



Telephone Consults

*A nurse or provider has 3 duty days to respond to a Telephone Consult. If an urgent matter exists, notify the appointment line clerk, +49(0)2451-99-3200, so that they can annotate that on the telephone consult.

**Certain types of medications cannot be refilled via telephone consult and an appt with your provider must be made.

***If you need a medication refill, please call the appt line +49(0)2451-99-3200 at least 7 duty days PRIOR to your last pill or dose is taken.

Appointments

*An appointment is considered a No-Show if the patient arrives after 10 minutes past the scheduled appointment time.

**If you are late for a scheduled appointment, it is up to the provider if he/she can still see you or they may ask for you to reschedule.

***Please cancel or reschedule appointments at least 24 hours in advance



TriCare Nurse Advice Line



Need medical advice out of hours? Not sure whether to wait until the morning or go to the ER now? Registered Nurses are available 24 hours a day, 7 days a week to take your call and offer advice on medical treatments and chronic illness. The toll-free number to the TRICARE Nurse Advice within Germany is 0800-8251600. You can either speak with a TRICARE nurse or listen to more than 400 recorded messages about a variety of health topics.

Flyers Sick Call

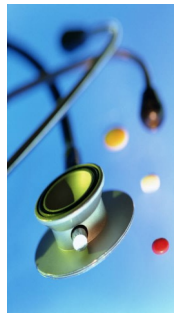
US Flight Med sick call: 0800-0900 hrs, Mon-Fri @ NATO Clinic



Need a Patient Liaison?

If you have a medical appt off-base, an emergency, or are staying the night in the hospital, and would like a tri-lingual patient liaison to ease the language barrier, please call the On-Call Patient Liaison at 0172-252-3648.

Referral Process



1. Patient sees PCM
2. PCM puts in referral
3. Patient goes to TRICARE (US Clinic, 2nd floor)
4. TRICARE sets up appt for patient
5. Patient sees specialist



470TH Medical Flight, NATO AB Geilenkirchen, Germany

QUICK GUIDE

Updated September 2015



US Medical Clinic appt line: +49(0)2451-99-3200

(Appt line opens @0800)

Hours of Operation

Monday-Thursday	0800-1600
Friday	0800-1200
1st Thursday of month	0800-1200

~No Sick Call services~

US Dental Clinic appt line: +49(0)2451-99-3535

Hours of Operation

Monday-Thursday	0800-1600
Friday	0800-1400
1st Thursday of month	0800-1200

~Sick Call—must call first

The 470th Medical Flight is closed on all NATO Component holidays



What to do if the clinic is closed OR

What to do if you are out of the area



1. If you have an emergency, please dial **112** (if in Europe) or **911** (if in USA), or proceed to the nearest emergency room. For information on the nearest emergency rooms, see below.

2. If you do NOT have an emergency, but would like medical assistance, please call the Int'l SOS Call Center. Dial toll-free from Germany at **0800-589-1599 option 1**, toll-free from the Netherlands at **0800-230-0006 option 1** or toll-free from USA at **1-877-678-1207**. All other countries, call **+44-208-762-8384**.

A. The call center will give you authorization to go to the nearest urgent care facility. This will ensure your bill is paid by TRICARE. If you go without prior authorization, there is a risk that your bill will not be paid.

3. If you would like to speak to the 470th Medical Flight's On-Call Provider, contact the appt line at **+49-02451-99-3200, choose Option 2** for Medical Provider.

Nearest Emergency Rooms

(possible loss of life, limb or eyesight)



ZUYDERLAND HOSPITAL, Heerlen +31(0)45-576-6666
Henri Dunantstraat 5, 6401CX The Netherlands
*All specialty care is available

ZUYDERLAND HOSPITAL, Sittard-Geleen +31(0)88-459-7777
Dr. H. van der Hoffplein 1, 6162 BG The Netherlands
*All specialty is available

AZM UNIVERSITY HOSPITAL, Maastricht +31(0)43-387-6543
P. Debyelaan 25, 6229 HX The Netherlands

ST. ELISABETH KRANKENHAUS, Geilenkirchen +49(0)2451-6220
Martin-Heyden Strasse 32, 52511 Germany
*NO OB/GYN, NO PEDIATRICS and NO NEUROLOGY

STÄDTISCHES KRANKENHAUS, Heinsberg +49(0)2452-1880
Auf dem Brand 1, 52525 Germany
*NO PEDIATRICS AND NO NEUROLOGY

UNIVERSITY HOSPITAL, Aachen +49(0)241-800
Pauwelstrasse 30, 52074 Germany
*All specialty care is available

Beneficiary may still receive a bill in the mail. Bring documentation into the TRICARE Service Center, and a benefit counselor will assist.



Nearest Family Practice After Hours (For services that are NOT an emergency, but where treatment cannot wait 24 hrs. Patients must call in advance. Pediatric services are available)

Beneficiary may receive a bill in the mail. Bring documentation into the TRICARE Service Center, and a benefit counselor will assist.

You need an authorization for urgent care after hours call ISOS!

ST. ELISABETH KRANKENHAUS, Geilenkirchen

Martin-Heyden-Strasse 32, 52511 +49(0)2451-409-2339 or toll-free 116/117

Located within main hospital—use entrance next to chapel

**Hours of Operation: Mon, Tues, Thurs 1800-2300 (6pm to 11pm). Wed & Fri 1300-2300 (1pm to 11pm). German on-call doctor can be reached after 2300.

STÄDTISCHES KRANKENHAUS, Heinsberg +49(0)2452-188-569

Auf dem Brand 1, 52525

CENTRALE HUISARTSENPOST NIGHT CARE, Heerlen +31(0)45-577-8844

Henri Dunantstraat -Located within the Atrium hospital

**Hours of Operation: 1700-0800 hrs on weekdays and 24 hrs on weekends

HUISARTSENPOST (Family Practice), Sittard-Geleen +31(0)46-400-9925

Dr. H. van der Hoffplein 1, 6162 BG

**Hours of Operation: 1700-0800 hrs on weekdays and 24 hrs on weekends



What to do AFTER an Emergency Room/Family Practice After Hours Visit

1. It is important that you notify the TRICARE Service Center as soon as possible by calling +49(0)2451-99-3400/3401/3402 during regular duty hours.

2. If you are a Flyer OR a beneficiary whose Emergency Room visit resulted in an overnight stay or a subsequent referral for more tests and/or equipment was issued (crutches etc) please call to book an appointment with your PCM. To do this, please call the appointment line at +49(0)2451-99-3200.

3. The next duty day please bring result/report from the off base visit to the Tricare office for translation (**YOU MUST REQUEST REPORT DURING YOUR VISIT**) and then call the appointment line at +49(0)2451-99-3200 to schedule the follow-up appointment with your PCM.