you and your family
 - Blue Button – Access personal health data; View, download and or print your medication profile, allergy profile, problem lists, encounters, laboratory results, radiology results and vitals
- Pharmacy:
 - Prescription (Rx) Refill – Request Rx refills for military hospital or clinic pick up, check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery
 - Secure Messaging- Link to access a robust bi-directional messaging capability to securely communicate with your health care team

Patient Administration

Patient signs medical record's Privacy Act and Notice of Privacy Practices.

Turn in medical record

PAD can provide copies of records and other medical information, request medical documents from other facilities, and mail records)

MEDEVAC hours Mon-Fri 1230-1630

MEDEVAC-PAD Process

If your physician puts you in for a referral to Landstuhl Regional Medical Center (LRMC) or Aviano for a specialty appointment, you must wait **72 HOURS** for the referral to be approved before completing the following steps:

Visit PAD to verify the type of appt.

If LRMC, call DSN 486-8106 or 49-6371-9464-5762

If Aviano, call DSN 632-5000 or 39-0434-30-5000

Once the appointment is made, go to PAD to obtain the documents you will need for your appointment.

Information regarding transportation to and from your appointment, hotel arrangements, as well as answer any questions that you may have will be discussed at this time.

Pharmacy Self-Care Program

For health conditions that can be managed with over-the-counter (OTC) medications

PROCESS

- (1) Pull a number
- (2) Fill out the self-care questionnaire
- (3) When your number is called, bring it to the pharmacy window
- (4) Pharmacy will dispense OTC products based on health history and symptoms

*Can also be used to request a thermometer, some diabetic supplies and condoms

Pharmacy Automated Refill

****REFILLS MUST BE REQUESTED IN ADVANCE****

Vicenza Pharmacy Refill Instructions

Have prescription number and sponsor's last four ready

Call any of the following phone numbers:

DSN 636-9133

Civilian 0444-61-9133

Toll Free 00-800-744-62500

Press # **1** for Landstuhl Footprint

Press # **3** for Vicenza Pharmacy

Press # **1** to Refill

Or Refill Online @ www.tricareonline.com

Need Prescription Renewal?

New to Vicenza and know you will need medications ordered

Schedule a well visit with your provider now.

Prescription renewals can be done through a telephone

Consult or Relay Health secure messaging

Available for most medication refills (not for narcotics)

Pharmacy

Pharmacy hours of operation:

Mon, Tues, Wed, & Friday 0800-1630

Thurs 1300-1630

Weekends & Federal Holidays CLOSED

Pharmacy Telephone

Refill line: 0444-61-9133 (commercial)/636-9133 (DSN)

0444-61-9130 (commercial)/636-9130 (DSN)

Process for obtaining pharmacy services

New prescriptions

Refills requested through automated telephone system or TRICARE online

Self-care program

Prescription transfers from another pharmacy

Clinical consultation with the pharmacist

Patient Centered Medical Home

Primary Care & Pediatrics

Patients/families enrolled through TRICARE will have a provider appointed to them

Patients may request to change their provider through TRICARE (DD Form 2876)

SCMH: Soldier Center Medical Home
Ederle and Del Din

PCMH: Primary Care Ederle includes Pediatric Clinic

Type of Appointments

Routine appointments – Well Visits and follow-up

Acute appointments – Open Access

- Happen on the Same Day, or within 24 hours of request

Tricare Online- Enroll in the Tricare office

- Around 80% of our appointments can be booked by you online
- Telephone Consults (Provider or RN) or Secure Messaging (Relay Health)
- Services can be used for Lab Results, Medication Refills, and some Clinical Needs

Immunizations

Hours of Operation – All immunizations are done as a walk-in

Monday: 0800-1130 & 1300-1530

Tuesday: 0800-1130 & 1300-1530,
Allergy shots 0800-1130

Wednesday: 0800-1130 & 1300-1530

Thursday: 1300-1530, Allergy shots 1300-1530

Friday: 0800-1130 & 1300-1500

Please check in at the Pediatric front desk

Lab

Hours of operation:

Mon, Tues, Wed, & Friday 0730-1630

Thurs 1230-1630

Weekends, Training & Federal Holidays CLOSED

Lab Telephone Number

0444-61-9040

Fasting Labs (Glucose and Cholesterol screen)

Do not eat and drink only water 12 hours before lab draw.

Expected wait times... Walk-in...first come first served

The Army Wellness Center

Metabolic Testing

Measures calories burned at rest and used to determine diet/exercise changes for weight loss, maintenance, or gain.

Fitness/VO2 Assessments

Evaluation of cardiovascular fitness as well as strength and flexibility. Includes individualized recommendations for your training program.

Biofeedback and Stress Management

Learn how to modify your response to stress while observing your body's breathing and heart rate and rhythm.

Other Services

Body Composition testing, Blood Pressure monitoring, Wellness Coaching, Tobacco Cessation, Group Education classes

Embedded BH Health

Primary Mission: Assess and treat mental disorders to augment combat readiness and promote well-being supporting 173 Brigade.

Business Hours: M, T, W, F - 0730-1630
Th- 1230-1630

Location: Building 2 Caserma Del Din

Appointments:

Commercial (0444-61-9900)
DSN (636-9900)

After-Hours Emergency Care:

Commercial (0444-71-7233)
DSN (634-7233)

Specialty Services

Dietitian

Provider Referral (Medical conditions)
Self-Referral (Weight management, performance optimization, etc)
All age groups and concerns

Dermatology

Skin Cancer Screening (No referral necessary)
By Provider Referral

Optometry

Soldiers and Dependents
Ages 6 months and up
Appointments made through central appts
Glasses and Contact Lens prescriptions
Refractive Surgery at Landstuhl (Active Duty Only)

Physical Therapy

Provides care for musculoskeletal conditions (sprains, strains, etc.) and mild TBIs, primarily through therapeutic exercises. Referral required from Primary Care Manager (PCM) to book an appointment. After a referral is placed, wait 72 hours and call 636-9080 to book.

Radiology

Getting X-Rays:

Walk in basis. Children cannot be left unattended. If as a parent, you would like to assist your child in the room, other children need to have supervision.

Making copies:

One day turn around. Go to the front desk of Radiology and fill out a request and pick up the next morning. If it will be another person picking up the images, a release of information will need to be filled out and signed by the patient.

Exams completed off post:

Exams completed at Alta Villa or San Bortolo (MRI,CT,US) are read and translated at San Bortolo. The Images then come to Tricare and make their way to Radiology. This can take 2-3 weeks. We then upload the images into the EMR which allows LRMC to have access to the images.

The translation process can take weeks. If you need to make another appointment to Landstuhl and need these images, leave enough room for us to receive them.

Behavioral Health (BH)

Primary Mission:

Assess and treat mental disorders to augment combat readiness and promote well-being.

Business Hours: M, T, W, F - 0730-1630
Th- 1230-1630

Location: Building 2310 Caserma Ederle

Appointments:

Commercial (0444-61-9140)
DSN (636-9140)

After-Hours Emergency Care:

Commercial (0444-71-5273)
DSN (634-5273)

Tobacco Cessation Classes

Offered on Tuesdays
Multidisciplinary Group Classes
Medications available
Psychological Trigger
Call the Wellness Center
0444-71-8186