

FOR HEALTH CARE ADVICE 24 HOURS A DAY, 7 DAYS A WEEK:

Personal Health Advisor:

You no longer have to wait to speak to a health professional at your clinic. You can pick up your telephone at any time and speak to a registered nurse, at no cost to you... and receive advice or information about your health concerns.

The Personal Health Advisor brings you:

- ⇒ *Specially trained nurses to advise you on all your health care needs*
- ⇒ *Counseling for more complex conditions*
- ⇒ *Recommendations for treatment options*
- ⇒ *The AudioHealth Library, providing health information on a wide variety of topics*

You can reach the Personal Health Advisor at the following toll-free numbers:

GERMANY 0800-825-1600

AT&T DIRECT 0-800-2255-288
then 1-800-625-7461

FOR PATIENT ASSISTANCE:

Heidelberg Hospital

Patient Representative:

The Patient Representative acts on behalf of the Hospital Commander with both staff, patients and families regarding problems experienced before, during and after a patient's visit to the hospital. The Patient Representative Office is also the focal point for positive comments regarding care and/or services rendered. The office is located in the hospital, building 3613, Room 1045 – or you may call DSN 371-2751/2666 or Civilian 06221-17-2751/2666.

ADDITIONAL INFORMATION:

TRICARE Access Standard:

For TRICARE Prime enrollees, if an appointment is not available in the hospital within these time frames you have the option to be referred to a Host Nation facility for care.

Acute Care 1 day (within 24 hours)

Routine Care 7 Days

Well Care 28 Days

Specialty Care 28 days

Heidelberg Hospital Wellness Center:

Your one-stop shop for health

information and education – here you can learn about the many different ways to improve your health through classes, videos, audio tapes, models, reading materials and much more...

For class times and additional details, please call Civilian 06221-17-2706 or DSN 371-2706.

Heidelberg Hospital Self-Care Program:

Call the Wellness Center to schedule your Self-Care Class. Once you have completed the class you will receive:

- ◆ FREE Self-Care book
- ◆ Pharmacy card – entitles you to limited FREE medications without a Clinic visit

Interactive Customer Evaluation (ICE)

We welcome your feedback. ICE allows DoD customers to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you. Please go to <http://ice.disa.mil> Click on Army Europe.



How to Access HEALTH CARE

in the

Heidelberg
Military Community



U.S. Army Hospital Heidelberg

“YOUR TRICARE EUROPE HOSPITAL”

USAMH PAM 40-1 HID FEB 2004

FOR EMERGENCIES:

Stay calm. Be ready to state your location, the phone number that you're calling from and the condition of the victim(s).

Military Police:

Civilian 06221-57-114
DSN 114

Poison Control:

Host Nation 06371-86-7070
DSN 486-7070

German Emergency Numbers:

Ambulance (DRK) 19222
Police 110
Fire 112

Heidelberg Hospital:

Emergency Room:

Civilian 06221-17-2891
DSN 371-2891

TRICARE Service Center:

Patient Liaisons:

Civilian 06221-17-2474/2881
DSN 371-2474/2881

TRICARE enrollment and information:

Civilian 06221-17-3075/2202
DSN 371-3075/2202

Referrals for specialty care:

Civilian 06221-17-3088/3087
DSN 371-3088/3087

Health benefits advisors:

Civilian 06221-17-2363/2362
DSN 371-2363/2362

After hours call the Heidelberg ER # above

SAME-DAY, ROUTINE, WELLNESS AND SICK CALL APPOINTMENTS

SAME-DAY (ALSO SICK CALL) = appointment within 24 hours for an acute illness or injury (non-emergencies. e.g. *ankle sprain, high fever, ear infection...*)

ROUTINE = appointment within 7 days for other than acute care / chronic secondary condition (e.g. *skin rash, hypertension, medication renewal...*)

WELLNESS = appointment within 28 days for preventive care (e.g. *physical exam, immunizations, pap smear...*)

CENTRAL APPOINTMENTS

Civilian06221-17-2622
DSN371-2622

Hours of operation:

Monday-Friday 7am-4:30pm

Training Holidays..... 7am-4:00pm

Closed on weekends and federal holidays.

Automated Patient Appointment

Cancellation Line:

Toll free number 0800-9146133

Commercial number 06221-375933

For more information, please check out the Heidelberg Hospital's Website at:
www.heidelberg.healthcare.hqicareur.army.mil

GOING TO THE LANDSTUHL REGIONAL MEDICAL CENTER?

LRMC TRICARE SERVICE CENTER:

Civilian06371-86-6374/8234
DSN486-6374/8234

Directions to the LRMC:

Take A6 North, direction "Kaiserslautern/Saarbrücken".

Continue on A6 past "Viernheimer Kreuz". Get into the right lane and exit following signs for A6 "Kaiserslautern/Saarbrücken". You will pass an exit for Coleman Barracks, cross over the Rhein River, and pass exits for Worms and Gruenstadt on the way to Kaiserslautern.

Pass all Kaiserslautern exits and continue toward Saarbrücken. (Note: the "Landstuhl/Ramstein/Miesenbach/Air Base" exit is not the exit you take. Use that as a warning that the next exit is the one you want.)

Take exit #12 (onto A62) "Pirmasens/Trier/Birkenfeld/Kusel". Once on the exit ramp, follow direction "Pirmasens" (A-62). Once on A62, take the very next exit to the right for Landstuhl City. Go down the hill until the road ends. At the T intersection, take a right to the Army hospital.

Follow the road up the hill. Follow signs for "Gate 3". You will cross over A-62, and enter Landstuhl Hospital through Gate 3.

TRICARE ONLINE

TRICAREonline.com was established in response to your needs for greater access and convenience. TRICAREonline.com is available to Internet users. All TRICARE beneficiaries have access to one of the most comprehensive health care sites ever developed.

Once you register and log on, you can: schedule routine and follow-up appointments with your primary care manager; view MTF, clinic and provider Web pages; and access 18 million pages of health and wellness information. Please register at:
<http://www.tricareonline.com>

If you or a member of your family receive emergency health care from a host nation medical facility, please notify your local TRICARE Service Center or your Primary Care Manager as soon as possible after receiving the care. The Health Benefits Advisor at the TRICARE Service Center can be reached at 371-2362/2363 or 06221-17-2362/2363

Unless it is an emergency (life/limb/eyesight threatening), you must have a proper referral from your Primary Care Manager before receiving care at a specialty clinic or at a host nation facility. If you receive non-emergency care on the economy without a proper referral, you will be responsible for part of the bill.