

Frequently Asked Questions

Medical Care at GK – FAQ



What are the general hours of the medical clinic?

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

What services are available at the clinic?

- Flight Medicine
- Family Practice
- Mental Health
- Immunizations
- Laboratory
- Pharmacy
- X-ray
- Public Health
- Tricare Service Center
- Patient Liaison Officers
- Beneficiary Counseling and Assistance Coordinators (within the Tricare Service Center)

How many primary care managers are available at the GK Clinic?

- There are three (3) Primary Care Managers on staff at the 470th Medical Flight (GK Clinic). One is designated for Flight Medicine and the other two are family practice.

Frequently Asked Questions

What if I need the care of a specialist?

- There are no specialists on staff at the 470th Medical Flight (GK Clinic). Those in need of specialty care are referred to a local provider.
- In order to have your visit to a local provider covered by Tricare, please follow the steps of the referral process.
- 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

Is there a nurse advice line?

- TriCare offers a Nurse advice line.
- 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

Frequently Asked Questions

What do I do in the case of an emergency?

*note: If the condition does not involve possible loss of life, limb, or eyesight, the local ER can turn you away. If this is the case, see the section on Urgent Care.

- Dial 112 or go to the nearest Emergency Room
- Tricare will cover ER visits without prior authorization in the case of a true emergency.
- Beneficiary may still receive a bill in the mail. Bring documentation into the TRICARE Service Center, and a benefit counselor will assist.

- Emergency Rooms:

- 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

Frequently Asked Questions

What do I need to do after I receive emergency care?

- As soon as possible, it is important to contact your Tricare Service Center to notify them of the event.
- **Retroactive authorization must be in hand within 72 hours or Tricare will not cover the service.**
- Bring the result/report from the off-base visit to the Tricare office for translation. YOU MUST REQUEST A REPORT DURING YOUR VISIT.
- Call your PCM for a follow-up appointment if your visit resulted in an overnight stay, a referral for more tests, or equipment was issued.

What is the patient liaison officer?

- What services can a Patient Liaison Officer provide?
 - Visit & assist patients admitted to local facilities.
 - Assist outpatients before, during and after their appointments.
 - Familiar with medical terminology, local healthcare systems and customs.
 - Fluent in English, Dutch and German.
 - Can help you communicate with Host Nation health care team to get clear understanding of you condition and treatment.
 - Offer a listening ear to your possible concerns, frustration and confusion and resolve them.
 - Patient Liaison support can be requested prior to hospital visit.
- How do I contact a PLO?
 - Erik Hendricks or Loek Bongaarts - 24/7/365
 - T: +49 (0) 2451 99 3423

Frequently Asked Questions

What do I do if I need urgent care?

- **You need an authorization for a local urgent care visit.**
- First, **contact International SOS for an authorization.** If you go prior to getting an authorization, your bill might not be covered by Tricare.
- International SOS Contact information:
 - 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.
- After-hours care facilities contact information:
 - 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

Frequently Asked Questions

What services are available for retirees?

- Acute care space-available appointments (call after 1000 for a same day appointment, if available).
- Pharmacy (for prescriptions ordered during space-available appointment and for prescriptions from local provider that are written in English).
- Immunizations (with documentation from PCM that clears them to receive the immunization).

What steps do I take to arrange prenatal care?

- Prenatal care is arranged according to the referral process:
 - 1. Patient sees PCM (including pregnancy laboratory test)
 - 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
- Even if pregnancy was confirmed before PSCing to GK Clinic, an initial appointment must be made with your PCM in order to start the referral process.

If I get laboratory tests done, how long do I wait for results?

- The labs tests that cannot be run at the Clinic are sent weekly to Ramstein. It takes approximately 1 week after they reach Ramstein to receive results.

Frequently Asked Questions

What services are available on a walk-in basis?

Walk-ins are from **0800-1100 Mon-Fri and 1300-1500 Mon-Thurs** (except every first Thursday of the month)

- Wart treatment (after diagnosis by PCM at appointment)
- Strep Throat (3 yrs and above)
- UTI (females, 18 yrs and above)
- Pregnancy (after positive home pregnancy test or greater than 5 days late for menses)
- Suture Removal (7-10 days after sutures placed)
- Convalescent leave (with discharge paperwork from local hospital)
- Vitamin B-12 shots
- Depo-Provera shots (with current prescription)
- WIC labs (with form from WIC office)