

Host Nation Medical Care

Failure to follow these or any other instructions given by the Camp K Aid Station (CKAS) after an order or referral is placed may result in delays in obtaining care or receiving records.

Instructions:

1. **Download the MyCare Overseas app.** Look in your email for the QR code or find it on your phone.
2. **Print the authorization letter received in the MyCare app** or by email.
3. **If you were referred for labs or x-ray**, you can walk-in between 0800 and 1200-1400, depending on what was ordered. **Do not eat or drink anything besides water for eight hours before completing labs** unless told otherwise. Skip to 5 below.
4. **If you were referred for something other than labs or x-ray**, complete the *Host Nation Appointment Availability* form found [here](#). **X-rays and labs don't normally require an appointment.** Once scheduled, you will receive an appointment letter in the app or by email with the date and time of your appointment.
5. **For x-rays and labs, determine the address of the host nation facility from the upper left corner of the last authorization letter received.** If your referral was changed from one provider to another, you may have more than one authorization letter. **Make sure you refer to the last one received.**
6. **For scheduled appointments (everything besides x-rays and labs), determine the address of the host nation facility from the appointment letter.** If there is not an address on the first page of the appointment letter, use the address on the last authorization letter received (read 5.).
7. **If you are unavailable at the time of the appointment, notify the CKAS in-person or by email** as soon as possible.
8. **Request a linguist to accompany you to your appointment (preferred)** from room 104 in building 1 or use the translation service in the MyCare app (if linguist unavailable).
9. **Print the entire authorization letter and take it with you to the appointment.** Page six of the appointment letter is the **Release of Medical Information**. **Sign the Release of Medical Information and turn it in at your appointment.**
10. **Use an app such as Google Maps or Waze to determine travel time to your appointment. Add 10 minutes to hail an Uber or park your vehicle if driving. Plan to arrive 30 minutes early to allow time for errors.** Missed appointments because of location errors are common but avoidable.
11. **After your appointment, complete the Host Nation Referral Survey found [here](#).** **If you received a prescription that you need to fill or a CD with x-ray images, come to the CKAS. If you received a CD with imaging of any other imaging (x-ray, CT, MRI, ultrasound, etc.), keep it and turn it in at the radiology department at a Military Treatment Facility (MTF) whenever possible.**
12. **If you received records at your appointment, upload them to the MyCare app and bring them to the CKAS.**
13. **Use the app!** You can communicate directly with ISOS, track your referrals and appointments, and use translation services for medical records and to facilitate communication at appointments.

X-rays and labs

Unless told otherwise, you should **complete labs as early in the morning as possible and after not eating or drinking anything besides plain water for at least eight hours.** For labs and x-rays, you do not need an appointment and can walk-in any weekday after 0800. Depending on what was ordered, walk-in hours end between 1200 and 1400. As a general rule, always complete labs and x-rays in the morning.

The Mycare Overseas App

Go to the app store or use the QR code in the *MyCare Overseas App* file you received by email and **install the MyCare Overseas app**. Once installed, **register and turn notifications on** to get timely information related to your referral. Use the app at host nation facilities to **communicate with staff when no linguist is available**. **Upload records to the app** for translation into your medical record.

Missed appointments

Several missed appointments have been caused by going to the wrong location. This wastes your time and causes conflicts between us, the host nation schedulers, and the providers. **To avoid this, determine the correct address** as described above. Use a maps program to **determine the drive time**. **Add 10 minutes to park or hail an Uber**. Finally, **add 20 minutes for any unforeseen issues**.

Cancellations

If you need to cancel an appointment, notify the CKAS at vcorpsfmed@army.mil or in-person as soon as possible. Any delay in canceling may also delay rescheduling. Insufficient notification of a cancellation causes conflicts between us, the host nation scheduler, and the provider. After too many cancellations and missed appointments, providers will choose not to continue providing us care.

Bridging the Language Barrier

To communicate with the staff, request a linguist to accompany you the day prior to your appointment, x-rays, or labs. Linguists are available in BLDG 1, the same building as the CKAS, Room 104, on the first floor between the flags on the left side of the hall. **If none are available to go with you, use the translation service available in the MyCare Overseas app.**

Medical Records

Print and take ALL pages of the authorization letter to your appointment, x-rays, or labs. **Sign the Release of Medical Information** on page 6 **and give it to the staff so that we can get your records**. **If you are given records at your appointment, upload them to the MyCare Overseas app for translation** which is another way to get host nation records into your military medial record.

After Receiving Care

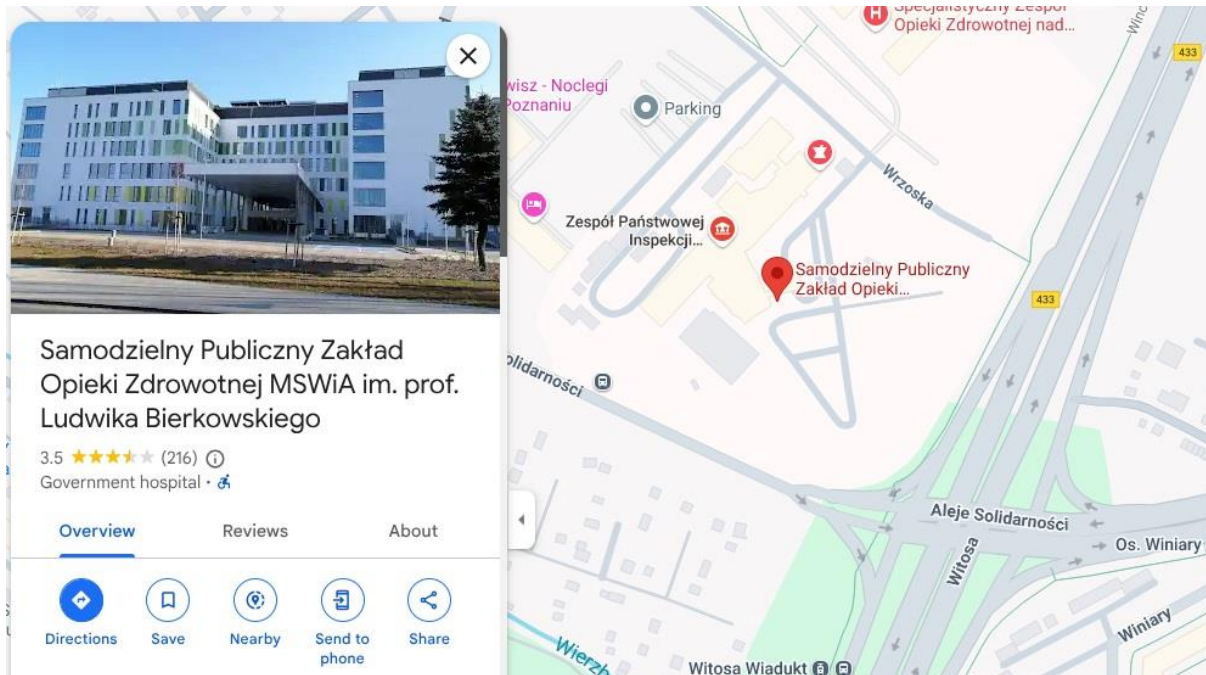
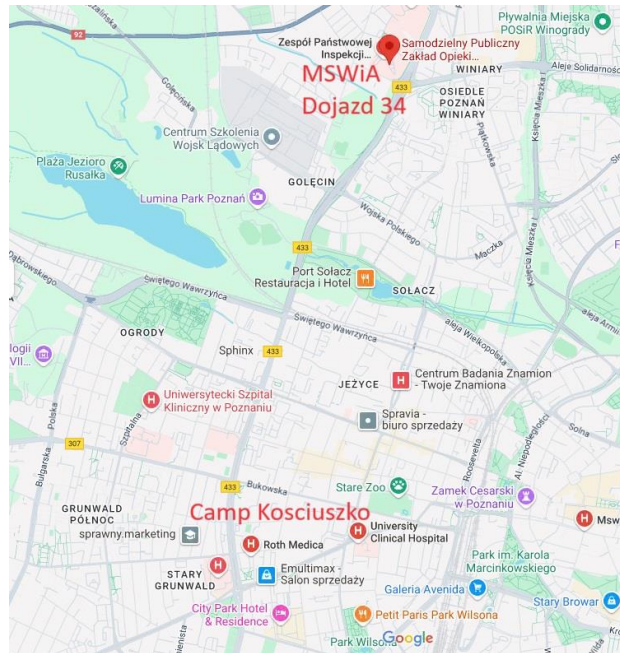
Complete the Host Nation Referral Survey found [here](#) after your appointment, x-ray, or labs. This will allow us to guide any further care needed and to start asking for results and records to be returned to us. **If you received a prescription for medication, come to the CKAS as soon as possible so we can help you fill it.**

Imaging CDs

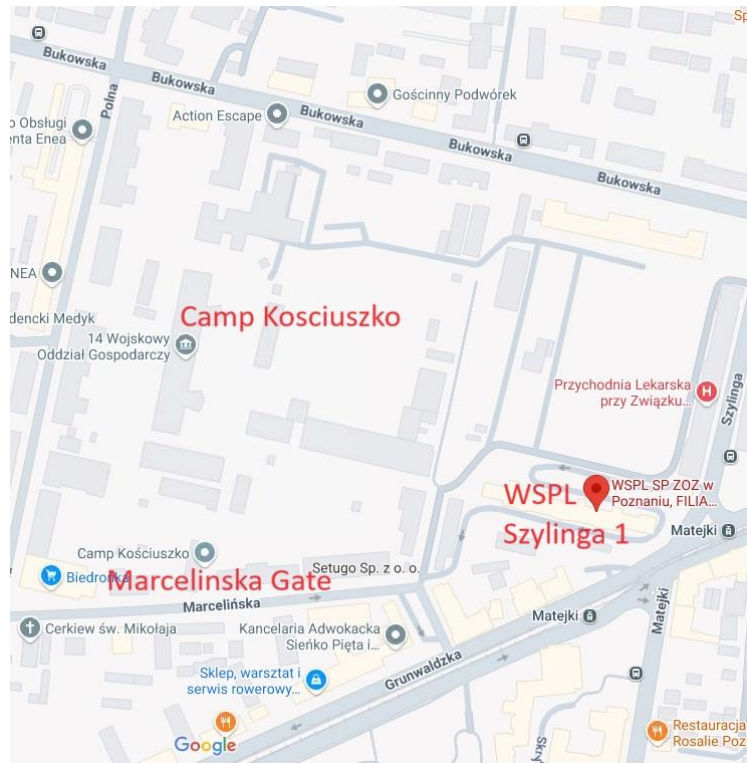
If you receive a CD containing x-ray images, bring it to the CKAS. Keep CDs with other images, such as CT or MRI, to take with you to appointments with specialists such as orthopedics. If possible, copy the files on the CD onto your personal computer in case it is lost or damaged. If you would like us to burn a copy, bring a blank, writeable CD to the CKAS. Finally, turn all CDs received here into the radiology department the next time you are at a location with a Military Treatment Facility.

Most Frequently Used Host Nation Facilities

MSWiA



WSPL



University ER

