



On behalf of the entire team at the Wiesbaden Army Health Clinic, I'd like to welcome you and your Family to Wiesbaden. Our team is here to optimize the readiness, health, and resilience of the Soldiers, Families, and Retirees in our community. Our dedicated staff provides a range of primary care and some specialty services.

We constantly strive to improve the standard of professionalism and quality health care.

We rely extensively on Landstuhl Regional Medical Center and our robust network of host nation providers and hospitals in Wiesbaden and Mainz to provide specialty care.

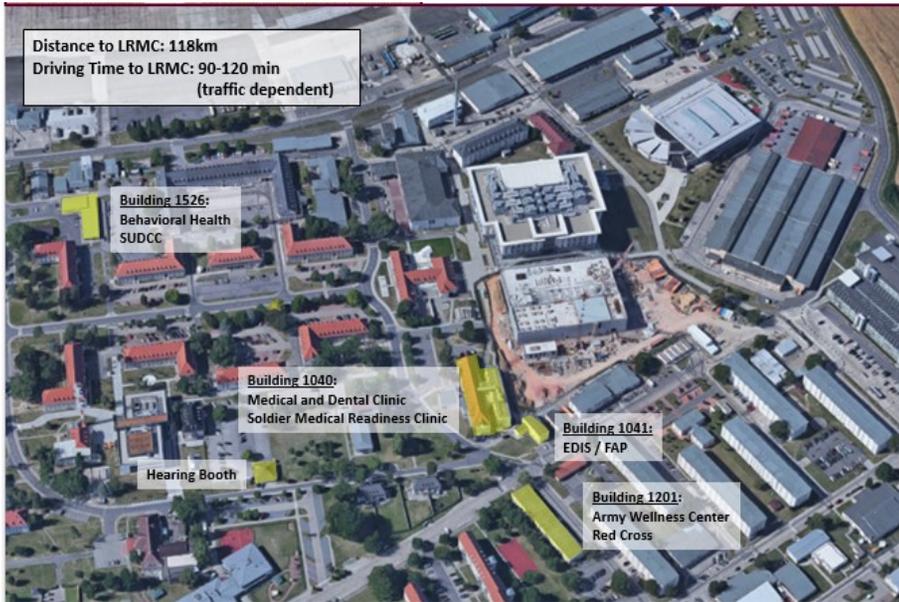
This booklet provides information about the services provided by our clinic and how to access Host Nation medical care. Please be sure to visit the TRICARE Service Center during in-processing to verify your eligibility and enrollment status.

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

We look forward to caring for you and your Family!

Clinic Commander
 U.S. Army Health Clinic
 Wiesbaden

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Building

Services

1040	Medical and Dental Clinic Primary Care, Pharmacy, Lab, X-Ray Optometry, PAD, TRICARE Soldier Medical Readiness Clinic, and Physical Therapy
1041	Family Advocacy Program EDIS
1526	Behavioral Health Substance Use Disorder Clinical Care
1201	Army Wellness Center American Red Cross

The Wiesbaden Army Health Clinic Patient Centered Medical Home (PCMH) is proudly accredited by The Joint Commission.

Each patient enrolled to the clinic is assigned a Primary Care Manager on one of our two PCMH teams (Blue and White).

In the PCMH model, our patients have a health care team that knows their medical needs, takes care of their needs, and coordinates with other health care delivery teams to provide the best quality care. Our PCMH staff includes your PCM (a physician, nurse practitioner, or physician assistant), registered nurses, medics, clinical pharmacists, and an integrated behavioral health consultant.

Patient Satisfaction and Feedback: We encourage our patients to provide feedback, positive and negative, to allow us to continually improve the patient experience and satisfaction with their care. Patients can use the following methods to provide feedback.

- Joint Outpatient Experience Survey (JOES): Approximately 72 hours after an appointment, patients will receive a survey to complete by mail or electronically.
- Interactive Customer Evaluation (ICE): Patients can complete an ICE card or submit ICE comments online at <https://ice.disa.mil/>.
- Patient Advocate: Located in Building #1041 and can be reached at DSN: 590-1364 or Civilian: 06371-9464-1364



Patients can make appointments by using TRICARE Online, www.tricareonline.com, or by calling Central Appointments at DSN:590-5762 or Civilian: 06371-9464-5762.

TRICARE Prime Access Standards

It is extremely important that all active duty military and their command-sponsored Family Members enroll in TRICARE Prime. Enrollment can be accomplished either at in-processing or the 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 U.S. Army Health Clinic Wiesbaden, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital.

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, 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 the below standards:

Appointment Type	Required within:
Acute	24 hours
Routine	7 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 after 1:00 p.m. each day. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

Patients enrolled to the Wiesbaden Army Health Clinic have multiple virtual options for scheduling appointments and communicating with their healthcare teams.

TRICARE Online - <https://www.tricareonline.com>

- Make, reschedule, or cancel appointments.
- Blue Button allows patients to view their own health information, including lab and radiology results, medications, immunizations, and more.
- Prescription Refill: Click on the Rx Refill button, select which medications that you would like refilled, select which pharmacy location, and then submit. The refill will be ready the following business day.

Change Healthcare (Relay Health)

<https://www.changehealthcare.com>

- Ask your healthcare team to register you at your next appointment.
- Allows secure communication between patients and their primary care manager or PCM team. Best for non-emergent communication.
- Patients can consult with their PCM or care team, request an appointment, request prescription renewal, request lab or test results.
- Currently, 32% of our patients are enrolled in Relay Health.
- Once you register, you must reply to the email to activate RelayHealth

TRICARE Nurse Advice Line (NAL)

Civilian: 0080047592330 or call the Appointment Line at Civ. 06371-9464-5762

- The NAL provides around-the-clock access to registered nurses who can answer questions, provide self-care advice, and help patients decide whether to seek emergency care.
- The NAL is especially helpful to patients who are concerned with health issues when the clinic is closed.



Location: Building 1201 (above the Red Cross)
Hours of Operation: 0730-1600, Monday - Thursday
0730-1200, Friday
Closed daily from 1200-1300
Phone: CIV 06371-9464-1478, DSN 590-1478
Available to **ALL** DOD ID Card Holders 18 and older

About: The Army Wellness Center provides standardized primary prevention programs and services designed to build and sustain good health and improve the overall healthy lifestyle of Soldiers, Family Members, Retirees, and DA Civilians

Services Provided:

- Metabolic Testing
- Body Fat Testing (BOD POD)
- Fitness Testing
- Stress Management (Biofeedback)
- Wellness Classes (Nutrition, Exercise, Sleep, Stress)
- Unit Assessments



Location: Building 1526
Hours of Operation: 0700-1700
Phone: DSN: 590-1320, 590-1380; Civilian: 06371-9464-1320

About: The Behavioral Health Team provides caring, confidential, effective multidisciplinary care for Service Members.

Care for Families and Retirees is on a space available basis. Depending on staffing levels, some beneficiaries may need to be referred to host nation providers for care.

Services Provided:

- Embedded Behavioral Health
- Individual Psychotherapy
- Group Therapy
- Substance Use Clinical Care
- Medical Evaluations/Medication Management



After Hours Emergency Care: The Behavioral Health clinic does NOT provide after hours care. In case of crises, Soldiers or families should go to either Uni Klinik Mainz or HSK (see pages 30 and 33).



Location: Building 1041
Hours of Operation: 0730-1630
Phone: DSN: 590-1323
 Civilian: 06371-9464-1323
Website: www.edis.army.mil



About: Educational and Developmental Intervention Services (EDIS) provides services to support families of children, birth to 36 months, with developmental delays, disabilities, or special learning needs. EDIS delivers Early Intervention Services to eligible infants and toddlers and their families.

Services Provided:

- Developmental screenings assist you with determining if your child is meeting his/her developmental milestones.
- Developmental evaluations to determine if your child has delays in development and is eligible for early intervention services from EDIS.
- Individualized Family Service Plan (IFSP) for eligible children to identify your goals and needs with regard to your child's development.
- Early Intervention Services to support you with reaching the goals you have for your child and family.
- Transition assistance helps you and your child move on to another program as he/she turns three years of age. Or to help you access services at your next duty location.

Location: Building 1041
Hours of Operation: 0730-1630
Phone: DSN: 590-1312 Civilian: 06371-9464-1312
Emergencies MP Desk DSN: 114 or Civilian: 0611-705 7777/7778

About: The objectives of the Family Advocacy Program are to prevent intimate partner and child abuse, to encourage the reporting of all instances of such abuse, to ensure the prompt assessment and investigation of all abuse cases, to protect victims of abuse, and to treat all Family members affected by or involved in abuse.

The USAHC Clinical Family Advocacy Program responds to family maltreatment by assessing if abuse has occurred, insuring the safety of all concerned, and developing a treatment plan designed to reduce the risk of continued maltreatment. The goal is strengthening the family, while ensuring victim safety and ending the family violence. FAP-C provides clinical services for victims and offenders.

Services Provided:

- Individual Therapy
- Group Therapy (Anger Management, Men's Group, Women's Offender Group)
- 24 hour on call FAP Social Worker to coordinate response to reports of maltreatment
- Accepts restricted reports of intimate partner abuse



Location: Building 1040 (2nd Floor)
Walk-in hours: Monday-Friday
0800-1200, 1300-1600
Phone: DSN: 590-1525
Civilian: 06371-9464-1525



About: EFMP is an integral part of each community, working in unison with Medical Facilities, Department of Defense Dependent Education Activity (DoDEA) Schools, Educational Developmental Intervention Services (EDIS) and Child, Youth and School Services (CYSS), to assist in improving resiliency and the quality of life for Families with special needs; simultaneously creating a positive impact on unit readiness by assisting leaders to resolve problems.

Contact the WAHC EFMP case coordinator for help with the following:

- EFMP medical/education enrollment, updates and disenrollments
- Command Sponsorship
- In-Place consecutive overseas tour (IPCOT)
- Intra-Theater Transfer in Europe
- Curtailment
- USAF medical clearance
- Early Return of Dependents (EROD)
- Consecutive Overseas Tour (COT)
- Foreign Service Tour Extension (FSTE)
- USAF Newborn Letter
- Compassionate Reassignment

Location: Building 1040 (1st floor)
Hours of Operation: 0730-1630

About: The immunizations clinic provides required vaccines for active duty service members and well-baby, childhood, and routine adult vaccines in accordance with DOD and CDC guidelines.

Immunizations Provided: Hepatitis A, Hepatitis B, Hepatitis C; HIB; Influenza; Measles/Mumps/Rubella (MMR); Meningococcal; PPD placement; Poliovirus; Pertussis; Tetanus; Typhoid; Varicella; Yellow Fever

Additional Information:

- Patients must remain 15 min after their shots to be monitored for an adverse reaction to the immunization.
- Travel vaccines require a prescription from the primary care provider.
- A current Well-Baby exam is required for childhood vaccines.
- PPD's are not placed on Thursdays or on Fridays before a Monday Holiday, or after 1200 if there is a 96 hour liberty.
- Seasonal Influenza: The clinic normally conducts large scale community flu shot campaigns from Oct. – Dec. These events are advertised annually and are the primary location for beneficiaries to receive their flu vaccine.



Location: Building 1040 (1st floor past Pharmacy)

Hours of Operation: 0730-1600 Monday-Friday
1200-1300 Closed

Phone: DSN: 590-1304 Civilian: 06371-9464-1304

About: The Laboratory provides a range of laboratory tests to assist the medical staff in the diagnosis and treatment of patients. This is a walk-in lab, no appointments are needed.

Blood draw: Some tests are time sensitive and only be drawn on certain days. Recommends calling the laboratory in advance to confirm tests can be drawn on your desired day.

Fasting tests: Some tests require the patient not to eat or drink anything for a period of twelve hours. The only exceptions are water and medications.

WIC (Women, Infants, and Children) Program:

- Patient must provide the form from the WIC office.
- Patient should come in for blood test no later than two weeks before the next WIC appointment.
- No WIC blood draws on Fridays.
- WIC results may be obtained at the nursing reception desk, 72 hours after blood draw.

We recommend patients not to go to the bathroom prior to coming in the Laboratory.

Turnaround time:

- Only 20% of the specimens collected or submitted are tested here. The others are sent to LRMC. Turnaround time for onsite testing is one hour, while turnaround time for test sent to LRMC is between 1-14 days.

Location: Building 1040 (2nd floor)

Hours of Operation: 0730-1130 and 1300-1630,
Monday - Friday.

Walk-in hours: 1030-1130 Monday- Friday

Phone: DSN: 590-5762, Civilian: 06371-9464-5762, or
DSN: 590-1315

Services: The Optometry team is dedicated to providing excellent service and health care to the community.

We offer comprehensive eye exams and glasses prescriptions to:

- All Active Duty Service Members
- Active Duty Dependents (space available)
- Retirees and Retiree Dependents (space available)
- GS Employees and Dependents (space available)

Walk-in hours are reserved for: acute red eyes, glasses services (excluding exam), short flight physicals and short (retirement/chapter, ETS, SERE, Ranger, Halo, Airborne, initial enlistment, driver's license—not requiring exam).



Location: Building 1040

Hours of Operation: 0730-1630

Phone: Pregnant patients can contact an OB nurse at the WAHC by calling the Central Appointment Line at 06371 9464 5762, and leaving a telephone conference (T-con) message that will be answered within 72 business hours. You also have the option of walking into the clinic and waiting for an available OB nurse for discussion.

Services: Pregnant patients in the Wiesbaden community receive ALL their medical care by host nation providers. All of their prenatal, delivery, and postpartum care is provided off post.

The host nation OB doctor becomes their Primary Care Manager (PCM). The OB doctor sees pregnant patients for everything affecting their health, including sinus congestion, urinary tract infections, migraines...etc.

WAHC nurses help educate patients and assist them in navigating host nation care.

Active Duty pregnant females should contact their nurse for their pregnancy profile or for any quarters prescribed by their host nation provider.

Pregnancy Testing: All pregnancy tests are done on a walk in basis by obtaining a walk-in pregnancy form from any of the Wiesbaden Army Health Clinic (WAHC) front desk clerks and reporting to lab for a blood draw. Scheduled appointments are not needed for pregnancy tests.

WAHC nurses provide two classes:

- **Initial OB Class:** This class is held every first and third Tuesday of the month at 1000 in the second floor command conference room of the WAHC. Here you will learn about the referral process, emergency care, choosing a HNP and Hospital, circumcision, lactation resources, Women Infants and Children (WIC) program, active duty pregnancies, and newborn visits. We encourage spouses or a support person to accompany you to these classes.
- **26-week OB Class:** This class is held the second Tuesday of the month at 0830 in the second floor command conference room of the WAHC. This class has several guest speakers such as a TRICARE representative, WAHC OB nurse, pediatric dentist, and WIC representative to discuss pregnancy and delivery processes. You will also receive your pregnancy parking pass, breast pump prescription, and housing memorandum if needed at this appointment. We encourage spouses or support person to accompany you to these classes.



Location: Building 1040 (1st floor)
Hours of Operation: Monday-Friday
 0800-1230, 1330-1630

Phone: DSN: 590-1322 Civilian: 06371-9464-1322

Pharmacy can provide over-the-counter (OTC) medications to treat common self-care needs for eligible beneficiaries without an appointment.

Refill by Phone: DSN: 590-5227 or Civilian: 06371-9464-5227

1. Press Option #1 for Landstuhl Footprint
2. Press Option #2 for Wiesbaden
3. Press Option #1 for Refill Option
4. Enter your prescription number

Refill Online: (www.tricareonline.com/portal/page/portal/TricareOnline/Portal)

- Click on - Rx Refill.
- Select Medication(s).
- Choose Pick up location (Wiesbaden).
- Click - Send Refill Request now.

German Prescriptions: Pharmacy will fill prescriptions by host nation providers with the following conditions:

- The provider must be a network providers (PPN) and must be listed in the pharmacy database.
- The prescription must be in English and contain:
 - * Patient's full name and date of birth.
 - * Chemical name, strength, and quantity.
 - * Dosage instructions in plain English.
 - * Signed by the prescribing German physician.
- The Pharmacy CANNOT fill a prescription that does not meet the requirements listed above. MTF Physicians

Location: Building 1201

Hours of Operation: 0730-1630

Phone: DSN: 590-1306 Civilian: 06371-9464-1306

About: Provides musculoskeletal evaluations and treatment of acute and chronic injuries for adult orthopedic patients. Treatments are individualized and designed to restore range of motion, manage pain, maximize functional abilities and facilitate the safe return to physical activity.

Services Provided:

- Orthopedic post-operative rehabilitation
- Individual therapeutic exercise appointments
- Therapeutic yoga classes to improve movement patterns and engage in full body exercise with modifications for individual patient needs
- Plyometric/Movement Skills class designed to facilitate a safe return to sports and high level activity
- Running Technique Class for patients and units to improve form and reduce running-related injuries
- Supervised group exercise classes to transition from individual to independent therapeutic exercise



Location: Building 1040

Hours of Operation: 0730-1630

Phone: DSN: 590-1561 Civilian: 06371-9464-1561

About: Population Health oversees preventive care services with the focus on wellness across the lifespan, as well as measuring the effectiveness of the quality of healthcare delivered within the clinic. Population Health oversees Healthcare Effectiveness and Information Set (HEDIS) Management. HEDIS includes precisely defined health measures to keep our military members & their families well. The health measures are consistent with those used by leading healthcare systems & fit the national definition of Access, Safety, & Quality Care.

Key HEDIS Measures: Breast Cancer Screening, Cervical Cancer Screening, Colon Cancer Screening, Diabetes Care, Chlamydia Screening, Well Child Visits, Low Back Pain Imaging

Health promotion /disease prevention services:

- Patients are tracked to ensure appropriate healthcare screenings are met and healthcare care management is optimal. Patients can expect phone calls, patient reminder letters, or RELAY Health messages covering these topics.
- Individual Patient Education and Pre Procedure Counseling Visits available by the Primary Care Provider/Team.
- Our goal is to create a collaborative approach comprising of the healthcare team and you, the patient, to promote disease prevention and optimize wellness.

Location: Building 1040, Office 004

Hours of Operation: Walk-in hours 0800-1200

Phone: DSN: 590-1311 Civilian: 06371-9464-1311

About: Army Public Health Nursing is a nursing subspecialty, unique to Army Medicine that decreases the burden of disease and injury while actively promoting health and wellness of the community. The Army Public Health Nurse applies nursing science principles to the public health process to enhance protective measures and mitigate risk that threatens the public's health. The public health process includes assessment, policy development, and assurance as the core functions with system management as the foundation.

Services Provided:

- Epidemiologic Surveillance
- Infectious Disease Counseling and Contact Investigation
- Health Consultancy to Child, Youth Services
- Health Promotion and Community Outreach Services
- Annual Influenza Vaccination Outreach Program
- Tobacco Cessation Counseling
- Preventive Medicine Unit briefings



Location: Building 1040, Room 148

Hours of Operation: 0800-1630, closed daily from 1200-1300.

About: WAHC utilizes digital radiographic imaging to provide general diagnostic radiology to the community. WAHC providers consult with licensed Radiologists located in Landstuhl Regional Medical Center to interpret radiographic images to assist in medical diagnosis.

Services Provided: Digital Radiographic Imaging to include but not limited to:

- Chest
- Extremities
- Spine
- Soft Tissue
- Pediatrics

Diagnostic imaging Offered at LRMC per appointment includes (not available at WAHC)

- Magnetic Resonance Imaging (MRI)
- Ultrasound
- Nuclear Medicine
- Orthopedic Imaging
- Computed Tomography (CT scan)
- Mammography
- Fluoroscopy

Preparation for Radiographic exam:

- Please wear loose fitting clothing with no accessories detached or attached.
- Remove all metal to include piercings.
- Please wear shorts for lower extremity radiographs.
- Advise the technologist if you suspect you are pregnant.

Location: Building 1040, Room 001 (basement)

Hours of Operation: 0730-1600

About: WAHC utilizes video-teleconferencing technology to connect patients virtually to providers at Landstuhl Regional Medical Center. LRMC offers Virtual Health consultation for 29 specialties. These visits may allow patients to be seen by specialty providers without the need to drive to LRMC. Check with your provider to see if your consult with a specialty provider can be conducted via Virtual Health.

Common Virtual Telehealth Appointments:

- Allergy and Immunology
- Behavioral Health
- Cardiology
- Dermatology
- Ear, Nose, and Throat
- Endocrinology
- General Surgery
- Nutrition
- Occupational Therapy
- Pediatric Gastroenterology
- Pain Management
- Sleep Medicine
- TBI





LRMC



ARMY MEDICINE
One Team... One Purpose!
Conserving the Fighting Strength Since 1775

LRMC



Landstuhl Regional Medical Center (LRMC)

Address: Dr Hitzelberger Straße, 66849 Landstuhl

GPS: N 49° 23' 50", E 07° 32' 04"

Distance from Clay Kaserne: ~120 km or ~75 miles

Appointment Line: DSN: 590-5762

Civilian: 06131-94645762

After Hours: DSN: 590-4100, Civilian: 06371-94644100

About: LRMC is the largest American hospital outside of the United States, and the only American tertiary hospital in Europe. LRMC provides primary care, tertiary care, hospitalization and treatment for more than 205,000 U.S. military personnel and their families within the European Command. LRMC is also the evacuation and treatment center for all injured U.S. service members and civilians, as well as members of 56 coalition forces serving in Afghanistan, Iraq, as well as Africa Command, Central Command and European Command.

There are 100 beds and neonatal bassinets at LRMC, with daily averages of 13 admissions, 1,200 outpatient visits, 26 surgical cases, and 2 births.

Accreditation

LRMC is a fully accredited healthcare facility, as set forth by the Joint Commission on Accreditation of Healthcare Organizations. LRMC is a Level III Trauma Center as verified by the American College of Surgeons. The Mammography section of the Radiology Department is accredited by the American College of Radiology. The Pathology Department and its USAREUR-sponsored blood bank each have accreditation by their respective national authorities.

Directions to LRMC :

1. Leave the Wiesbaden Health Clinic and head toward A671.
2. Take A671 and merge onto A60 (direction Koblenz/Bingen/Mainz)
3. Take the exit to A63 (direction Kaiserslautern/Ludwigshafen/Alzey)
4. Merge on to A6 (direction Pirmasens)
5. From A6, exit onto A62 (direction Pirmasens)
6. Exit at sign reading US Hospital
7. Turn left at end of Autobahn exit ramp following sign to Gate 3 and Martinshöhe
8. Turn right following sign to Gate 3 & US Hospital
9. Turn right following signs to Gate 3 and onto Dr. Hitzelberger Strasse
10. Continue straight until you reach Gate 3, the main entrance for vehicles



Location: Building 1040, Room 154

Hours of Operation: Same as clinic, closed daily from 1200-1300

Phone: DSN: 590-1302 or Civilian: 06371-9464-1302

TRICARE Service Center

Be sure to visit the TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status.

Remember to bring 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 the 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. TRICARE does not reimburse travel to LPMC for Soldiers or family

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.

Phone: DSN: 590-1409 or 1426

Civilian: 06371-9464-1409 or 1426

After Hours Contact: 0162-270-7743 / 7746

0162-297-1057

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 needs.
- 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 Wiesbaden clinic does **NOT** provide emergency care.

- For medical emergencies, go to the nearest hospital or dial 112 off post, or call the MP station at DSN: 114.

Definitions:

- **Emergency Care:** The sudden and unexpected onset of a medical condition or acute exacerbation of a chronic condition that is a threat to life, limb, or eyesight and requires immediate medical treatment .
- **Urgent Care:** Medical problems which are not a threat to life, limb, or eyesight but could result in serious injury or disability or may substantially restrict a beneficiary's activity without timely intervention

Retroactive Referrals:

- Effective Sept. 1, 2016, family members in TRICARE Overseas Program (TOP) Prime have three business days after a nonemergency health care visit to request a primary care manager (PCM) referral for that care. This means if you got care on a Saturday without a PCM referral, you have through Wednesday to get a PCM referral.
- Once you have your PCM referral, your claim is processed as if you had received the referral before getting care, as long as your care is covered by TRICARE. This process is called retroactive authorization.
- If you aren't able to get a referral from your PCM within three business days of when you got care, your claim will process under the point-of-service (POS) option. The POS option lets you see any provider you choose without a referral, but you pay more out of pocket. The POS option does not apply to active duty service members.
- Routine Referrals take 3-5 business days to process with International ISOS.

The overview of host nation hospitals that follows will familiarize you with the two hospitals in Wiesbaden and the hospital in Mainz. This is the host nation medical facility that serves the Wiesbaden 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.

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 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. The last World Health Organization health system rating placed Italy, France, Luxembourg, the Netherlands, the United Kingdom, Germany, and Spain in the top 25 of the world's health systems of overall patient satisfaction. The U.S. was number 37. Because we are overseas, remember that healthcare delivery follows 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.

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 newspapers
- 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 player/headphones
- Tissues
- Phone numbers/address book
- Clock for your bedside
- Car seat (this is German law!)
- 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.


Universitäts Medizinische Klinik Mainz

Address: Langenbeckstraße, 55131 Mainz Oberstadt

GPS: N 49° 59' 38", E 08° 15' 29"

Distance from Clay Kaserne: 9km or 5.6 miles

Phone: 06131-170

Web: www.unimedizin-mainz.de

Background: The University Medical Center of the Johannes Gutenberg University Mainz is the fifth largest university in Germany and the only University Medical Center in the state of Rhineland-Palatinate. It comprises more than fifty clinical departments, institutes and divisions plus two facilities providing central healthcare services – the pharmacy and the blood transfusion center – and operates over 1,600 hospital beds.

Emergency Room: There are three different Emergency Rooms.

Pediatrics ER in Building 109

Surgery ER in Building 505

Internal Medicine ER in Building 605

Admission

For admission during regular working hours (0700-1600) you need to report to the **Patientenaufnahme** (Patient Admissions). There are different Patient Admission offices on the different wards. The staff there will make a copy of your ID card and will ask you to complete a claim form. Afterwards the nursing staff will guide you to your appropriate room.

Note: Birth registration is also completed at the **Schwangerenberatung office (Pregnancy Counseling)** building 102 in the Frauenklinik

Visiting hours:

Normal Stationen (Regular wards)	1100-2000
Intensiv Stationen (ICU wards)	1100-1300 and 1600-1900
Kinderklinik (Pediatric wards)	1100-2000

Telephones/ Television

Patient rooms are equipped with at least a television and telephone. Most departments even provide a multimedia terminal in the room. This terminal allows the patient to choose between different modes of operation, i.e. internet access, television, radio, games and telephone. Television and radio are provided free of charge.

Telephone daily rate: 2 EUR plus charges (0.12 – 2 EUR) per call

Internet access 24 hours flat rate: 3 EUR

Games - 24 hours flat rate: 0.50 EUR

Parking

University Mainz has several parking garages that is there for your convenience
 Charges for parking: € 2 for every 60 minutes.

Food/Snacks/Flowers

Visitor's coffee shops and the cafeteria of the University Medical Center in Building 304. Of course, these are also open to family members, visitors and anyone accompanying you.

Monday-Friday: 0800-2000

Saturday, Sunday, German Holidays: 0800-1800

Religious Services

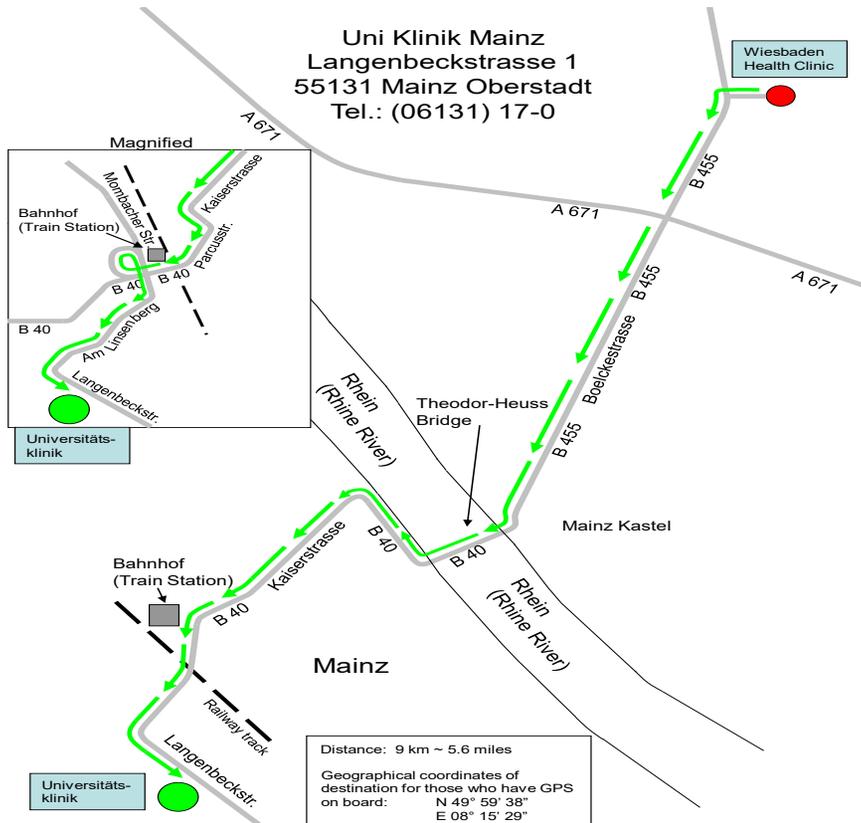
There are two different religious services offered in the Uni clinic Mainz
 Evangelisch service in Building 301, Catholic service in Building 204.

Smoking

Smoking is prohibited in all buildings of the University Medical Center.
 Consumption of alcoholic beverages is also prohibited on all premises of the University Medical Center.

Overnight Stay

Spouses are not allowed to stay in the patient's room overnight except for the family room on the post-partum ward at your expense. TRICARE only covers the patient's stay in a 2-bedroom. In the Kinderklinik (Pediatric Clinic), one parent is allowed to stay at night and a bed/cot will be provided. There will be no charges if your child is 10 years old or younger.



Driving Directions

1. Leave the Wiesbaden Health Clinic and head toward B455.
2. Take B455 through Mainz-Kastel.
3. Cross over the Rhine River using the Theodor-Heuss Bridge on B40.
4. Follow B40 right after the bridge.
5. Turn left onto Kaiserstraße / B40.
6. Near the Bahnhof (see inset map), keep right onto Wallstraße / B40.
7. Follow loop, then turn right on Mombacherstraße / B40.
8. Continue straight onto Am Linsenberg / Langenbeckstraße to Uni Klinik Mainz.



Helios Dr. Horst Schmidt Kliniken (HSK) Wiesbaden

Address: Ludwig-Erhard Straße, 65199 Wiesbaden

GPS: N 50° 04' 03", E 08° 11' 30"

Phone: 0611-430

Web: www.hsk-wiesbaden.de

Background: The Dr. Horst Schmidt Klinik (HSK) is the largest and best known hospital and medical establishment in Wiesbaden. The HSK is a highly modern and well-equipped district general hospital. It has 1,027 beds and is an academic teaching hospital (part of the faculty of the prestigious Johannes von Gutenberg University, Mainz).

Emergency Room: The HSK has a 24-hour, fully-staffed Notaufnahme (emergency room). The staff at the reception desk will guide you in the right direction.

Admission

For admission during regular working hours (0700-1600 hrs) you need to report to the **Patientenaufnahme** (Patient Admissions). Enter the HSK through the main entrance and turn left in front of the reception desk. The offices are on your left-hand side. The staff there will make a copy of your ID card and will ask you to complete a claim form. You will be instructed to proceed to your admitting ward as well as you might be asked to take paperwork to the nursing staff.

Note: Birth registration is also completed at the **Patientenaufnahme**.

Visiting hours:

Normal Stationen (Regular wards)	1100-2000
Intensiv Stationen (ICU wards)	1500-1900
Kinderklinik (Pediatric wards)	1100-2000



Telephones/ Television

HSK offers telephones at your bedside. This service will be charged to the patient. The phone cards can be obtained at the reception desk. There is recharge station in the entrance area on the left that allows you to add money to your phone card as well as the television card.

Charges for the phone services:

Basic fee per day: € 1,50
 Phone fee per unit: € 0,12
 The televisions can be used a daily fee of € 3. Visit reception for assistance.

Parking

HSK offers a large parking place in front of the hospital as well as a three level parking garage. If you have a child admitted younger than 1 year old, then you will be able to reduce your parking fees to € 3 per day.
 Charges for parking: € 1 for every 75 minutes (€ 6 max per day)

Food/Snacks/Flowers

Café/Restaurant is on the right side as you enter through the main entrance.
 Monday-Friday: 0800-2000
 Saturday, Sunday, German Holidays: 0800-1800

Kiosk (store) is on the left side as you though the main entrance.
 Monday-Friday: 0800-2000
 Saturday, Sunday, German Holidays: 0800-1800

Flower store is across from the reception.
 Monday-Friday: 0800-1800
 Saturday, Sunday, German Holidays: 0800-1800

Religious Services

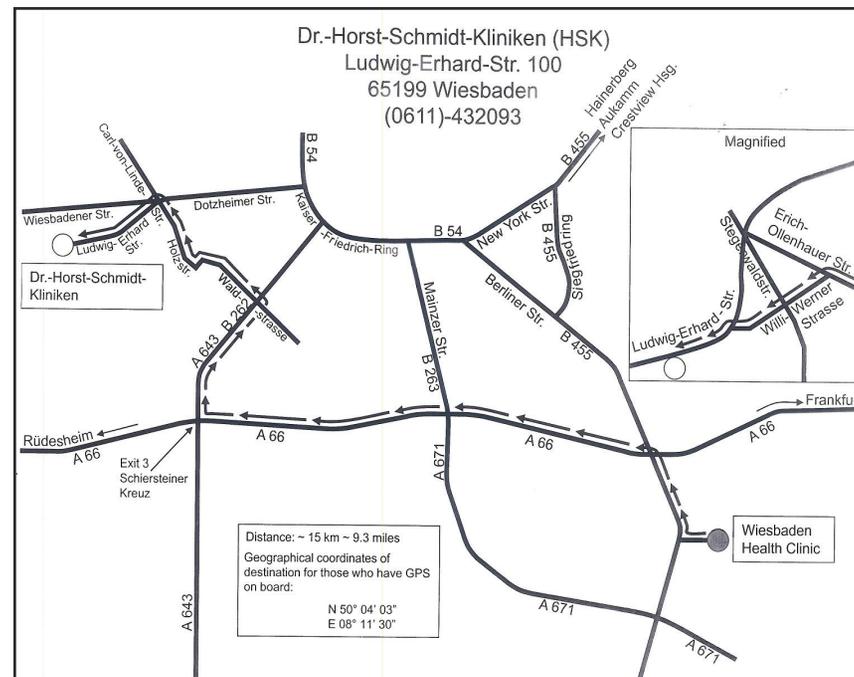
The chapel is located on the ground level. It is open daily from 0700-2100. Services for different confessions are available on Sunday between the hours of 1000-1130. For more details proceed to the chapel.

Smoking

Smoking is prohibited throughout the entire hospital. There is a terrace on the 2nd floor (1. Etage) as you cross over form the main house to the Kinderklinik (Pediatric Clinic). Smoking is allowed there.

Overnight Stay

Spouses are not allowed to stay in the patient's room over night except for the family room on the post partum ward at your expense. TRICARE only cover the patient's stay in a 2-bedroom. In the Kinderklinik (pediatric clinic) one parent is allowed to stay at night and a bed/ cot will be provided. There will be no charges if your child is 10 years old or younger.



Driving Directions

1. Leave the Wiesbaden Health Clinic and head toward A66.
2. Take A66 toward Rudesheim.
3. Drive until Exit 3/ Schiersteiner Kreuz.
4. Take Exit 3 to A643/ B262.
5. Take a left on Waldstrasse.
6. Follow the main road that will turn into Holzstrasse.


St Josefs Hospital (JOHO) Wiesbaden

Address: Beethoven Straße 20, 65189 Wiesbaden

GPS: N 60°04' 35", E 08° 15' 19"

Phone: 0611-1770

Web: www.joho.de

Background: The St. Josefs Hospital (called JoHo in short) is an acute-care hospital in the Hessian state capital of Wiesbaden. It was founded on the 25th of November 1876 and today has ten specialist stations with 459 beds. The sole shareholder is the branch office of the Minstrels of Jesus Christ. The hospital has about 1,000 employees, in 2015 around 20,000 patients were hospitalized and around 36,500 outpatients

Emergency Room: St Josefs has an ER.

Note: Patients with behavioral health crises, pediatric emergencies, and eye emergencies should NOT go to St Josefs Hospital. These patients should go to the emergency room at HSK or Uni Klink Mainz.

Parking

St. Josef Hospital offers an underground parking garage adjacent to hospital, follow the signs for the Medicum Building

Charges for parking: € .70 (1st hour), € 1.70 (each additional hour)

Admission

For admission during regular working hours (0600-1430) patients need to report to the **Servicestelle** (Patient Admissions). The hospital wards are split by different Servicestelle as follows:

Servicestelle 2 (on 2nd floor) Admission for ward 11,17,21,22,23

Servicestelle 4 (on 4th floor) Admission for ward 31,32,33, 41,43

Servicestelle 6 (on 6th floor) Admission for ward 51,53, 61,63

Servicestelle 5 (on 3rd floor in West Wing, elevator left of front desk in main lobby) Admission for ward 25.35.45.55

Admissions from 1430-0600 are processed by the front desk in the ER. Patients should bring a copy of their ID card and expect to complete a claim form. Note: Birth registration is also completed by the staff on the maternity ward

Visiting hours:

Normal Stationen (Regular wards)	0700-2100
Intensiv Stationen (ICU wards)	1500-1800
Maternity ward	0900-1200 and 1500-1800
Father of newborn	0700-2100

On the maternity ward ALL visitors (this includes visiting family from the States) MUST observe the visitation hours. No exceptions are being made. Siblings of newborn MUST also observe the visitation hours, so please arrange for childcare if the father of the newborn plans on staying all day. Father of newborn is only allowed to stay overnight if you are in the family room. Siblings are NOT allowed to stay overnight at all.

Telephones/Television

Telephones are at your bedside. This service will be charged to the patient. The phone cards can be obtained at the reception desk. TV is free of charge. You are allowed to use your personal cell phones and can also obtain a Wi-Fi password from the front desk. Skype is allowed but be considerate of your room mate.

Food/Snacks/Flowers

Café, Kiosk and Flower Shop are on the right side as you enter through the main entrance.

Monday-Friday: 0800-1900

Saturday, Sunday, German Holidays: 0800-1800

A second café is located in the ground floor area of the Medicum building.

Religious Services

The chapel is located on the ground level. It is open daily from 0700-2100.

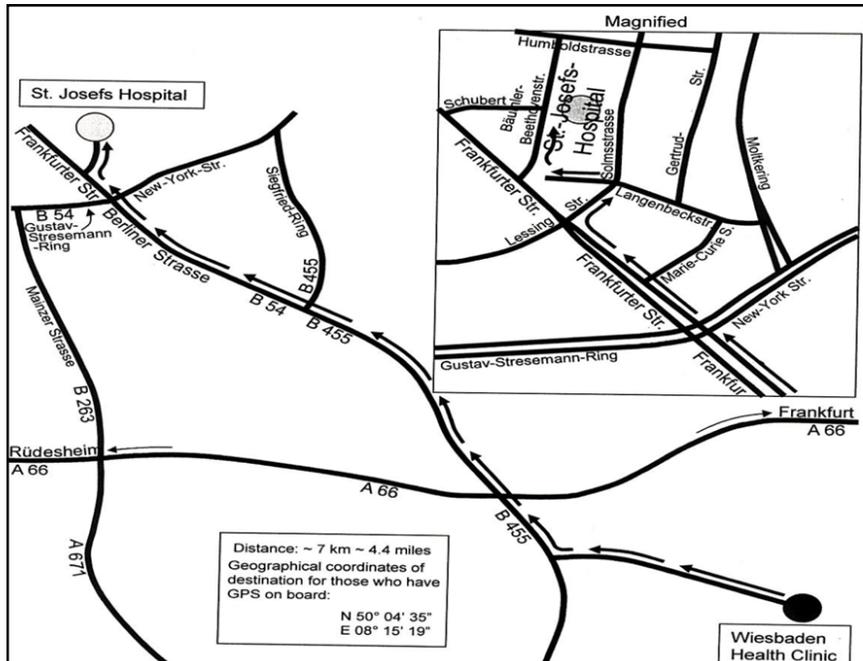
Services for different confessions are available on Sunday between the hours of 1000-1130. For more details proceed to the chapel.

Smoking

Smoking is prohibited throughout the entire hospital. Designated areas are outside.

Overnight Stay

Spouses are not allowed to stay in the patient's room over night except for the family room on the post partum ward at your expense. TRICARE only covers the patient's stay in a 2-bedroom. Siblings of newborns are not allowed to stay over night at all.



Driving Directions:

1. Leave the Wiesbaden Health Clinic and head toward B455
2. Take B455 / Berliner-Strasse towards Wiesbaden
3. Continue on Berliner Strasse past Hainerberg Kaserne taking the underground tunnel.
4. After the tunnel, Berliner Strasse turns into Frankfurter Strasse
5. Keep right to continue on Frankfurter Strasse
6. Turn right onto Lessing Strasse
7. Entrance to the parking lot will be on the left



Asklepios Paulinen Klinik Wiesbaden

Address: Geisenheimer Straße 10, 65197 Wiesbaden

GPS: N 50° 04' 22", E 08° 13' 37"

Phone: 0611-8470

Web: <https://www.asklepios.com/wiesbaden/>

Background: The Asklepios Paulinen Klinik is an acute care hospital with a focus on oncology care. The hospital has more than 600 employees. In 2014, the staff provided care to around 14,600 inpatient cases and 70,000 outpatient cases. The hospital has 361 beds.

Emergency Room: APK has an ER.

For Gynecological and obstetric emergencies, contact the gynecology department on the ground floor of the hospital on Mondays, Tuesdays and Thursdays from 0800-1630 and Wednesdays and Fridays from 0800-1600. Outside of these times, contact the emergency department!

Note: Patients with behavioral health crises, pediatric emergencies, and eye emergencies should NOT go to APK. These patients should go to the emergency room at HSK or Uni Klinik Mainz.

Parking

APK has a parking garage adjacent to the hospital.

Charges for parking: € 2 per hour.



Visiting hours:

In general, the hospital asks that visitors stay no longer than two hours and leave the clinic by 2000. Normally, only two visitors are allowed in the room with the patient at a time. Visiting hours vary by inpatient area. Consult with the nursing desk for specific times.

Telephones/Television

Each bed has an integrated system with TV, radio, and telephone. There is a one-time charge of €2.50 for headphones. The telephone fee is €1.20 per day, with €0.20 cost per call.

General mobile phones are allowed in the hospital, but special attention is required in some areas. Please pay attention to the instructions of the wards.

Some room have a safe for valuables. There is a €15 deposit for safe key with a daily rate of €0.50.

Food/Snacks/Flowers

Visitor's coffee shop and cafeteria are located in the main lobby of the hospital.

Cut flowers are allowed in most areas and are appreciated, flower vases can be found on the wards. However, in the case of patients with a strongly weakened immune system (e.g. intensive care units or oncology) cut flowers can also pose a hygienic risk - please pay attention to the instructions of the ward nurses and providers. Pot-flowers are not permitted for hygienic reasons. Good alternatives to flowers can be books, magazines, puzzles or personal details such as photos. If you would like to bring food as a visitor, please ask at the ward before, if the patient is allowed to eat it.

Religious Services

A chapel is available to support patients, family, and friends. It conducts the following regular events:

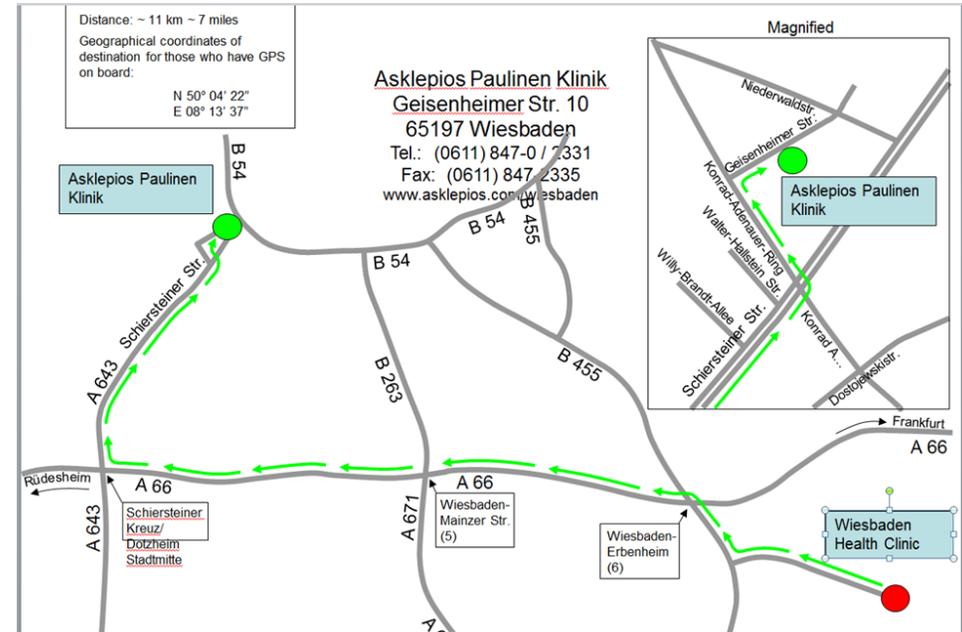
- Open singing with Friedhelm Eschenauer every Monday at 2300
- Service every Sunday at 1000

Smoking

Smoking is prohibited in all buildings. Consumption of alcoholic beverages is also prohibited on all premises of the hospital.

Overnight Stay

Spouses are not allowed to stay in the patient's room over night except for the family room on the post partum ward at your expense. TRICARE only covers the patient's stay in a 2-bedroom.



Driving Directions

1. Leave the Wiesbaden Health Clinic and head toward A66.
2. Take A66 toward Rudesheim.
3. Drive until Exit 3/ Schiersteiner Kreuz.
4. Take Exit 3 to Schiersteiner Kreuz / B262.
5. Take a left on Konrad-Adenauer Ring.
6. Follow the road, the hospital is on the right.



Host Nation Providers

What is the Preferred Provider Network?

The TRICARE Europe 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.

Why should I use a PPN provider?

PPN providers provide routine and specialty care that may not be readily available at your local Army Medical Treatment Facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

How can I locate a PPN provider?

The TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa web site or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010, you may call the International SOS at 0800-181-8505 (toll-free from Germany) or their international line at 0044-20-8762.8133 (someone will call you back).

Complaints / Compliments / Feedback

What if I have a complaint, compliment or concern about host nation care?

International SOS values patient feedback, both compliments and grievances, to ensure continuous improvement of the network.

Email: TOPGlobalQualityAssu@internationalsos.com

If you provide your email address to the TRICARE Service Center during the referral process, a host nation provider evaluation form will be emailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Wiesbaden Patient Representative at 0611-705-7306 or DSN: 337-7306, or use the "Contact Us" feature on the TRICARE Europe Web site, or contact the clinic commander.

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. You will have an additional option to call the International SOS at 0800-181-8505 (toll-free from Germany) 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 German 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 ensure 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.

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 assisting of Host Nation medical bills. You will have an additional option to call the International SOS at 0800-181-8505 (toll-free from Germany) 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 German providers may mail the bill to you instead of to TRICARE, check your German 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.



Important Phone Numbers:

Emergency care:	112 or 117
Nurse Advice Line:	0800-825-1600
Ambulance:	Civilian: 19222
MP (emergencies):	DSN: 114 Civilian: 0611-143-548-7777 or 7778
Central Appointments:	DSN: 590-5762 Civilian: 06371-9464-5762
Main Clinic Number:	DSN: 590-1300 Civilian: 06371-9464-1300
International SOS (ISOS)	0800-589-1599 (toll free from Germany)
ISOS Medical Assistance	0800-723-4214
TRICARE Service Center:	DSN: 590-1302 Civilian: 06371-9464-1302
Patient Advocate:	DSN: 590-1364 Civilian: 06371-9464-1364
Patient Liaison:	DSN: 590-1409 or 1426 Civilian: 0162-270-7743 or 0162-297-1057/7746
Behavioral Health:	DSN: 590-1320 / 1380 Civilian: 06371-9464-1320 /1380
EDIS / Family Advocacy:	DSN: 590-1323 Civilian: 06371-9464-1323 or 0611-705-6662
Pharmacy:	DSN: 590-1322 Civilian: 06371-9464-1322
Pharmacy refills:	DSN: 337-5095 Civilian: 0611-705-5095