

Welcome



Guide to Services at the U.S. Army Health Clinic Wiesbaden and Host Nation Healthcare 2023

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 Service Members and their Family Members 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.

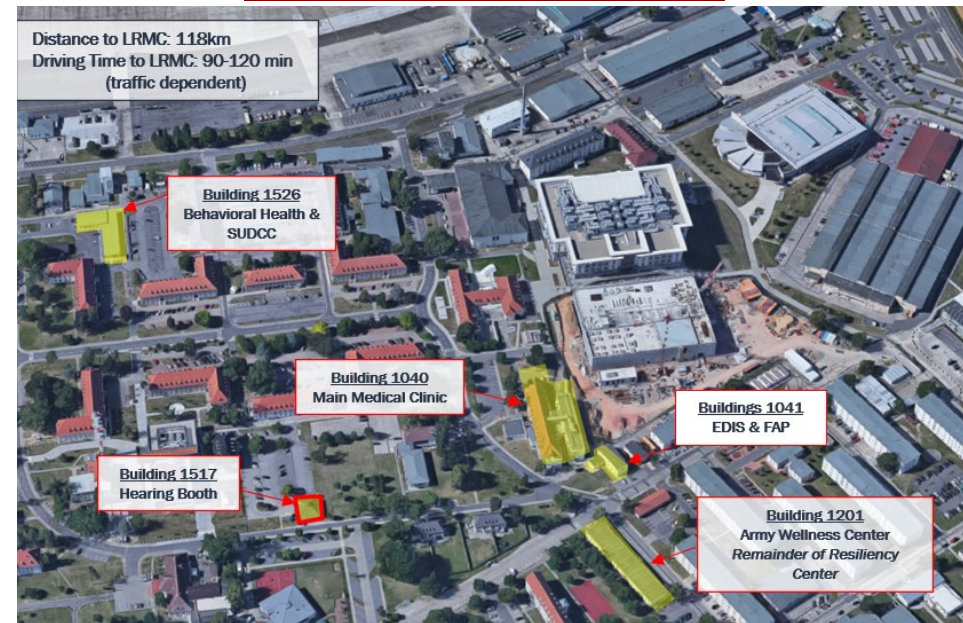
We look forward to caring for you and your Family!

Clinic Commander
U.S. Army Health Clinic
Wiesbaden

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Map of Health Services



<u>Building</u>	<u>Services</u>
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

General Information

General Hours of Operation: 0730-1600 (Mon-Fri)

*Closed Federal Holidays and the last Thursday of every month.
Follows USAG- Wiesbaden severe weather closures.*

Services Available at the Clinic

- Primary Care: Family Medicine (5 X PCM), Pediatrics (1X), Exceptional Family Member Program (EFMP), Educational and Developmental Intervention Services (EDIS), Immunizations *No Sick Call Services*
- Behavioral Health: Psychiatry, Psychology, Licensed Clinical Social Worker (LCSW), Family Advocacy Program (FAP), Substance Use Disorder Clinical Care (SUDCC)
- Optometry
- Physical Therapy *AD only*
- Preventive Medicine/Public Health
- Ancillary Services: Pharmacy, Lab, Radiology
- Soldier Medical Readiness Clinic *AD only*
- Wellness Center
- Tricare Services: Referrals, Billing & Claims, Host Nation Patient Liaisons, Enrollments, Clear and Legible Reports

Emergency Care: The clinic does NOT provide emergency care. See page 27 for emergency care information.

On 23 Sept 2023, the clinic will transition to a new electronic health record (MHS Genesis). As a result, the clinic expects decrease access from Jul-Dec 2023.



Need to see a referral or authorization, find a hospital, and more?
Scan Me!
<https://top.international.sos.com/beneficiary>



Need to see your labs, appointments, talk to your PCM, and more?
Scan Me!
Portal Assistance:
+1 800-538-9552



Need information for the clinic and offered services?
Scan Me!
Appointment Line:
+49 06371-9464-5762

***The Patient Portal will be replaced by MHS Genesis in September 2023.

PCMH

The Wiesbaden Army Health Clinic (WAHC) Patient Centered Medical Home (PCMH) is proudly accredited by The Joint Commission. Our patients have a health care team that knows their medical needs and coordinates with other health care delivery teams to provide the best quality care. Our PCMH staff includes your PCM (a physician or nurse practitioner), registered nurses, medics, and a clinical pharmacist.

PCMH provides routine and preventive healthcare services by appointment only. There are no emergent or urgent care services available at the Wiesbaden Army Health Clinic. Emergency care or urgent care must be sought at the Host Nation facilities or LPMC. There are no walk-in services available in PCMH.

Access to Care: 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. 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.

Active duty military and their Family members will be scheduled for appointments in accordance with the below standards:

Appointment Type	Required within:
24HR	24 hours
Future	7 calendar days
Specialty	28 calendar days

Important: Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care must be authorized by TRICARE first.

Virtual Tools

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 “Prescriptions” button, select which medications that you would like refilled, select AHC Wiesbaden location, and then submit. The refill will be ready the following business day after 1400.

Secure Messaging - <https://app.tolsecuremessaging.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.
- Once you register, you must reply to the email to activate Secure Messaging.

TRICARE Nurse Advice Line (NAL)

Civilian: 0800-071-3516 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.
- NAL does not have access to medical results.

Women’s Health

Location: Building 1040

Hours of Operation: 0730-1600

Services:

- Cervical Cancer Screening (PAP smear/HPV testing)
- Mammogram Referrals
- Walk-in Contraception Clinic (Tuesday Afternoons)
- IUD and Nexplanon Insertions
- Walk-in Pregnancy Testing
- Walk-in Prenatal Vitamins
- OB Referrals
- OB Education

Contact: Patients may schedule Primary Care Appointment to discuss Women’s Health through the Central Appointment Line at 06371 9464 5762, and may also leave a telephone conference (T-Con) message if they would like a call back to speak with a WAHC nurse.

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. Scheduled appointments are not needed for pregnancy tests.

OB Care

Pregnant patients in the Wiesbaden community receive ALL their medical care (prenatal, delivery, and postpartum) by host nation providers.

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.

Active Duty pregnant females should contact WAHC Primary Care Team for their pregnancy profile or for any quarters prescribed by their host nation provider.

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

- **Initial OB Instruction:** Upon notification of a positive pregnancy test, a WAHC nurse will provide an overview of the referral process, selecting a host nation OB provider, emergency care, Women Infants and Children (WIC) program, and active duty pregnancies.
- **26-week OB Class:** Held every third Monday of the Month at the ARMY Wellness Center. This class has several guest speakers such as a TRICARE representative, WAHC nurse, ACS New Parent Support and a WIC representative to discuss pregnancy and delivery processes, choosing a delivery hospital, circumcision, lactation resources, and newborn visits. You may also request your breast pump prescription at this appointment. We encourage spouses or support person to accompany you to this class. Pre-registration is required.

Army Wellness Center



Location: Building 1201 (above American Red Cross)

Hours of Operation: 0730-1200, 1300-1600, Mon -Thurs
0730-1200, Friday

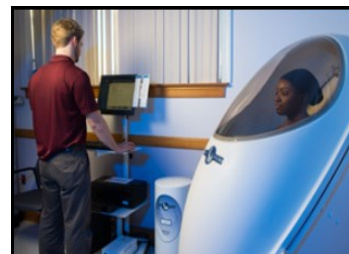
Phone: Civilian 06371-9464-1478, DSN 590-1478

Available to **ALL** DoD ID card holders 18 years 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, Military Retirees, and DA Civilians.

Services Provided:

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



Behavioral Health

Location: Building 1526

Hours of Operation: 0630-1700

Phone: DSN: 590-1320 Civilian: 06371-9464-1320

* The main appointment line cannot be used to make or cancel appointments with behavioral health; you must call the clinic directly *

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 be referred to host nation providers for care. In addition, the clinic's child psychologist can, on a space-available basis, provide services for dependents of active duty service members enrolled in school full-time and between the ages of 8-18.

Services Provided:

- Embedded Behavioral Health
- 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 either Uni Klinik Mainz or HSK (see pages 32 and 35).

EDIS

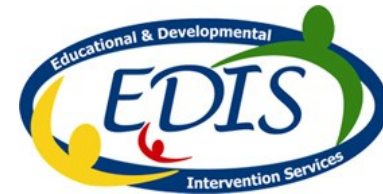
Location: Building 1041

Hours of Operation: 0730-1600

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.

Family Advocacy Program

Location: Building 1041

Hours of Operation: 0800-1700

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-Clinical provides clinical services for victims and offenders.

Services Provided:

- Domestic Abuse Assessment, Support & Safety Planning
- Individual, Couple's 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

Location: Building 1040, RM 214

Walk-in hours: 0800-1200, 1300-1600

Phone: DSN: 590-1525

Civilian: 06371-9464-1525



About: The Exceptional Family Member Program (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 WAHC EFMP office is the medical component that assists families with enrollments, updates, dis-enrollments, family travel screenings and works with military personnel departments to ensure that special medical and educational needs of family members are being considered during assignment coordination.

Contact the WAHC 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

Immunizations

Location: Building 1040 (1st floor)

Hours of Operation: 0800–1200, 1300-1600

About: By appointment only, the immunizations clinic provides required vaccines for active duty service members, 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; COVID (Moderna, Pfizer, Peds Pfizer)

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.

Laboratory

Location: Building 1040 (1st floor past Pharmacy)

Hours of Operation: 0730-1600 Monday-Friday

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 can only be drawn on certain days. It is recommended to call 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.

Optometry

Location: Building 1040 (2nd floor)

Hours of Operation: 0730-1130, 1300-1600

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).

Pharmacy

Location: Building 1040 (1st floor)

Hours of Operation: 0800-1600

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

MANDATORY REFILL CALL (phone or online)

All refill requests will be available the following business day after 1400

*If you do not have any refills, please contact your provider.
If you need a prescription transferred from another location, please come to the pharmacy and ask for the transfer form.*

Phone Refill: DSN: 590-5227 or Civilian: 06371-9464-5227
Press option #1 (Landstuhl), then option #9 (Wiesbaden), then option #1 (refill), then enter your prescription number.

Tricare Online Refill: (www.tricareonline.com)

Click on Prescriptions button, then select Pick-Up Location: AHC Wiesbaden, then select medication(s) from active Rx list, then click 'send refill request now'.

Host Nation (HN) Prescriptions: Prescriptions from HN providers may be filled if:

- The HN provider is an approved network provider, listed in the pharmacy database and prescribing within their scope of practice and training.
- Provider adheres to the Medical Readiness Command Europe formulary and non-formulary approval process.
- Original prescription is **written in English** and contains:
 - Patient's full name and date of birth.
 - Medication name, strength, quantity, number of refills
 - Dosage instructions (and indication for all controlled substances)
 - Date prescribed and signature of the HN physician (computer generated signatures are not accepted).
- Wiesbaden clinic physicians are prohibited from rewriting HN prescriptions to meet these requirements.

Physical Therapy

Location: Building 1040, Basement, Room 010

Hours of Operation: 0800-1600

Scheduling (via PT front desk only):

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

Cancellations:

- Call the PT front desk (number above)
- Call the LRMC Appointment Line:
DSN: 590-5762 Civilian: 06371-9464-5762
- Cancel via [TricareOnline.com](https://www.tricareonline.com)

Services Provided:

The Wiesbaden Army Health Clinic Physical Therapy Department provides musculoskeletal evaluations and treatment of acute and chronic injuries for Active Duty orthopedic patients.

We also provide comprehensive post-operative rehabilitation for Active Duty Service Members who have had surgery both on and off post.

Treatment plans are individualized and designed to manage pain, normalize deficits in range of motion, strength, mobility and coordination, to maximize functional abilities and to facilitate return to full function and readiness.

Treatment plans may also include:

- Running and lifting technique evaluation 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.

Population Health

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 TOL Secure 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.

Public Health Nursing

Location: Building 1040, Office 004

Hours of Operation: 0800-1600

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

Radiology

Location: Building 1040, Room 148

Hours of Operation: 0800-1600

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, 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

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.

Virtual Telehealth

Location: Building 1040, Room 008 (basement)

Hours of Operation: 0730-1600

About: WAHC utilizes video-teleconferencing technology to connect patients virtually to providers at Landstuhl Regional Medical Center. LPMC 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 LPMC. 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 Neuro and Development
- Pain Management
- Sleep Medicine
- TBI



TRICARE Service Center

Location: Building 1040, Room 154

Hours of Operation: 0730-1600; Fri 0730-1445

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

Select one of the following options:

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

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/

TRICARE Briefings

Wiesbaden Welcome Center Bldg. 1023:

- In-processing Brief occurs every Tuesday at 0930-1030
- Out-processing Brief occurs every Wednesday at 1330

ACS SPOUSES Brief at Hainerberg Bldg. 7790

- Every third Wednesday of the Month-contact ACS for more information

International SOS

International SOS is the Regional Contractor for TRICARE Overseas Program (TOP). International SOS can assist TRICARE beneficiaries with the following: Overseas Enrollments, Language Assistance, and Billing and Claims inquiries. If you are TRICARE Prime they will issue all Network Care Authorizations.

International SOS Toll Free from Germany 0800-589-1599.

Near Patient Nurse Team (NPN)

The Near Patient Program (NPP) teams are in-country medical professionals who assist beneficiaries navigate the overseas health care system. The NPP teams work with TOP Providers, TOP beneficiaries, and where applicable Military Treatment Facilities (MTFs) to address medical and cultural questions, facilitating a positive patient experience and assurance of quality health care services. The Near Patient Nurse Team (NPN) is available 24/7 by contacting 0800 123 3330 to provide assistance during an 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 (BSC), and Technical Support. There's also a self-service ChatBot feature that provides you with immediate answers to Frequently Asked Questions and if needed, a direct link to chat with the BSC.



Referrals/ Authorizations

Network Referrals: After your Primary Care Team at the Wiesbaden Army Health Clinic places the referral, you can track the referral process through the MyCare Overseas App. You must have an authorization prior to receiving care outside of a Military Medical Treatment Facility (MTF). If additional care is needed outside of the care authorized in your referral, send your Primary Care Team at the Wiesbaden Army Health Clinic a Secure Message via TRICARE Online requesting an additional care referral.

If you want to change the provider listed on your referral or need assistance scheduling your appointment(s) at a host nation care facility, please contact International SOS via the following toll-free number 0800-589-1599. If you run into any issues, please notify your local TRICARE Service Center at 06371-9464-1592 or DSN 590-1592.

Landstuhl Regional Medical Center (LRMC) 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 or DSN 590-LRMC (5762).

Reimbursement for travel may be possible through your unit with a signed DTS voucher. ADSM can file a DTS voucher for their dependents.

- Travel Reimbursement Eligibility Requirements (Joint Travel Regulations-JTR, 033101. pg.149). Must be a Tricare Prime Beneficiary.
- Must have a referred appointment outside of the local area (100 miles radius) & care is not available within the local Host Nation Network.

Note: All Active-Duty Members will receive specialty care at LRMC unless the requested service is unavailable.

Virtual Health Clinic Referrals: Your LRMC Specialty Clinic will contact you in 2-3 business days to schedule your appointment. If you have not been contacted after 3 days call LRMC at 06371-9464-5762 or DSN 590-LRMC (5762).

How to read your Authorization



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]
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:

International SOS authorizes all reasonable, customary and necessary medical expenses within the scope of the approved authorization.

Reason for referral / Care proposed: Authorization for rheumatologist evaluation due to mixed connective tissue disease.

↑ 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.

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.

Admission to a Host Nation Facility

MEDICAL SUPPORT: The International SOS Near Patient Team Nurses are available to provide medical support and assistance with understanding your medical care during your admission. For assistance please call Toll Free 24/7 Assistance: 0800-123-3330

FOLLOW-UP CARE: Upon discharge, you should be contacted within 48-72 hours by a medical team member at the Wiesbaden Army Health Clinic to check on you. If you have been instructed to follow up with your Primary Care Manager (PCM) please schedule your appointment via Tricare Online or the by calling Central Appointments at 06371-9464-5762. 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 by uploading them through the International SOS "MyCare Overseas Beneficiary App and Portal.

Before seeking follow-up care on the Host Nation, please secure message your PCM to request a referral for the recommended treatment listed in your medical report; include your email address and current phone number. A TRICARE Authorization will take approx. 1-5 business days, depending on if the referral is for ASAP or routine care. Download the MyCare Overseas App to track your authorization status. International SOS will send the approved Authorization to your email listed in DEERS as an encrypted email followed by an email with a password. Should you accept treatment without prior Authorization through International SOS, you are subject to an out-of-pocket expense.

PRESCRIPTIONS FOR MEDICATION: For medications after discharge, schedule a follow up appointment with your Primary Care Manager (PCM) via Tricare Online or the by calling Central Appointments at 06371-9464-5762. If you need a medication before you appointment, please call central appointments and request they put in a tcon requesting med refill following hospital discharge. This should be done on day of discharge to ensure the clinic nurses have 72hrs to review the med and fill the request .

PRESCRIPTIONS FOR MEDICAL EQUIPMENT: If you received a prescription for durable medical equipment (DME), please send a secure message to your PCM utilizing TRICARE Online or via a telephone consultation (TCON) by calling Central Appointments at 06371-9464-5762. Prescriptions for medical equipment must be authorized by International SOS. Once you receive the authorization from International SOS you may pick up the medical equipment at the assigned medical supply store.

Emergency Medical Care

The Wiesbaden clinic does **NOT** provide emergency care. For medical emergencies, go to the nearest emergency room or dial 112 if off post, or call the MP station at 0611-143-548-7777 or 7778.

Emergency care is available at the below Host Nation Hospitals:

- Uni Klinik Mainz. See page 32.
- Horst Schmidt Kliniken (HSK). See page 35.
- St Josefs Hospital (No ocular injuries, pediatric emergencies, or inpatient BH). See page 38.

Emergency Care Authorization

To prevent billing issues, you must contact International SOS within 3 business days from the time you first received emergency medical services to receive an authorization.

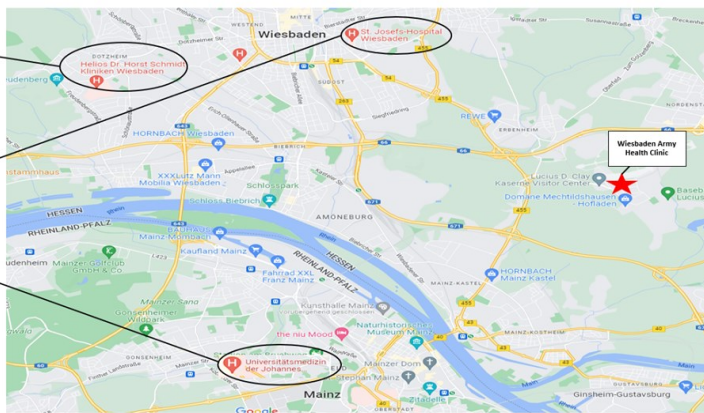
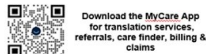
TOLL FREE from Germany: 0800-589-1599

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

HOST NATION EMERGENCY SERVICE LOCATIONS



Call International SOS for a care authorization
Toll Free: 0800-589-1599



NO EMERGENCY SERVICE AVAILABLE ON POST

Host Nation Care

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.

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. 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.

Language: Though many host nation doctors 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 let a Host Nation Patient Liaison know via 06371-9464-1593 if the Transition Services via the MyCare App are not working or if the Host Nation Facility cannot provide translation services.

Asking Questions of Your Physician: During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Some host nation physicians 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. Your International SOS Near Patient Team Nurse can also assist with understanding your treatment plan.

Privacy: Host nation privacy standards may differ from US, 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.

Host Nation Care

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)
- Set of clothes for going home after discharge from the hospital
- Headphones
- Tissues
- Car seat (this is German law!)
- Diapers

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. If you experience any problems during your stay, please inform your Host Nation Patient Liaison.

Uni Klinik Mainz



Universitäts Medizinische Klinik Mainz

Address: Langenbeckstraße, 55131 Mainz

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

Uni Klinik Mainz

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.

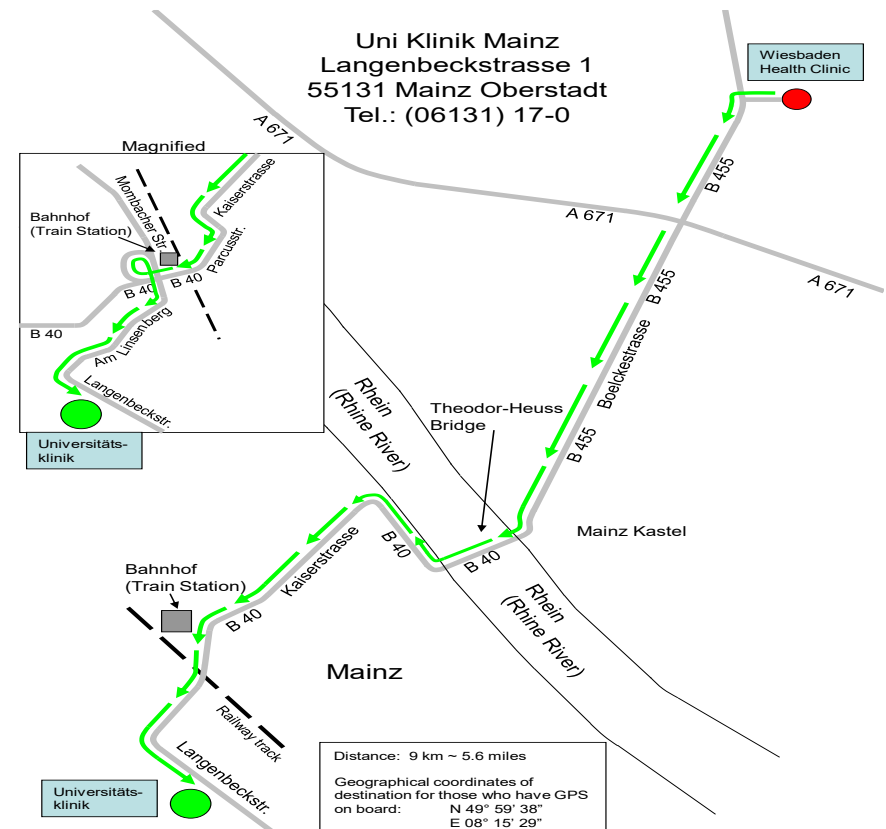
Smoking

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.

Uni Klinik Mainz



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.

HSK



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

HSK

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 a 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.

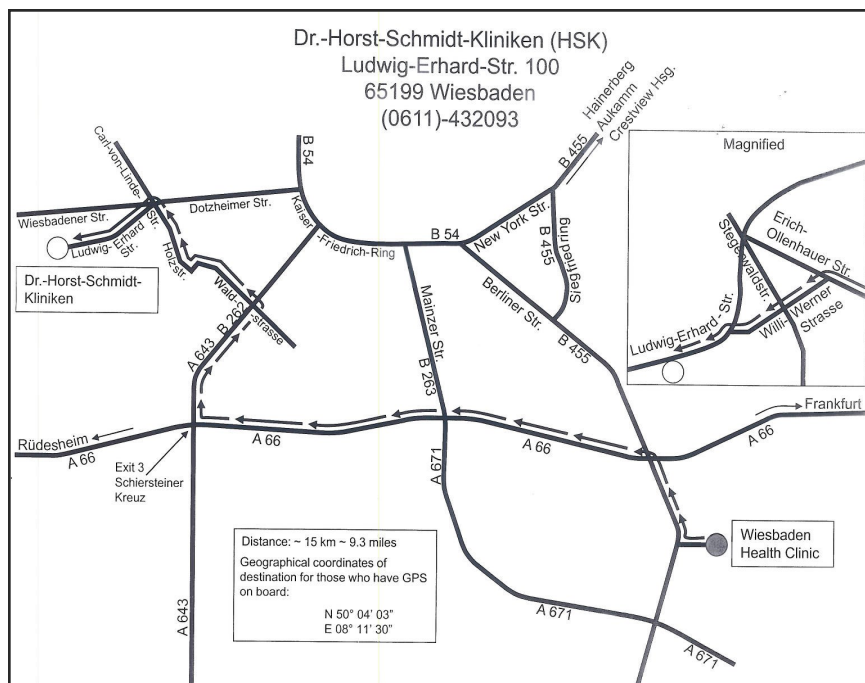
Smoking

Smoking is prohibited throughout the entire hospital. There is a terrace on the 2nd floor (1. Etage) as you cross over from 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.

HSK



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



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

St Josefs Hospital

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.

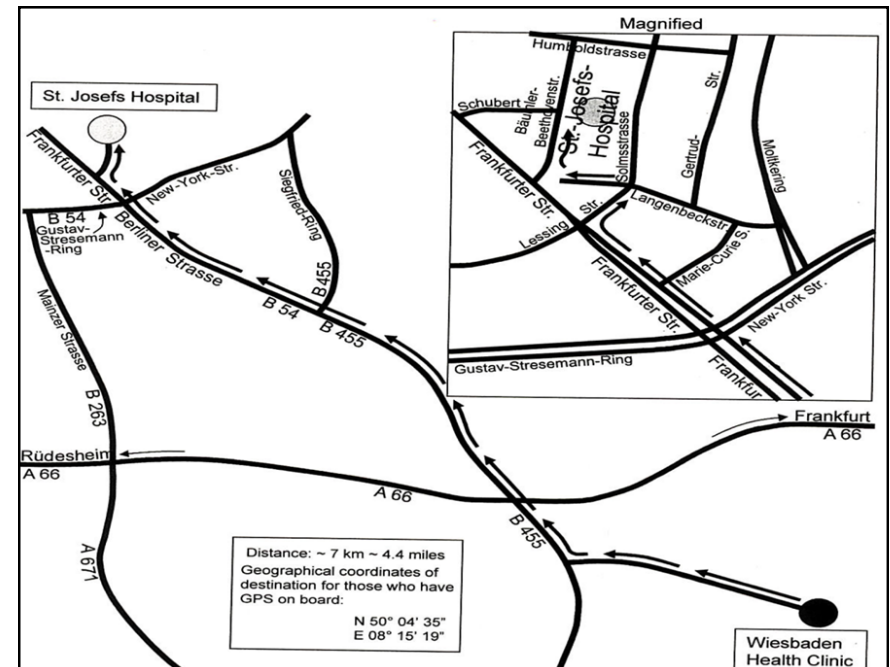
Smoking

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

St Josefs Hospital



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 under-ground 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



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 Emergency Medical Services.

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.

Asklepios Paulinen Klinik

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

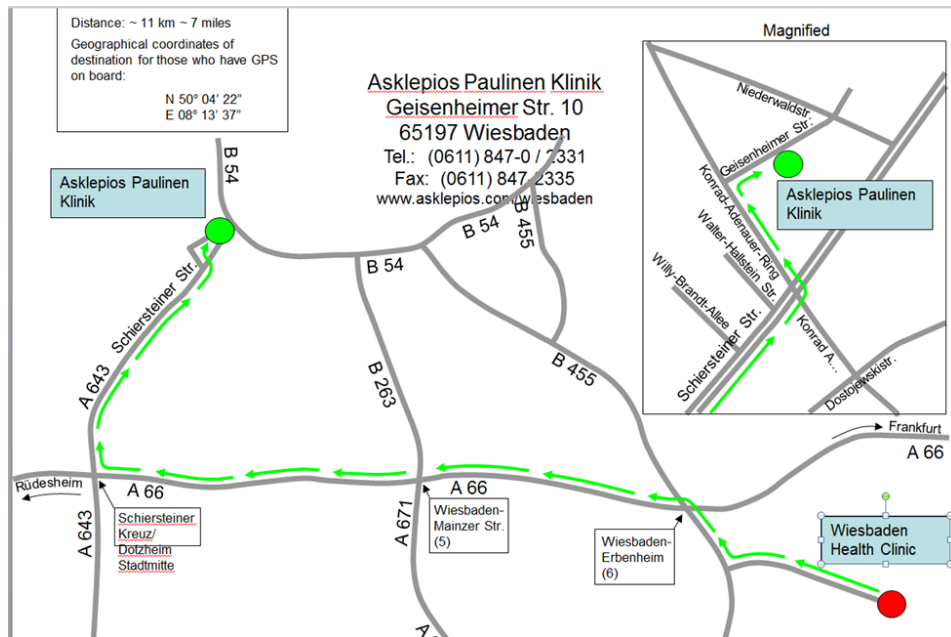
Smoking

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.

Asklepios Paulinen Klinik



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.



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: 06371-94645762

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.

LRMC

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

Frequently Asked Questions

Host Nation Providers

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.

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. 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 (someone will call you back).

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

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 (toll-free from Germany) or their international SOS CONUS line at +1 (877) 678-1207.

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 (toll-free from Germany) or their CONUS line at +1 (877) 678-1207. Services are meant to help facilitate interaction between you and the overseas provider. Translation service is available 24/7.

Frequently Asked Questions

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 pedestrian at the clinic! To enroll in Prime, come to the Wiesbaden Army Health Clinic 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.

MHS Genesis

*On 23 Sept 2023, the clinic will transition to a new electronic health record (MHS Genesis). As a result, the clinic expects

MILITARY HEALTH SYSTEM MHS GENESIS *Patient Portal Factsheet*

What is the Patient Portal?

MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. It replaces TRICARE Online (TOL) and Secure Messaging for sites currently using MHS GENESIS. If your site does not have MHS GENESIS, you will continue using TOL and Secure Messaging to access your health care information.

How do I access the Patient Portal?

To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil. Beneficiaries can log in using their DS Logon. A free Premium Access (Level 2) account is required to view the health record. The DS Logon Premium account allows you to view personal data about yourself in the Department of Defense and Department of Veterans Affairs systems, apply for benefits online, check the status of your claims, update your address information, and more.

In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their account to Premium Access. A link to the "My Access Center" is available on the MHS GENESIS Patient Portal landing page to direct patients on how to get their DS Logon credentials.

Where do I go for more information?

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Global Support Center (GSC) at 1-800-600-9332.

Features

- View your health information
- Exchange secure messages with your care team
- Request prescription renewals
- View notes from your clinical visits and certain lab/test results, such as blood tests
- Schedule medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Access information related to your health concerns and medications



DEPARTMENT OF DEFENSE
MHS GENESIS
MILITARY HEALTH SYSTEM

Last updated on January 2020

For more information, visit health.mil/MSHGENESIS

MHS Genesis

MHS Genesis Patient Portal
ESTABLISHING A DS LOGON AND ACCESSING THE MHS GENESIS PATIENT PORTAL

What to do ?

If you use Tricare Online, you will use the MHS Genesis Patient Portal after 23 September.

If you do not have a TRICARE ACCOUNT do this:

Review DEERS information for accuracy.

You can update your information by going to the ID Card Office Online.

Create a DS LOGON

You will need to create a DS Logon if you do not have one.

ACCESS:
Log into the MHS GENESIS Patient Portal

DS SUPPORT [HTTPS://MILCONNECT.DMDC.OSD.MIL/MILCONNECT](https://milconnect.dmdc.osd.mil/milconnect)
CONTACT THE DEFENSE MANPOWER DATA CENTER AT 1-800-538-9552

Important Phone Numbers

Emergency care/Ambulance:	110, 112, or 117
MP (emergencies):	DSN: 114 Civilian: 0611-143-548-7777 or 7778
Central Appointments:	DSN: 590-5762 Civilian: 06371-9464-5762
Nurse Advice Line:	08000713516
International SOS (ISOS) ISOS Medical Assistance	0800-589-1599 (toll free from Germany) 0800-723-4214
Main Clinic Number:	DSN: 590-1300 Civilian: 06371-9464-1300
Behavioral Health:	DSN: 590-1320 / 1380 Civilian: 06371-9464-1320 /1380
EDIS	DSN: 590-1323 Civilian: 06371-9464-1323
Family Advocacy:	DSN: 590-1312 Civilian: 06371-9464-1312
Pharmacy refills:	DSN: 337-5095 Civilian: 0611-705-5095