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US Army Medical Activity- Bavaria Newcomer's Brief

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Grafenwoehr (Tower Barracks) and Vilseck (Rose Barracks) Army Health Clinics

1. In processing
2. Empanelment-PCM assigned (Dr. NP, PA) and Care Team
3. Schedule New Patient/Establishing Care Appointment for Vilseck, not needed for Grafenwoehr



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HOURS OF OPERATION

Primary Care Clinic

Grafenwoehr BLDG 475

DSN 590-3000

Vilseck BLDG 260

DSN 590-2300

Behavioral Health

Grafenwoehr BLDG 507

DSN 590-3000 Option #2

Vilseck BLDG 260

DSN 590-2300 Option #4

Monday – Friday : 0730-1630

Every **third** Thursday of the month: 0730-1200 until Nov for GFW

Closed on all Federal Holidays

***** NO TOBACCO USE ON ANY MEDICAL CAMPUS*****



Health Clinic Services

Primary Care Services

- Family Medicine
 - IBHT
 - Sick Call
 - Minor Procedures
 - Medical Readiness Cell
- Pediatric Medicine

Ancillary Services

Behavioral Health Services

Specialty Services

GRAFENWOEHR HEALTH CLINIC



VILSECK HEALTH CLINIC



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Active-Duty Soldiers Acute Care Visits (Sick Call)

Grafenwoehr Health Clinic

Sick Call

Hours of Operation: M-F 0715-0745

Who: Active Duty Soldiers

Select **Sick Call** at the Kiosk

Vilseck Health Clinic

Sick Call

2CR Sick Call 0700-099

Non-2CR Sick Call: 0700-0730

Who: Active Duty Soldiers

Select **No appointment** at the Kiosk

****All Soldiers E6 & below need to present to the clinic with a DD 689 (Sick Call Slip) signed by their unit leadership prior to coming to sick call. Medics will triage you based on your situation: Same day appt, RTD, OTC meds and QTRS., FTR Appt.**

****Limited # of same day appointments for sick call are provided after triage and are not guaranteed. Don't rely on sick call for non-acute issues. Make an appointment with your PCM. (Chronic issues >2 weeks old, profile discussions, etc).**

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MEDICAL READINESS

THE #1 PRIORITY for Active-Duty Service Members

The following can be coordinated with Grafenwoehr and Vilseck Health Clinic to support Medical Readiness requirements:

MedPros Review

Periodic Health Assessment (PHA-Annual)

Special Circumstance Physicals

Immunizations/Labs

Hearing Screening

Vision Examination

EKG (if required)



Improving Health and Building Readiness. Anytime, Anywhere — Always



Health Clinic Services

Ancillary Services

- Pharmacy
- Laboratory
- Radiology
- Audiology
- Optometry
- Hearing Conversation

Specialty Services

- Nutrition
- Physical Therapy
- Chiropractic
- Dermatology – GFW
- Public Health Nurse
- Behavioral Health/Military Family Life Counselor

Minor Procedures

- Vasectomy
- Minor Dermatologic Procedures
- IUD Placement/Removal
- Nexplanon Placement/Removal
- Toenail Removal

GRAFENWOEHR HEALTH CLINIC



VILSECK HEALTH CLINIC



LRMC & Host Nation Services

Ancillary Services

All Ancillary Services
Pharmacy Rx filled at Grafenwoehr Pharmacy

Specialty Services

Cardiology
Pulmonology
Internal Medicine
Nuclear Medicine
Urology
OB/GYN
Neurology
Nephrology
Oncology
Trauma
Orthopedics
ENT

Surgical Procedures

General Surgery
Orthopedic Surgery
ENT Surgery

Landstuhl Regional Medical Center (LRMC)



Klinikum St. Marien Amberg



Klinikum Weiden



Universitätsklinikum Regensburg



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NO EMERGENCY ROOM
NO URGENT CARE
on Grafenwoehr or Vilseck

Call Fire Department/Dispatcher if concerned about
LIFE, LIMB, or EYESIGHT

DSN: **112** or Commercial 09641-83-112
(A German ambulance will be dispatched)



If you need a number On Post within Germany
CALL INFORMATION at
DSN:113 or Commercial: 069641-83-113



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WHERE IS THE **EMERGENCY** ROOM?

- Closest to Rose Barracks...
 - ✓ Amberg Hospital
 - ✓ Sulzbach-Rosenberg Hospital



- Closest to Tower Barracks...
 - ✓ Weiden Hospital
 - ✓ Kemnath Hospital



**Emergency Room Visit = Highly Probable Hospital Admission
(be prepared with essentials in a go-bag).**

*Toiletries, charger, shower shoes, shorts, hoodie.



*Host-nation care may be slightly different from what you expect in the US.
Remember you can advocate for your own health care, and should be informed in your medical decision-making.

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TRICARE OVERSEAS CONTACT

TRICARE International ISOS

+49 (0) **800-589-1599**

(Eurasia-Africa)

tricarelon@internationalsos.com

In the event of an emergency GO to the nearest emergency room. Pre-authorization from TRICARE is not required.



PATIENT LIAISONS

- Well acquainted with the German health care system, hospital staff, and procedures
- Assists you with communicating with your Host Nation Doctor regarding your condition and treatment
- Makes daily inpatients visits for TRICARE Prime beneficiaries
- Explains common cultural differences
- Assists you in navigating Host Nation healthcare facility and making hospital discharge appointments

Grafenwoehr and Vilseck Patient Liaisons

For more information and capabilities please ask at the Grafenwoehr Tricare Office on Tower Barracks, or the Vilseck Tricare Office on Rose Barracks.



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HOST NATION CARE

- Soldiers MUST have a referral from Primary Care Provider for non-emergent care.
- Pay special attention to referral parameters (# of appointments, timeframe).
- The Grafenwoehr and Vilseck TRICARE Service Center will track all Soldiers admitted to Host Nation Facilities. The unit is responsible for coordinating services through the Patient Liaisons and Nurse Case Managers
- The unit is responsible for transportation of Soldiers to and from Landstuhl Regional Medical Center and Host Nation Facilities.

**SOLDIERS MAY NOT LEAVE A HOST NATION FACILITY
AGAINST MEDICAL ADVICE (AMA)**



DHA Benchmarks

No Shows

- An appointment missed equals 3 lost appointments
- Update your contact info for appointment reminders

Late Appointments

- 15 Minutes after scheduled time. Team can try to work you in or reschedule



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MHS Genesis Patient Portal

- MHS GENESIS on-line patient portal to access care and many other services online.
- Appointments
- RX Refill
- Access Health Records
- Secure messaging with healthcare team provider

MHS GENESIS Patient Portal

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



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JOES:

Joint Outpatient Experience Survey

WE NEED YOUR HELP!!!!!!

DO NOT delete or throw these surveys away!

- If you receive a patient satisfaction survey after your medical appointment, PLEASE complete and submit it.
- We use the survey results to identify areas for performance improvement. You also can formally recognize people or services that performed exceptionally.

*****Additional funds for the clinic are also generated based on your responses and overall satisfaction ratings.**



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Tobacco Free Campus

All Medical Facilities are Tobacco Free!

We Can Help You quit!

No appointment needed!

Your Healthcare Provider Can Help With Smoking Cessation

All MEDDAC-B Clinics have a Tobacco Cessation Program

- Clinical Pharmacist
- Primary Care Provider
- Behavioral Health Counselor
- Public Health Nurse
- All Have Additional Resources
 - On Quitting
- Stop at the clinic pharmacy for over-the-counter medications or Call the Appointment Line or Stop by the Clinic for an Appointment



Sexually Transmitted Infections

1 IN **2** sexually active young people will get an STI by the age of 25
Most won't know it.

Every year there are more than **19 million** new STI cases in the U.S.
Nearly half these cases are among **young people aged 15-24**

100%
Preventable

**MANY STIs
ARE
CURABLE
AND
ALL ARE
TREATABLE**



About 1 in 6 people are infected with **Herpes** in the U.S.



More than 50% of sexually active people will get **HPV** at some point during their lives.



1 in 5 people living with **HIV** in the U.S. doesn't know they are positive.



Chlamydia is the #1 most reported STI in the U.S.
An estimated 3 million Americans are infected each year.



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Patient Advocate

The Patient Advocacy Office

- Liaison between patients or their families and the hospital staff
- Help you find solutions to problems
- Misunderstandings
- Voice concerns
- Obtain timely relevant information
- Offer compliments and make suggestions

Most problems and concerns are best resolved in the clinic or area providing care for you or your family.

First talk with **the Noncommissioned Officer in Charge (NCOIC)**.

If you still have concerns, please visit the Patient Advocacy in your local clinic.
We will work on your behalf to address your concerns and find the best solution



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ANY QUESTIONS?



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Festung der Gesundheit!

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