

U.S. ARMY HEALTH CLINIC **WIESBADEN (USAHC-W)**



**Guide to Services
And
Host Nation Health Care**

WELCOME

On behalf of the team at the U.S. Army Health Clinic Wiesbaden, I'd like to welcome you and your family to Wiesbaden. We are here to optimize the readiness, health, and resilience of service members and our community. Our dedicated staff provide a range of primary care and specialty services.

We rely extensively on Landstuhl Regional Medical Center and our 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 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 excellent care commensurate with your service.

We look forward to caring for you and your family!

Commander
U.S. Army Health Clinic
Wiesbaden

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MAP



Building	Services
1040	Medical and Dental Clinic: Family Medicine, Lab, Radiology, Optometry, PAD, and Physical Therapy *See map for Pharmacy temporary location.
1041	EFMP, TRICARE
1526	Behavioral Health, Substance Use Disorder Clinical Care
1517	Hearing Booth, SMRC
1201	AFWC, Public Health, FAP
7780	EDIS

GENERAL INFORMATION

Hours of Operation: Monday - Friday, 7:30 a.m. to 4 p.m.

- Closed on federal holidays and reduced services Thursday afternoons.
- Follows USAG-Wiesbaden severe weather closures.

Services:

- **Primary Care:** Family Medicine, Pediatrics, Immunizations, Exceptional Family Member Program (EFMP), Educational and Developmental Intervention Services (EDIS)
- **Dental:** General Dentistry, Oral Surgery Consultation, Orthodontics, Prosthodontics, Pediatrics
- **Behavioral Health:** Psychiatry, Psychology, Licensed Clinical Social Worker, Family Advocacy Program, Substance Use Disorder Clinical Care (SUDCC)
- **Optometry**
- **Physical Therapy**
- **Public Health Nursing**
- **Ancillary Services:** Pharmacy, Lab, Radiology
- **Soldier Medical Readiness Clinic**
- **Wellness Center**
- **TRICARE Services:** Referrals, Billing & Claims, Host Nation Patient Liaisons, Enrollments, Clear and Legible Reports

PHONE NUMBERS

Emergency (Off-post)

German Police: [110](#)

German Medical/Fire: [112](#)

Emergency (On-post)

DSN: 114

Commercial: [0611-143-548-7777](#) or [7778](#)

Central Appointments

DSN: 314-590-5762

Commercial: [06371-9464-5762](#)

Phone Tree Selection Options:

1 - Appointments; 4 - Wiesbaden

1 - Physical Therapy

2 - Family Medicine, Pediatrics, Optometry

3 - Appointment Cancellations

4 - Dental

5 - Behavioral Health

6 - Armed Forces Wellness Center

7 - Soldier Medical Readiness Center

Dental

DSN: 314-590-1515

Commercial: [06371-9464-1515](#)

Nurse Advice Line

[0800-071-3516](#)

TRICARE International SOS

[0800-589-1599](#)

ISOS Medical Assistance

[0800-723-4214](#)

Behavioral Health

DSN: 314-590-1320/1380

Commercial: [06371-9464-1320](#) / [1380](#)

EDIS

DSN: 314-590-1323

Commercial: [06371-9464-1323](#)

Family Advocacy

DSN: 314-590-1312

Commercial: [06371-9464-1312](#)

Pharmacy refills

DSN: 314-590-5227

Commercial: [06371-9464-5227](#)

Poison Control

Commercial: [+1 800 222 1222](#)

<https://www.poisonhelp.org/help/>

PATIENT ADMINISTRATION

Location: Building 1040, Front Lobby

Hours of Operation: 8 a.m. to 4 p.m.

Email: dha.landstuhl.wiesbaden-ahc.mbx.wbhc-pad@health.mil

About: Patient Administration registers patients into the clinic, providing accessibility to other functions throughout the clinic and tracks patient physical record locations.

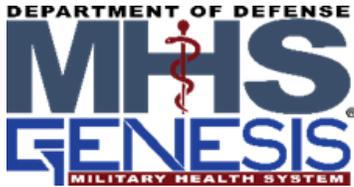
Services:

- Registration (required to receive services)
- Upload External Records
- Retrieval of Limited Lab Results/Immunization Record (requires a DD Form 2870, Digital Record Request)
- Physical Record Requests– for copies or to transfer physical records to next duty station (requires DD Form 877, Physical Record Request Form)

Note: PAD records requests may take up to 30 days.

PATIENT PORTAL/NURSE ADVICE LINE

Patients enrolled to USAHC-W have multiple virtual options for scheduling appointments and communicating with their healthcare teams.



MHS GENESIS Patient Portal

<https://patientportal.mhsgenesis.health.mil/>

- Patients can contact their care team, request an appointment, and request prescription renewal, view health information, including lab and radiology results, medications, immunizations, and more.
- View and request refills of prescription medications once filled the medication will be ready within 3 business days.
- Allows secure communication between patients and their care team. *Only for non-emergent communication.*



Military Health System Nurse Advice Line (NAL)

0800-071-3516

<https://mhsnurseadvice.com>

- 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.
- Please note that NAL does not have access to medical results.

FAMILY MEDICINE

Location: Building 1040, check-in located at the Front Lobby

Hours of Operation: 7:30 a.m. to 4 p.m.

Phone: Central Appointment Line: 1 - Appointments; 4 - Wiesbaden, 2 - Family Medicine

About: Family Medicine is proudly accredited by The Joint Commission. Our patients have a health care team that knows patients' medical needs and coordinates with other health care delivery teams to provide the best quality care. Our staff includes your PCM (a physician, nurse practitioner, or physician assistant), registered nurses, licensed practical nurses, medics, and a clinical pharmacist.

Family Medicine provides routine and preventive healthcare services by appointment only. There are no emergency or urgent care services available at USAHC-W. Emergency care or urgent care must be sought at host nation facilities or LRMC. There are no walk-in services available.

Access to Care: Patients can make appointments by calling Central Appointments, sending a secure message in the MHS Genesis Patient Portal, or coming in person to the front desk.

TRICARE Prime or Select: All active-duty service members must enroll in TRICARE Prime. Command sponsored family members may enroll in Tricare Prime or Tricare Select.

Emergencies involving the immediate threat of loss of life, limb or eyesight are covered by TRICARE. Contact International SOS within 72 hours of care for authorization.

Routine off-post care must have PRIOR authorization.

COMBINED ACUTE CARE CLINIC (CAC2)

Location: Building 1040, Basement, through doorway adjacent to elevator/stairs

Hours of Operation: Check-in at kiosk from 6:00 a.m. to 6:15 a.m. Closed federal holidays and USAEUR-AF training holidays.

About: Walk-in clinic for active duty service members; patients must be in uniform (APFU acceptable).

Services: Evaluation and treatment for new illnesses or injuries that have manifested within the previous three days. For chronic health issues, medication renewals, or record updates (profile issues), please contact your provider.

PREVENTATIVE HEALTH SCREENINGS

Health includes preventive disease screenings! These screenings are available at the clinic or with a referral. Individual patient education and preventive counseling visits are available from Family Medicine. Our goal is to create a collaborative approach between you and the health care team to promote disease prevention and optimize wellness.

RECOMMENDED SCREENINGS

Mammogram every 1-2 years, starting at age 40 for women with average risk. Talk to your provider about your individual breast cancer risk.

Cervical Cancer Screening starting at age 21 and after every three years. Talk to your provider after age 30, as recommendations change with age.

Colon Cancer Screening initially at age 45 and then as recommended by your provider. Talk to your provider about your individual colon cancer risk.

Diabetes complications can be prevented with routine provider evaluation and A1C laboratory monitoring.

Well Child Visits are important as a scheduled plan to evaluate development, receive immunizations, and to screen for preventable diseases.

DENTAL

Location: Building 1040, First Floor

Hours of Operation: Monday - Thursday: 7:30 a.m. - 4:15 p.m., Friday: 7:30 a.m. - 11:30 a.m., Sick Call (M-F): 7:30 a.m. - 9:00 a.m., Closed on federal holidays.

Phone: DSN 314-590-1515, commercial [06371-9464-1515](tel:06371-9464-1515)

Appointments:

- Cancel or reschedule at least 24-hours in advance.
- Same-day cancellations or no-shows are recorded as “Failed Appointments.”

After Hours Emergency Care:

- Not available at the dental clinic.
- For emergencies, report to the local hospital and notify the dental clinic at sick call the next business day.

Eligibility – Who We Serve:

- Active Duty Service Members
- Title 10 Service Members for MEDPROS compliance
- DoD Civilians (employment exams only)
- Dependents under 10 years old
- Note: For dependents over 10 years old, off-post providers list available.
- Foreign Military (space available basis)

Specialty Care Available:

- Oral Surgery (most referred to LRMC – transportation planning required)
- Orthodontics (referral required – complex cases only)
- Prosthodontics (special restorative needs)
- Pediatrics (10 years old and younger)

In-processing:

Completed in person at the Dental Clinic, please bring the following items.

- Installation In-processing checklist
- Orders
- Common Access Card (CAC)

SOLDIER MEDICAL READINESS CENTER

Location: Building 1517

Hours of Operation: ANAM: M/W (Tier 1), **Hearing** 8 a.m. – Noon, T/Th/F, **SMRC** 1:30 - 3:30 p.m. T/Th/F

Phone: DSN 314-590-1305, commercial [06371-9464-1305](tel:06371-9464-1305), Central Appointment Line: 1 - Appointments, 4 - Wiesbaden, 7 – SMRC

Email: dha.wiesbaden-germany.wiesbaden-ahc.mbx.wbhc-smrc@health.mil

Services:

- Vision Screenings
- Hearing Tests
- Scheduling: Periodic Health Assessment, Physical Exams/ Packets (Initial Entry, Chapter/ETS/Retirement, OCS/WOCS, Flight, Airborne, SF/SERE/HALO/Diving, Ranger)
- Initiation/Provider Signature of Military Forms
- Deployment Vaccination Evaluation

WOMEN'S HEALTH

Services:

- Cervical Cancer Screening (Pap test/ HPV testing)
- IUD and Nexplanon Insertions
- Walk-in Contraceptive Clinic on Tuesday Afternoons
- Mammogram Referrals
- Walk-in Prenatal Vitamins
- OB Education
- OB Referrals
- Pregnancy Testing

Pregnancy Testing: All pregnancy tests are done through a nurse appointment scheduled with front desk staff. Scheduled provider appointments aren't needed for pregnancy tests.

Patients may schedule a provider appointment to discuss Women's Health through the Central Appointment Line or by sending a secure message in the MHS Genesis Patient Portal.

OB CARE

Pregnant patients receive **ALL** their medical care (prenatal, delivery, and postpartum) by host nation providers.

The host nation OB provider becomes their Primary Care Manager. The OB provider sees pregnant patients for everything affecting their health, including sinus congestion, urinary tract infections, yeast infections, etc.

Pregnant active duty service members should contact the USAHC-W care team for a pregnancy profile or for any quarters prescribed by their host nation provider.

USAHC-W provides education for patients and assistance navigating host nation care.

- **Initial OB Instruction** provided upon patient notification of a positive pregnancy test, a nurse will provide an overview of the referral process, selecting a host nation OB provider, emergency care, active duty pregnancy, and documents about pregnancy from start to finish.
- **OB Class for 22-26 weeks of pregnancy** is held the third Tuesday of every month at 2 p.m. at the Armed Forces Wellness Center, bldg. 1201 on Clay Kaserne. You will receive an email invitation. This class has several guest speakers, such as a TRICARE representative, USAHC-W nurse, and ACS New Parent Support to discuss pregnancy and delivery processes, choosing a delivery hospital, circumcision, lactation resources, and newborn visits. You may also request a breast pump prescription at this class. We encourage spouses or a support person to accompany you.

Newborn Appointment: Sponsor must register newborn at PAD. All newborns need to follow-up at USAHC-W within 3-8 days after birth. After baby is born the clinic will call you to schedule your newborn appointment within 48-72 hours. Please ensure that you bring the infant KINDERPASS to the newborn appointment.

BEHAVIORAL HEALTH

Location: Building 1526

Hours of Operation: 6:30 a.m. to 5 p.m. (first appointment 7 a.m.)

Phone: Central Appointment Line: 1 - Appointments, 4 - Wiesbaden, 5 - Behavioral Health

About: The Specialty Behavioral Health Team provides compassionate, confidential, effective multidisciplinary care for Service Members. Care for Families is on a space-available basis. Depending on staffing levels, some beneficiaries may be referred to host nation providers for care.

Services:

- Individual Psychotherapy
- Group Therapy
- Substance Use Disorder Care
- Medication Management
- Walk-in appointments for crisis related situations and telehealth appointments



After Hours Emergency Care: The Behavioral Health clinic does NOT provide after-hours care. In case of crises outside of clinic hours, Soldiers or families should go to LRMC, Uni Klinik Mainz, or HSK.

IMMUNIZATIONS

Location: Building 1040, First Floor

Hours of Operation: 8 - 11:45 a.m., 12:45 - 4 p.m.

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

Immunizations Provided: Hepatitis A, Hepatitis B, Shingles, HIB; Influenza, Measles/Mumps/Rubella, Meningococcal, PPD placement, Poliovirus, Pertussis, Tetanus, Typhoid, Varicella, Yellow Fever, COVID (Moderna, Pfizer, Peds Pfizer)

Additional Information:

- Patients must remain 15 minutes after their shots to be monitored for adverse reactions to immunizations.
- Please bring immunization records if received outside the military network.
- A current Well-Baby exam is required for [childhood vaccines](#).
- PPDs are not placed on Thursdays or Fridays before a Monday holiday, or after noon if there is a 96-hour liberty.
- Seasonal Influenza: The clinic conducts large-scale community flu shot campaigns from October to December. These events are advertised annually and are the primary location for beneficiaries to receive their flu vaccine.

LABORATORY

Location: Building 1040, First Floor

Hours of Operation: 8 - 11:45 a.m., 1 p.m. - 3:45 p.m.

Phone: DSN 590-1304, commercial [06371-9464-1304](tel:06371-9464-1304)

About: Patients will be seen on a walk-in basis. No appointments needed. Additionally, no orders are needed for Sexual Transmitted Illness Screen or Urine Pregnancy Test (Fertility purposes only). For any other tests, orders from a provider must be placed prior to the visit to the lab.

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

Fasting tests: Some tests require the patient not to eat or drink anything for a period of 12 hours. The only exceptions are water and medications.

Urine tests: We recommend patients not to go to the bathroom before coming to the Laboratory.

Women, Infants, and Children Program (WIC):

- 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.
- WIC results may be obtained at the nursing reception desk 72 hours after blood draw.

Turnaround time:

- Only 20% of the specimens collected or submitted are tested here. The others are sent to LRMC. Turnaround time for on-site testing is approximately one hour; turnaround time for tests sent to LRMC is between 1-14 days.

PHYSICAL THERAPY

Location: Building 1040, Basement, Room 010

Hours of Operation: 8 a.m. to 4 p.m.

- **Phone:** DSN 590-1306, commercial [06371-9464-1306](tel:06371-9464-1306), Central Appointment Line: 1 - Appointments, 4 - Wiesbaden, 1 - Physical Therapy
- **Cancellations:** Call the PT front desk (number above) or through Central Appointment Line

Services:

The Physical Therapy Department provides musculoskeletal evaluations and treatment of acute and chronic injuries to active duty orthopedic patients.

We also provide comprehensive post-operative rehabilitation for active duty service members who have had surgery on- or off-post.

Treatment plans are individualized and designed to improve deficits in range of motion, strength, mobility and coordination to restore functional abilities and return to full readiness capability.

Treatment plans may also include:

- Running and lifting technique evaluations with corrective coaching to improve form and aid in recovery after running and lifting related injuries
- Graded impact progression
- Hands-on techniques and other treatment modalities as deemed necessary by the treating therapist based on individual evaluation findings.

PHARMACY

Location: Temporary Pharmacy building located behind the Clay Chapel

Hours of Operation: 8 - 11:45 a.m., 1 p.m. - 3:45 p.m.

Phone: DSN 590-1322, commercial [06371-9464-1322](tel:06371-9464-1322)

MANDATORY REFILL CALL-IN (phone or on-line)

All refill requests will be available
within 3 business days

Phone Refill: DSN 314-590-5227 or commercial 06371-9464-5227

Press Option 1 (Landstuhl), then Option 8 (Wiesbaden), then Option 1 (refill), and enter your prescription number.

Online Refill: <https://patientportal.mhsgenesis.health.mil/>

Click on the Rx Refill tab, and then the medications to activate desired refills.

Transfers: If refills remain on a prescription from a non- military pharmacy, please come to our pharmacy and ask for a transfer form. **NOTE:** *The VA does not transfer prescriptions.*

Over-the-Counter Program: The pharmacy offers limited selection of over-the-counter medications without a prescription for ages 2 and older for coughs, colds, pain/fevers, and some topical conditions.

Q-Anywhere: If you are prescribed new/renewal medications (not a refill) you can bypass the check-in process with Q-Anywhere allowing you freedom to do other things while you wait!

- Go to website [Wiesbaden Q-Anywhere](#)
- Enter the patient's DoD ID number
- Enter the name of the prescription(s) to activate
- Please keep your web chat browser open to communicate with the Pharmacy and receive updates regarding your prescription status
- Once you receive notification your Rx is ready, please pull a "Return for Pick-up" ticket from the Pharmacy kiosk for an expedited pick-up process

HOST NATION PRESCRIPTIONS

Host Nation Prescription Requirements:

- Prescriber must be validated by credentialing office. If not validated, then pharmacy will submit request which may take up to three business days for validation.
- HN provider adheres to TRICARE's formulary process.
- Original prescription must be written in English and contain:
 1. Patient's full name & date of birth
 2. Includes date prescribed
 3. Medication name, strength, quantity, & refills
 4. Wet signature of the HN provider (computer-generated signatures aren't accepted)

The image shows a German prescription form (Rezept) with the following details:

- Patient Information:** Name: Doe, John; Date of birth: 1 Dec 1970.
- Prescriber Information:** Name: Dr. Jane Smith; Date: 10 May 2024.
- Medication:** Atorvastatin 10mg, QTY #90, 0 Refills.
- Signature:** Wet signature of Dr. Jane Smith.
- Barcode:** 9353276984.

OPTOMETRY

Location: Building 1040, Second Floor

Hours of Operation: 7:30 - 11:30 a.m., 1 - 4 p.m.

Phone: DSN 314-590-5762, commercial [06371-9464-5762](tel:06371-9464-5762)

Services: The Optometry team provides excellent service and health care to the community. We offer comprehensive eye exams and glasses prescriptions to all active duty service members. Annual eye exams for active duty family members and retirees are on a space-available basis.

Walk-in hours are reserved for: Acute issues and glasses services (excluding exam) only. All other exams/ physicals must be scheduled.



RADIOLOGY

Location: Building 1040, First Floor

Hours of Operation: 8 - 11:45 a.m., 1 p.m. - 4 p.m.

About: USAHC-W uses digital radiographic imaging to provide general diagnostic radiology to the community. USAHC-W providers consult with licensed radiologists at Landstuhl Regional Medical Center to interpret radiographic images to assist in medical diagnosis.

Services (walk-in):

- Chest, Shoulder, and Pelvic Girdle
- Extremities (upper and lower limbs)
- Spine, Vertebral Column, and Bony Thorax
- Soft Tissue and Abdomen
- Pediatrics
- Skull, Facial Bones, and Paranasal Sinuses

LRMC Services (by appointment):

- Magnetic Resonance Imaging
- Ultrasound
- Nuclear Medicine
- Orthopedic Imaging
- Computed Tomography
- Mammography
- Fluoroscopy

Preparing for a radiographic exam:

- Please wear loose-fitting clothing with no accessories detached or attached
- Remove all metal, including piercings
- Please wear shorts for lower extremity radiographs
- Advise the technologist if you think you're pregnant

VIRTUAL TELEHEALTH

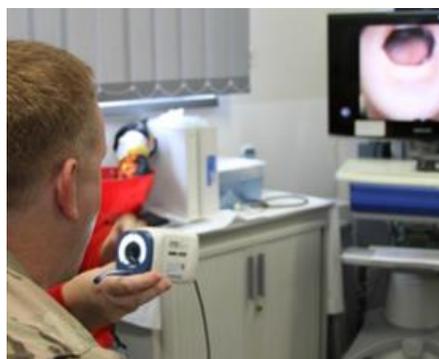
Location: Building 1040

Hours of Operation: 7:30 a.m. to 4 p.m.

About: USAHC-W uses video-conferencing technology to connect patients virtually to providers at Landstuhl Regional Medical Center, and with CONUS providers who have worldwide privileges. LRMC offers Virtual Health consultations for over 35 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 referral with a specialty provider can be conducted via Virtual Health.

Common Virtual Health Appointments:

- Allergy and Immunology
- Pain Management
- Orthopedics
- Endocrinology
- Ear, Nose, and Throat
- General Surgery/Plastics
- Hematology
- Infectious Disease
- Neurology/Neurosurgery
- Nutrition
- Oncology
- Pulmonary
- Rheumatology
- Urology



ARMED FORCES WELLNESS CENTER

Location: Building 1201, Second Floor

Hours of Operation: Monday - Friday 7:30 a.m. - Noon, 1 - 4 p.m.

Phone: DSN 314-590-1478, commercial [06371-9464-1478](tel:06371-9464-1478). Central Appointment Line:
1 - Appointments, 4 - Wiesbaden, 6 - AFWC

Available to **ALL** DOD ID card holders 18 years and older.

About: The Armed Forces Wellness Center provides standardized primary prevention programs and services designed to build and sustain good health and improve the overall healthy lifestyle of service members, family members, military retirees, and DOD civilians.

Services:

- Metabolic Testing
- Body Composition Testing (BodPod)
- Fitness Testing
- Stress Management (Biofeedback)
- Wellness Classes (Nutrition, Exercise, Sleep, & Stress)
- Unit Assessments



PUBLIC HEALTH NURSING

Location: Building 1201, Second Floor

Hours of Operation: 8 a.m. to 4 p.m.

Phone: DSN 314-590-1311, commercial [06371-9464-1311](tel:06371-9464-1311)

About: USAHC-W Public Health Nursing operates programs to decrease the burden of disease and injury, while actively promoting health and wellness of the community.

Services: Epidemiological Surveillance, Infectious Disease Counseling and Contact Investigation, Health Consultant to Child, Youth Services, Health Promotion and Community Outreach Services, and Annual Influenza Vaccination Outreach Program.

Preventive Medicine Unit Briefings: Public Health provides group briefings on topics such as Sexual Health and Responsibility, Regional Threat Brief, Summer Safety, and Injury Prevention. Please contact us to schedule.

Walk-in STI Program: Enrolled patients can walk-in for a Sexually Transmitted Infection screening at the lab. This screening is for patients without symptoms. For symptomatic patients please schedule with your provider as a negative test will not rule out other symptom causes. STI screening is vital for disease prevention and is recommended annually or sooner with partner change.

[Heat and Cold Weather Safety](#)

[Are You Getting Enough Vitamin D?](#)

[Tick Exposure Prevention](#)

[Check Yourself and Tick Removal](#)

[Women's Health](#)

[Men's Health](#)

[CDC's Bicycle Safety](#)

[CDC's STI Education](#)

TOBACCO CESSATION

Quitting smoking will improve your health no matter how old you are, and no matter how long or how much you have smoked. Quitting smoking can lower your chances of getting or dying from heart disease, lung disease, kidney failure, infection, or cancer. It can also lower your chances of getting osteoporosis, a condition that makes your bones weak. Plus, quitting smoking can help your skin look younger and reduce the chances that you will have problems with sex.

What can I do to improve my chances of quitting?

Start exercising. Stay away from other tobacco users and places that you associate with tobacco use. If people close to you use tobacco, ask them to **quit with you**. Keep sugar free gum, hard candy or something to put in your mouth handy. If you get a craving, try one of these instead.

Becoming tobacco & Nicotine free? START here:

S = Set a quit date within the next 2 weeks.

T = Tell family, friends, and the people around you that you plan to quit.

A = Anticipate or plan for the tough times you'll face while quitting. On-line or in person counseling increases your success.

- <https://ycq2.org>
- [1-800-QUIT-NOW \(784-8669\)](tel:1-800-QUIT-NOW)
- Text MIL to 47848

Education: Army Public Health Nursing or Armed Forces Wellness Center

Medication: Clinical Pharmacologist: call appointment line or in-person at clinic to schedule appointment

R = Remove cigarettes and other tobacco products from your home, car, and work.

T = Talk to your care team about getting help to quit. Contact the Central Appointment Line or send a secure message in the MHS Genesis Patient Portal.

EDUCATIONAL & DEVELOPMENTAL INTERVENTION SERVICES

Location: Building 7780, Hainerberg

Hours of Operation: 7:30 a.m. to 4 p.m.

Phone: DSN 314-590-1323, commercial [06371-9464-1323](tel:06371-9464-1323)

Website: www.edis.army.mil

About: EDIS Supports children and their families pursuant to federally mandated Individuals with Disabilities Education Act (IDEA) programs and non-IDEA services. The mission of EDIS is to maximize the potential of children who are identified with, or at risk, for developmental delays and provide strategies to assist in their development and independence. The program includes early intervention, for children from birth to age 3, and related services as part of the DoDEA schools, for students from ages 3 to 21. Services are provided in the least restrictive environment; natural environment (i.e. home, CDC).

Services:

- **Developmental screenings** assist with determining if your child is meeting their global developmental milestones.
- **Developmental evaluations** determine if your child has delays in development that would make them eligible for early intervention services from EDIS.
- **Individualized Family Service Plan (IFSP)** identifies child and family goals and needs for eligible children regarding their overall development.
- **Early Intervention Services** provide direct support to reach the goals for your child and family.
- **Transition assistance** helps you and your child move on to another program as they turn three years of age, or to help you access services at your next duty location.
- **Individualized Education Plan (IEP)** is developed within your child's educational setting to identify goal areas to foster growth and success in the academic environment.
- **Related Services** provide occupational and physical therapy services within the context of your child's education system to ensure all students can receive a Free Appropriate Public Education (FAPE).

How to Refer: Referrals for EDIS can be made through your child's provider or parents can self-refer directly to their local EDIS. Referrals for Related Services in the DoDEA school systems (3 years and older) are made by your child's school.

FAMILY ADVOCACY PROGRAM

Location: Building 1201, Second Floor

Hours of Operation: 8 a.m. to 5 p.m.

Phone: DSN 314-590-1312, commercial [06371-9464-1312](tel:06371-9464-1312)

Emergencies MP Desk DSN 114, commercial [0611-705 7777/7778](tel:0611-705-7777/7778)

About: The objectives of the Family Advocacy Program (FAP) are to respond to intimate partner and child abuse, to ensure prompt assessment and investigation of all abuse cases, to protect victims of abuse, and to treat all beneficiaries affected by or involved in abuse.

The USAHC-W Clinical Family Advocacy Program responds to family maltreatment by assessing if abuse has occurred, ensuring 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 family violence. FAP-Clinical provides clinical services for victims and offenders.

Services:

- Domestic Abuse Assessment, Support & Safety Planning
- Individual, Couples and Family Therapy
- Group Therapy (Victim Support & Offender Intervention)
- Case Management and Treatment Coordination
- Restricted reporting options for victims of partner abuse

EXCEPTIONAL FAMILY MEMBER PROGRAM

Contact: usarmy.wiesbaden.medcom-mrc-eur.mbx.efmp@health.mil

About: The EFMP is a comprehensive, coordinated, multi- agency program that provides community support, housing, medical, educational, and personnel services to military families with an EFM.

The USAHC-W EFMP office is the medical component that assists families with enrollments, updates, dis-enrollments, and family travel screenings and works with military personnel departments to ensure that special medical and educational needs of family members are considered during assignment coordination.

Contact the USAHC-W EFMP Case Coordinator for help with the following:

- EFMP medical/educational enrollment, updates and disenrollment
- EFMP Screening
- Family Travel Screenings
- Command Sponsorship
- USAF Newborn Letter
- Compassionate Reassignment



TRICARE

Location: Building 1041, adjacent to the main clinic building

Hours of Operation: Monday - Friday, 7:30 a.m. to 4 p.m. Closed daily noon to 1 p.m. for lunch.

Phone: DSN 314-590-1302, commercial [06371-9464-1302](tel:06371-9464-1302)

Select one of the following options:

- 1: Enrollments
- 2: Billing & Claims
- 3: Referrals & Authorizations
- 4: Patient Liaison

TRICARE Service Center

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. Please update your address in DEERS online at www.tricare.mil/DEERS/

Landstuhl Regional Medical Center Referrals: To make your appointment, please wait 2-3 business days after the referral was put into the system, then call LRMC at [06371-9464-5762](tel:06371-9464-5762) or DSN 314-590-LRMC (5762). Current Joint Travel Regulation prohibits reimbursement for travel from Wiesbaden to LRMC for medical appointments. If you are unable to travel to LRMC, contact the Tricare office to inquire if the referral is eligible for care within the local network.

Network Referrals: After your provider places a referral, you can track the referral process through the [MyCare Overseas App](#). You must have an authorization before receiving care. If additional care is needed outside of that authorized in the referral, send your care team a [MHS GENESIS Patient Portal](#) message requesting an additional referral.

To change the provider listed on your referral or if you need assistance scheduling your appointment(s) at a host nation care facility, please contact International SOS by calling toll-free [0800-589-1599](tel:0800-589-1599). For issues, please notify your local TRICARE Service Center at [06371-9464-1592](tel:06371-9464-1592) or DSN 314-590-1592.

TRICARE (CONTINUED)

FOLLOW-UP CARE: Upon discharge, you should be contacted within 48-72 hours by a medical team member at USAHC-W. If you have been instructed to follow up, please contact your care team. It is important to keep copies of all host nation medical records. Bring host nation records to your follow-up appointment for review. If the documents are in another language, they will need to be translated by uploading them through the International SOS MyCare Overseas Beneficiary App and Portal.

FOLLOW-UP CARE REFERRALS: Before seeking follow-up care with a host nation provider, you must contact your provider to request a referral for the recommended treatment; include the medical report, your email address and current phone number. A TRICARE Authorization will take approximately 1-5 business days. International SOS will send an encrypted email with the approved authorization to your email listed in DEERS, followed by an email with a password.

PRESCRIPTIONS FOR MEDICATION: For medications after discharge, schedule a follow-up appointment with your care team. If you need medication before your appointment, please call central appointments and request they put in a message requesting med refill after hospital discharge. Requests should be made on day of discharge to ensure the clinic nurses have 72 hours to process the request. You may also fill medication at a local pharmacy, save the receipt, and file for reimbursement through Tricare.

PRESCRIPTIONS FOR MEDICAL EQUIPMENT: If you receive a prescription for durable medical equipment, please contact your care team. Prescriptions for medical equipment must be authorized by International SOS. Once you receive the authorization document from International SOS you may pick up the medical equipment at the assigned medical supply store.

Should you accept treatment without prior authorization from International SOS, you are subject to an out-of-pocket expense.

TRICARE INTERNATIONAL SOS

International SOS is the regional contractor for the TRICARE Overseas Program. International SOS can assist TRICARE beneficiaries with the following: Overseas Enrollments, Language Assistance, and Billing and Claims inquires. If you're enrolled in TRICARE Prime, International SOS will issue all network care authorizations.

Call International SOS toll-free from Germany at [0800-589-1599](tel:0800-589-1599).

Near Patient Nurse Team

The NPN teams are in-country medical professionals who assist beneficiaries navigate the overseas health care system. The NPN teams work with TOP providers, TOP beneficiaries, and where applicable, Military Treatment Facilities to address medical and cultural questions, facilitating a positive patient experience and assurance of quality health care services.

The NPN team is available 24/7 by calling [0800-123-3330](tel:0800-123-3330) to assist during admission to a host nation facility.

MyCare Overseas Beneficiary App via International SOS

[MyCare Overseas](#) is an easy-to-use, innovative tool designed to enhance your health care experience by offering easy-to-access services, such as checking your TRICARE Health Plan, verifying TRICARE covered services, finding a TOP Network Provider, and connecting you with 24/7 assistance to the local Near Patient Team (in specified locations), the Global First Call Desk, Beneficiary Support center and technical support. There's also a self-service chat bot feature that provides you with immediate answers to Frequently Asked Questions and if needed, a direct link to chat with the BSC.

SAMPLE AUTHORIZATION



IMPORTANT: PLEASE PRINT A COPY AND BRING THE WHOLE AUTHORIZATION PACKET WITH YOU TO YOUR INITIAL APPOINTMENT

TRICARE® OVERSEAS PROGRAM (TOP)



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AUTHORIZATION FOR CARE

Ziekenhuis Bernhoven
Nistelrodeseweg 10
Uden
Netherlands 5406 PT
+31 413402120

Address and contact phone number are always listed on the upper left corner. Please call to coordinate appointment.

Case Number: [REDACTED]

Authorization Number: [REDACTED]

Date: [REDACTED]

BENEFICIARY DETAILS:	
First Name	[REDACTED]
Last Name	[REDACTED]
Date of Birth	[REDACTED]
Sponsor SSN	[REDACTED] [REDACTED] [REDACTED]
DOD ID	[REDACTED]

Ensure all Beneficiary Details are correct if not, please update your DEERS information through [MilConnect](#).

AUTHORIZATION DETAILS:	
Validity Date(s)	Authorization is valid between Jan 1, 2023 and Jul 1, 2023.
MTF Order Number	
Specialty	Rheumatology
Provisional Diagnosis	Other specified systemic involvement of connective tissue
Number of visits	2
Type of Room Covered	Outpatient
Evaluation Type	Evaluate Only
Maximum Amount Paid for Care (if applicable)	

- Ensure all visits are completed within authorized validity dates.
- Only attend the allowed number of visits if additional visits are needed secure message PCM for additional care requests. Medical records are often necessary
- If authorization is Evaluate Only. It is important not to proceed with Treatment, as this will not be covered. This is only for an Evaluation and diagnostics. You will attend the appointment, get a medical record with findings, and request a Eval and Treat authorization to proceed with Treatment from your Primary Care Provider.
- Evaluation and Treat authorizations you can proceed with evaluation and treatment

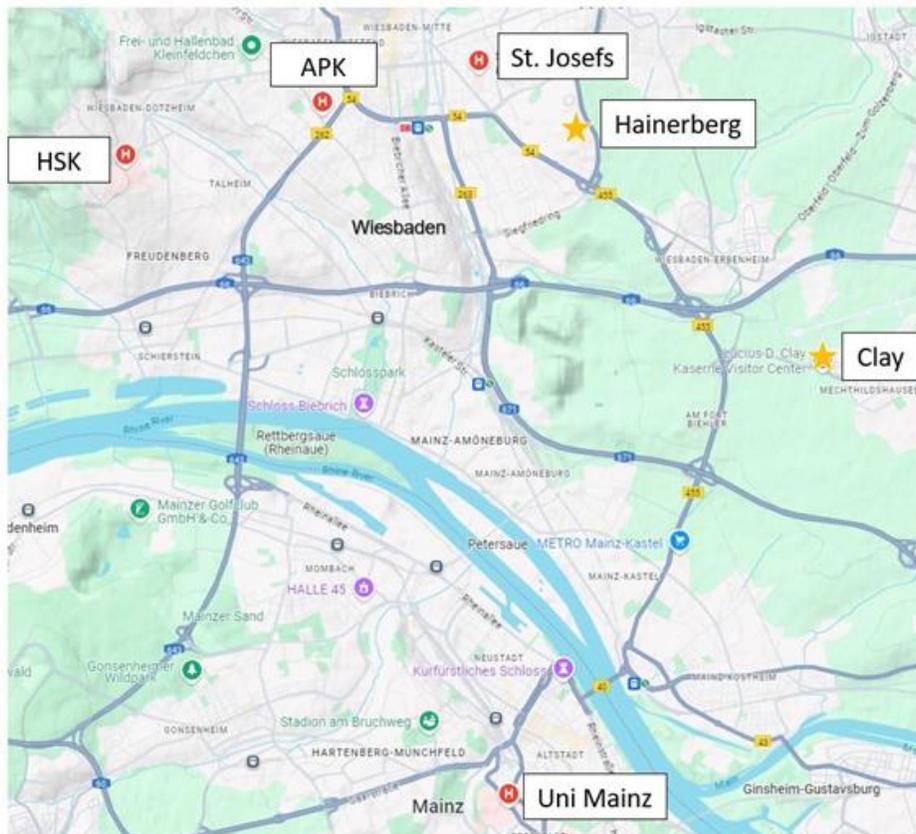
INSTRUCTIONS / EXCLUSIONS:	
<i>International SOS authorizes all reasonable, customary and necessary medical expenses within the scope of the approved authorization.</i>	
Reason for referral / Care proposed: Authorization for rheumatologist evaluation due to mixed connective tissue disease.	
<p>↑ The information listed in the reason for referral should be the only thing the provider or post addresses. Any additional concerns will need a new authorization.</p>	
<p>IF YOU HAVE ANY QUESTIONS ABOUT COVERED BENEFITS AND/OR EXCLUSIONS, PLEASE CONTACT THE TOP REGIONAL CALL CENTER FOR ASSISTANCE (CONTACT DETAILS BELOW). IF THE BENEFICIARY NEEDS TO CHANGE THE PROVIDER, THEY CAN DO SO BY CONTACTING THEIR TOP REGIONAL CALL CENTER.</p>	

EMERGENCY CARE

For medical emergencies, go to the nearest emergency room, dial [112](tel:112) if off-post, or call the MP station at [0611-143-548-7777](tel:0611-143-548-7777) or [7778](tel:7778). Note: USAHC-W does not provide emergency care.

Local Hospitals with Emergency Care:

- Uni Klinik Mainz
- Horst Schmidt Kliniken
- St. Josef's Hospital (No ocular injuries, pediatric emergencies, or BH)



*** Emergency Care Authorizations ***

To prevent billing issues, you must contact International SOS within three business days of receiving emergency medical services to get an authorization.

TOLL FREE from Germany: [0800-589-1599](tel:0800-589-1599)

International SOS CONUS: [+1-877-678-1207](tel:+1-877-678-1207)

HOST NATION CARE

Hospital services are in the following section. Please learn how to get around your neighborhood, including driving routes to your nearest host nation hospital emergency room. Host nation medical clinics and hospitals have much in common with those in the United States. Host nation providers and staff are highly educated professionals who provide excellent medical services. Due to German cultural norms, please expect some differences in care.

Language: Though many host nation providers may speak English, their staff may not. Should you experience any language barrier during your visit, the MyCare Overseas App has a link to translation services, or you can call toll free from Germany, 0800-589-1599. Please call a Host Nation Patient Liaison at 06371-9464-1593 if Translation Services via the MyCare App are not working, or if the host nation facility can't provide translation services.

Asking Questions of Your Provider: During rounds, it is appropriate to ask if your provider has time to address your questions. If not, ask when your provider can return. Some host nation providers will answer all your questions when asked but sometimes do not volunteer all results or information. Be sure to ask providers about the treatment plan. The International SOS Near Patient Team nurse can also assist with understanding your treatment plan.

Privacy: Host nation privacy standards may differ from U.S., so please keep in mind that we are in their country. These points may help:

- Host nation providers 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. 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 for them to accommodate yours.

HOST NATION CARE (CONTINUED)

Parking: Parking garages are available at each facility. Fees are charged for parking.

Religious Services: A chapel is located at each facility and services for different practices are available on Sundays.

Telephones/ Television: Most patient rooms are equipped with at least a television and telephone. Some facilities offer services at a charge.

Smoking: Smoking is prohibited in all hospital buildings. Consumption of alcoholic beverages is also prohibited. Some facilities have designated smoking areas.

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:

ID card	Towels and Washcloths
Euro	Personal Hygiene Items
Medication List	Pajamas, Slippers and Robe
Notebook/Pen	Set of Clothes (to wear home)
Snacks	Bottled Water (sparkling water is common)
Headphones	Newborn Car Seat (this is German law!)
Chargers	Books, Magazines or Newspapers

Please don't bring any 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. Some facilities charge a daily fee for lockers. If you experience any problems during your stay, please inform the Near Patient Team/Host Nation Patient Liaison.

UNI KLINIK MAINZ



Address: Langenbeckstraße, 55131 Mainz

Distance from Clay Kaserne: 9 km or 5.6 miles

Phone: [06131-170](tel:06131-170)

Website: www.unimedizin-mainz.de

About: The Universitäts Medizinische Klinik Mainz 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 over 50 clinical departments, institutes and divisions plus two facilities providing central health care 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, and Internal Medicine ER in Building 605.

Admission: For admission during regular working hours (7 a.m. to 4 p.m.) you need to report to the Patientenaufnahme (Patient Admissions). There are different 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.

HELIOS DR. HORST SCHMIDT KLINIKEN



Address: Ludwig-Erhard Straße, 65199 Wiesbaden

Phone: [0611-430](tel:0611-430)

Website: www.hsk-wiesbaden.de

About: 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. HSK has over 1,027 beds and is an academic teaching hospital (part of the faculty of the prestigious Johannes von Gutenberg University, Mainz).

Emergency Room: 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 (7 a.m. - 4 p.m.) you need to report to the Patientenaufnahme (Patient Admissions). 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.

ST JOSEFS HOSPITAL



Address: Beethoven Straße 20, 65189 Wiesbaden

Phone: [0611-1770](tel:0611-1770)

Website: www.joho.de

About: The St. Josefs Hospital (JoHo) 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. 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.

Admission: For admission during regular working hours (6 a.m. - 2:30 p.m.) patients need to report to the Servicestelle (Patient Admissions). Admissions from 2:30 p.m. - 6 a.m. 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.

ASKLEPIOS PAULINEN KLINIK



Address: Geisenheimer Straße 10, 65197 Wiesbaden

Phone: [0611-8470](tel:0611-8470)

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

About: The Asklepios Paulinen Klinik (APK) 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: There is no ER at APK. APK has some Urgent Care Medical Services that may or may not be covered by Tricare.

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.

LANDSTUHL REGIONAL MEDICAL CENTER



Address: Dr Hitzelberger Straße, 66849 Landstuhl

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

Appointment Line: DSN: 590-5762, commercial [06371-9464-5762](tel:06371-9464-5762)

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.

FREQUENTLY ASKED QUESTIONS

What is the Preferred Provider Network?

The TRICARE Europe Preferred Provider Network (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 that have a care authorization.

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?

There is an in-network Provider Search tool on [tricareoverseas.com](https://www.tricareoverseas.com). It helps you find a provider based on location, specialty, gender, and languages spoken. It can provide contact information, directions, and service limitations (if any).

You can also contact International SOS at 0800-589-1599 (toll-free from Germany) or their international SOS CONUS line at [+1 \(877\) 678-1207](tel:+18776781207) (someone will call you back).

If I choose Tricare Select coverage, will I be enrolled at USAHC-W?

No, with Tricare Select coverage you can self-refer to the provider of your choice on the economy.

Host Nation Hospital Admission?

If you are a Soldier or active duty Family member and are admitted to a host nation hospital for an emergency, please notify International SOS as soon as possible by calling the International SOS at [0800-589-1599](tel:08005891599) (toll-free from Germany).

Where can I find the referral?

Referrals are processed through LRMC Referral Management. The referral is then sent to a LRMC provider or a Host Nation provider. You may look on [MHS Genesis Patient Portal](#) for LRMC managed referrals and [MyCare Overseas](#) for Host Nation managed referrals. If the referral is not found in either portal, please contact your care team.

How long do Lab and Radiology orders last before expiring?

Lab orders expire after 60 days. Radiology orders expire after 90 days. Exceptions can occur dependent upon the diagnosis.

FREQUENTLY ASKED QUESTIONS

Why is my specialty referral only for one visit?

Regardless of how the referral is submitted there are regulations that require certain referrals to complete an **Evaluation** prior to **Treatment**. If the referral is Evaluation only, please submit the medical report with the diagnosis and treatment plan to your care team.

How do I change my assigned provider?

Patients may contact the local Tricare Office to request a provider change.

Are there translation services?

Most medical professionals speak some English. However, translation services for over 200 languages are available via International SOS by calling [0800-589-1599](tel:0800-589-1599) (toll-free from Germany) or their CONUS line at [+1 \(877\) 678-1207](tel:+1(877)678-1207). Services are meant to help facilitate interaction between you and the overseas provider. Translation service is available 24/7.

How do I go about enrolling my newborn overseas?

Register your child in DEERS within 120 days of birth. After DEERS registration, your newborn will automatically be enrolled in Select Overseas. If command-sponsored, you then have 90 days from registering the newborn in DEERS to change the enrollment to Prime. The sooner the better so we can assign your newborn a pediatrician at the clinic! To enroll in Prime, come to the USAHC-W Tricare Service Center with the 1172 form provided from DEERS *and* a copy of your orders. If you do not enroll them into Prime within those 90 days, you must wait until open season to change their coverage.

*If you do not register your child in DEERS, your child will not show eligible for TRICARE coverage and therefore *will not* be enrolled in any coverage, due to lack of notification. For Dual Military or Single Military Parents with a newborn, military members must go through the Exceptional Family Member Program (EFMP) Overseas Travel Screening Process to gain Command Sponsorship for their newborn child.

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

GERMAN MEDICAL PHRASES

English	German	Pronunciation
Hospital	Krankenhaus	<i>Krahn-ken-hows</i>
Pharmacy	Apotheke	<i>Ah-poh-tay-kuh</i>
Doctor	Ärztin (female) Arzt (male)	<i>Artst-en</i> <i>Artst</i>
Nurse	Krankenschwester (female) Krankenpfleger (male)	<i>Krahn-ken-shves-tar</i> <i>Krahn-ken-pflee-gar</i>
Appointment	Termin	<i>Ter-meen</i>
Prescription	Rezept	<i>Ray-tsept</i>
Ambulance	Krankenwagen	<i>Krahn-ken-vah-ghen</i>
My... hurts	Mein(e) ... tut weh	<i>Mine/mine-uh...toot vay</i>
Eye	Auge	<i>Ow-guh</i>
Ear	Ohr	<i>Or</i>
Head	Kopf	<i>Kohpf</i>
Arm	Arm	<i>Ahrm</i>
Chest	Brust	<i>Broost</i>
Stomach	Magen	<i>Ma-gen</i>
Leg	Bein	<i>Bine</i>
Headache	Kopfschmerzen	<i>Kohpf-shmair-zin</i>
Fever	Fieber	<i>Fee-bur</i>
Nausea	Übelkeit	<i>Oo-bell-kite</i>

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