



DEPARTMENT OF THE ARMY
UNITED STATES ARMY HEALTH CLINIC VILSECK
ROSE BARRACKS, GERMANY
APO AE 09112

January 6, 2016

Dear Sir or Ma'am,

Welcome to Rose Barracks and the Vilseck Health Care Team. We would like to start off by providing information you may need today and in the future. We are recognized by the National Committee for Quality Assurance (NCQA), accredited by the Joint Commission and certified as a Safety and Occupational Health "Star" site. As the recipients of our care we promise to provide services that are responsive and reliable to influence your health and wellness as well as improve readiness. You are entrusted to our care and we will support you.

Quick Reference Contacts:

- Medical Emergencies on Post: 114
- Medical Emergencies off Post: 112 or 09662-83-114
- National Suicide Prevention Lifeline (24-hour): DSN: 118 or Civilian: 00800-1273-8255
- Medical Advice (24 hour Nurse Hotline): 00800-4759-2330
- Sexual Assault Hotline (24-hour): Civilian: 09641-83-4567 www.preventsexualassault.army.mil

- Main Health Clinic Telephone Appointment Line: DSN: 590-2300 or Civilian: 063719-464-2300

- Facebook: www.facebook.com/vilseckarmyhealthclinic
- Tricareonline.com: Sign up to make an easy online appointment (see next page).
- RelayHealth.com: Sign up to request online prescription refills, get lab results, etc. (see next page).

What is a Patient or Soldier Centered Medical Home (PCMH/SCMH)?

The PCMH or SCMH is your primary care clinic and provide you with customized care individualized to your medical and wellness needs. This care is provided by a core team that includes your Primary Care Manager (PCM), a Registered Nurse (RN), along with a Licensed Practical Nurse (LPN) and/or Active Duty Medic (68W).

What is a Primary Care Manager (PCM)?

A PCM is a Physician, Nurse Practitioner, or Physician Assistant, who serves as your medical provider and the leader of your PCM Core Team. This team helps you identify and achieve realistic health goals and is responsible for organizing, coordinating, communicating, and monitoring your healthcare across multiple settings with specialty providers and/or support clinics (behavioral health, physical therapy, mTBI, etc.).

Patient Centered Medical Homes (PCMH) are not "walk-in" Clinics.

Our clinics use appointments to allow enough time to work with you on your health care concerns and goals. Walk-ins disrupt the amount of time needed for each patient and disrupts continuity of care. If you have an acute care need, you may walk in but same day appointments cannot be guaranteed. Options for acute care needs include calling and speaking with your team or using RelayHealth to send a message via the Secure Messaging System (SMS). In cases of a true emergency where life, limb or eyesight are at risk, please contact emergency medical services at 114 (on post) or 112 (off post) or drive to the nearest emergency room.

Scheduling Appointments and What to Expect:

When calling for an appointment we want to give you enough time with your provider to discuss all concerns and needs. Sharing the reason, symptom, or diagnosis with us gives the best opportunity to schedule you in the correct type and give enough time for your Core Team to work with you. For example, you may need an Acute appointment time due to cold or flu symptoms or in an Established appointment for your chronic thyroid condition. Each slot gives different time allowances.

Please arrive 15 minutes ahead of your appointment (with a list of your questions and current medications) in order to handle any paperwork or screening processes needed for your visit. If you are running late, your provider and the team will try to accommodate your change in schedule but if you arrive late, your appointment may need to be rescheduled or shortened in order to accommodate patients scheduled after you. If you know in advance of a conflict, please call with 24 hours' notice so other patients have access to this appointment time. No-shows degrade overall access and should be avoided whenever possible.

TRICARE Online

Tricare Online is available at www.tricareonline.com which allows you to schedule your appointments without picking up the phone. .

Relay Health (Secure Messaging System)

Relay Health is your direct link to your Core Team without having to dial any numbers: <https://app.relayhealth.com/> . Kiosks are available at the PCMH and SCMH clinic buildings. Enroll yourself and add your children so you can send messages requesting refills, appointments, ask questions, and relay information to and from your provider. Lab results can be sent to you as well as authorization paperwork without having to set foot in the clinic or call.

Our Clinics and Offices:

- PCMH (Patient Centered Medical Home): Bldg 260
 - Primary care for family members and civilians
 - Optometry
 - Rehabilitation Services (Occupational & Physical Therapy)
 - Behavioral Health Services
 - Telehealth
 - Pharmacy
 - Lab
 - X-ray
 - Family Advocacy
 - Patient Accounts Division (PAD, aka: Medical Records)
- SCMH (Soldier Centered Medical Home) :Bldg 701
 - Primary care for soldiers
 - Patient Accounts Division (PAD, aka: Medical Records)
- Mild Traumatic Brain Injury Clinic (mTBI): Bldg 158 & 159
 - Rehabilitation Services (PT, OT, Speech Therapy)
 - Chiropractic Care
 - Nurse Case Management
 - Education & Developmental Intervention Services (EDIS)
 - School-Based Behavioral Health (SBBH)
- Health Clinic Annex: Bldg 225
 - Command Suite
 - Community Health Nursing
 - Exceptional Family Member Program
 - Medical Benefits Counseling/Debt Collection Assistance
 - Nurse Case Management
 - Patient Liaison Services (in/out patient)
 - Network Healthcare Referral Management
 - Tricare Beneficiary Support (enrollments, in/out processing, etc.)
- Extended Care Services: Bldg 225 (back side of the building)
 - Audiology Clinic
 - Hearing Readiness Center (Hearing Booths)

Local Hospitals:

- St Anna Krankenhaus Krankenhausstrasse 16, Sulzbach-Rosenberg
- Klinikum St Marien, Mariahilfbergweg 7, Amberg
- Klinikum Weiden, Soellnerstrasse 16, Weiden

Our Promise to You

We promise to listen to you, explain your options and help you make informed decisions that work for you and your family. We will be respectful, professional and keep your information confidential. When you send in surveys, such as the APPLS (Army Provider Level Satisfaction Survey), your input affects how we serve you and all patients.

Thank you again for the opportunity to address your healthcare needs. "Serving to Heal...Honored to Serve!"

AChatila

AMAL CHATILA
LTC, U.S. Army
Commanding