

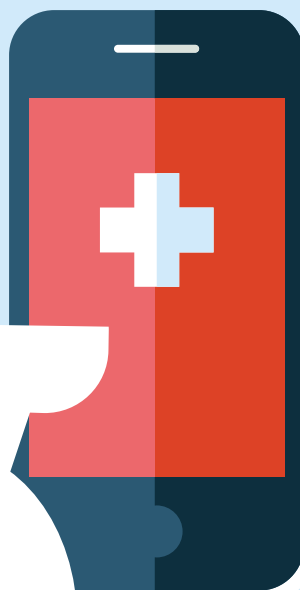
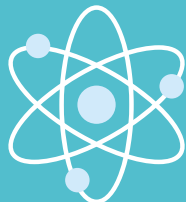
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Aviano Guide 2023–2024

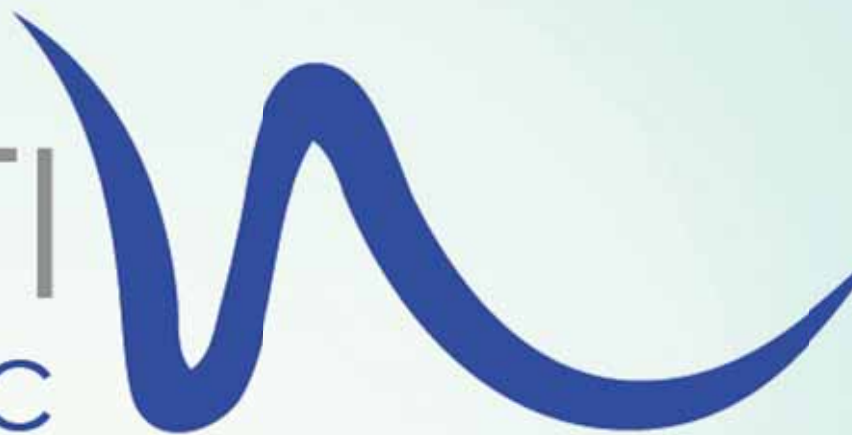
YOUR GUIDE TO
HEALTH CARE
IN ITALY



INSIDE

31ST MEDICAL GROUP
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www.aestheticamed.it/EN/index-en.html



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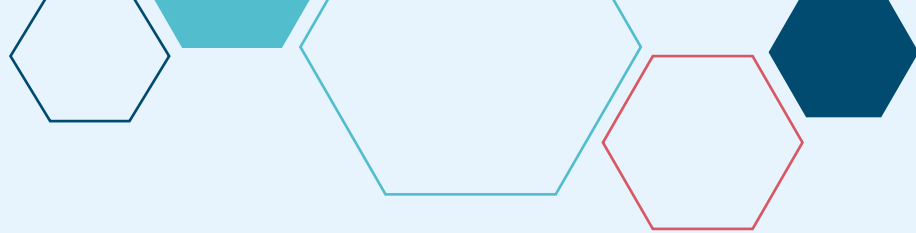


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YOUR GUIDE TO HEALTH CARE IN ITALY

Whether this is your first time stationed in a new country, or you're a PCS-ing pro, navigating the Italian healthcare system can be overwhelming. From finding on-installation resources to understanding the differences you'll encounter off-installation at an Italian doctor, the Stars and Stripes Aviano Health and Medical Guide can help you along the way.

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Oral Surgery
Psychology
ABA
Psychiatry
Pediatrics Neuropsychiatry
Neurodevelopmental disorders therapy

31ST MEDICAL GROUP



Who Can Be Seen?

- Active-duty service members
- Active-duty family members on TRICARE Prime or Select
- Limited space available (see page 8 for full policy):
 - Retirees
 - Civilian employees and their dependents
 - Patients using non-TRICARE insurance

The 31st Medical Group at Aviano Air Base provides medical care to service members and beneficiaries for a force ready to respond to combat and humanitarian operations at home and abroad.

31ST MEDICAL SUPPORT SQUADRON

The 31st Medical Support Squadron provides resource management (financial and manpower), TRICARE health plans management, patient administration, medical logistics, medical readiness, medical information services, personnel and administration, pharmacy services and clinical laboratory services, in support of the 31st Medical Group and the readiness of the 31st Fighter Wing and associated units. It supports 8,400 eligible beneficiaries by providing optimal patient-focused medical care.

31ST OPERATIONAL MEDICAL READINESS SQUADRON

The 31st Aerospace Medicine Squadron was re-designated the 31st Operational Medical Readiness Squadron (OMRS) on Sept. 29, 2020. The 31st OMRS primarily provides services to active duty with some services open to dependents. Services offered include Aerospace Medical Care, Occupational Health, Public Health, Mental Health, Alcohol and Drug Abuse Prevention and Treatment (ADAPT), Family Advocacy, Optometry, Audiology, and Health and Wellness Services.

31ST HEALTH CARE OPERATIONS SQUADRON

The 31st Medical Operations Squadron was re-designated the 31st Health Care Operations Squadron (HCOS) on Sept. 29, 2020. The 31st HCOS is located on Area One and provides services to DOD and Tricare beneficiaries to include active-duty and dependents. Services offered include Family Health, Women's Health, Pediatrics, Allergy and Immunizations, Ambulance Services, Telehealth, Outpatient Surgical Services, and Educational and Developmental Intervention Services (EDIS).

31ST DENTAL SQUADRON

The 31st Dental Squadron (DS) integrates community-based preventive dental services and utilizes all dental resources to enable peak mission readiness and sustained performance. The 31st DS is located on Area One and consists of three flights, including Clinical Dentistry, Dental Support and Dental Laboratory. The 31st DS provides approximately 22,000 patient visits annually to almost 8,400 beneficiaries. Services offered include Comprehensive General Dentistry, specialty care in Orthodontics, Pediatric Dentistry, Periodontics, Prosthodontics and a full-service Dental Laboratory.

Important Information: Priority is given to active-duty personnel. Dental care for eligible dependents and retirees is based on space availability. Emergency care for true dental emergencies is available after hours.

SERVICES

Case Management

DSN: 632-5360

Comm: 0434-30-5360

Hours: 0730–1630, Monday–Friday

Location: Family Health Practice, Area 1 MDG, Ground Floor

Services: The Case Manager oversees and ensures that your care plan continues to meet your healthcare needs, with your Primary Care Provider. For patients with multiple medical problems, complicated illness or injury, multiple referrals, multiple providers, chronic or terminal illness, crisis intervention or ordering medical equipment.

COBRA (Comprehensive Operational Medicine for Battle Ready Airmen)

Comm: 0434-30-9060

Hours: 0730–1630, Monday–Friday

Location: Area F, Building 1466

Services: Walk-in or appointment-based physical therapy, nutritional medicine, performance psychology, strength and conditioning, athletic training and other specialty recovery therapies. All services available for active-duty personnel. Select services for dependents.

EDIS (Educational and Developmental Intervention Services)

Comm: 0434-30-5459

Hours: 0800–1730, Monday–Thursday.

0800–1200, Friday

Location: Area 1, Building 121

Services: Therapies, educational intervention and activities for eligible dependent children.

Health Promotion

DSN: 632-4583

Comm: 0434-30-4583

Hours: 0700–1600, Monday–Friday

Location: Area F, Building 1466

Services: Body composition assessment (InBody), resting metabolic rate assessment, strength and flexibility assessment, health coaching sessions, upping your metabolism, Fueling for Health, Meals in Minutes, stress management, performance optimization, healthy sleep habits

Laboratory

DSN: 632-5420

Comm: 0434-30-5420

Hours: 0730–1630, Monday–Friday

Location: Area 1, Building 121, Room GA73

Services: Limited basic testing, specialized testing shipped to other laboratories.

Mental Health

DSN: 632-5321

Comm: 0434-30-5321

Hours: 0730–1430, Monday–Friday

(Call or walk-in available)

Location: Area 1, Building 108

Services: Individual and group psychotherapy, medication management and reconciliation, substance use education/treatment, individual, group and family counseling and therapy.

Pharmacy

DSN: 632-5214

Comm: 0434-30-8165

Hours: 0730–1700, Monday – Friday

Location: Area 1, Building 121, Room GC45

Services: Provide prescription and clinical pharmacy services. Italian prescriptions must be medications available in an FDA-approved formula.

Radiology

Comm: 0434-30-5019

Hours: 0730–1630, Monday–Friday

Location: Area 1, Building 121, Ground Floor

Services: X-Rays, ultrasound/sonography, mammograms, mobile-MRI. All imaging, with the exception of screening mammograms, requires a physician referral.

Women's Health

DSN: 632-5000

Comm: 0434-30-5000

Hours: 0730–1630, Monday–Friday

Location: Area 1, Building 121, Ground Floor

Services: Comprehensive women's health care including pregnancy, menopause, reproductive health and contraception, conditions of the female organs, well-women and pelvic exams.

WIC (Women, Infants and Children)

DSN: 314-632-7473

Comm: 0434-30-7473

Hours: 0800–1630, Monday–Friday

Location: Area F, Building 1472

Services: Offers support for pregnant, postpartum and breastfeeding women, and supports infants and children up to five years old. WIC provides nutritional education, food drafts, health screenings and other assistance.

Walk-in Contraceptive Clinic

DSN: 632-5000

Comm: 0434-30-5000

Hours: 0800–1100 and 1300–1500, Wednesdays

Location: Area 1, Building 121 (Main Clinic)

Services: Walk-in, first come, first served clinic for all active-duty, dependent and other TRICARE beneficiaries. Birth control pill prescriptions and refills, IUD consults, inserts, and removals (Mirena/Kyleena/Skyla/Paragard), Patch, Birth control rings (Annovera/NuvaRing), Nexplanon insertion and removal, Depo-Provera injections, Emergency Contraception (Plan B), condoms. ■

ELIGIBILITY AND SPACE-AVAILABLE POLICY

ACCESS TO CARE AT DOD MTFs IN EUROPE

All DOD Military Treatment Facilities (MTFs) follow the Access to Care and Priorities of Care guidelines as outlined in the Access/Priority of Care policy published by the Defense Health Agency (DHA).

The number one priority of care at all DOD Military Treatment Facilities is for active-duty servicemembers.

Depending on personnel staffing levels and other factors, individual Military Treatment Facility Directors are authorized to modify or adjust access to care for various groups or categories. This may include, but is not limited to, overseas DOD employees and their family members and overseas DODEA teachers and their family members.

Again, the decision to modify, or adjust, access to care is up to the individual clinic or hospital director based on the capacity and staffing levels at their respective clinic.

Access to care that is available in all DOD MTFs is prioritized as follows:

PRIORITY 1:

- a) Active-duty Servicemembers
- b) Military members not on active duty, but entitled to MTF care, to include:
 - Reserve Component members entitled to care relating to line-of-duty incurred conditions, or as otherwise provided under applicable DoD policy.
 - Temporary Disability Retired List for required periodic medical examinations and access to MTFs for mandatory re-evaluation requirements.
 - Certain former members with a serious illness or injury as provided by Section 1631 of the National Defense Authorization Act for Fiscal Year 2008, or similar authority.
- c) Foreign military members entitled to MTF care pursuant to a reciprocal health care or other applicable international agreement (e.g., North Atlantic Treaty Organization [NATO], Partnership for Peace Status of Forces Agreement [PFP SOFA]). Foreign members are eligible for the scope of services specified in the applicable agreement.

PRIORITY 2:

- a) When they are enrolled in Prime, active-duty family members (ADFM) and Transitional Survivors of Service members who died on active duty and who are enrolled in Prime.
- b) NATO/PFP SOFA and other foreign military members' family members who are entitled to care pursuant to an applicable international agreement for the scope of services specified in the agreement.

PRIORITY 3:

- a) Retirees, their family members, and survivors enrolled in TRICARE Prime.
- b) TRICARE Plus beneficiaries when being appointed for primary care at the MTF where they are enrolled.

PRIORITY 4:

- a) ADFMs not enrolled in TRICARE Prime.
- b) Transitional Survivors of deceased ADSMs and who are not enrolled in TRICARE Prime.
- c) TRICARE Reserve Select beneficiaries.

PRIORITY 5:

- a) Retirees, their family members, and survivors who are not enrolled in TRICARE Prime.
- b) TRICARE Plus beneficiaries being appointed for specialty care at the MTF where they are enrolled.

PRIORITY EXCEPTIONS below are granted at MTF commanders' discretion:

- a) Bona fide medical emergencies or cases in which the provision of certain medical care is required by law or applicable Department of Defense Directive or Instruction. This includes care for civilian employees exposed to health hazards in the workplace or injured on the job.
- b) Secretarial designee, to the extent appropriate to the context in which Secretarial designee status is given.
- c) Patients needed to maintain an adequate clinical case mix for an approved Graduate Medical Education program functioning in the MTF or for readiness-related medical skills sustainment activities.
- d) Unexpected or extraordinary cases, not otherwise addressed in this policy, in which the MTF commander determines, in coordination with his or her Service guidance and/or the TRICARE Regional Office (TRO), as appropriate, that a special exception is in the best interest of MHS and TRICARE.
- e) In overseas locations, other exceptions may be established to the extent necessary to support mission objectives. ■



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Endocrinology and
thyroid disease
Diabetology
Hepatology
Oncology
Genetics

Pain therapy
Gastroenterology
Psychology and
psychotherapy
Nutrition
Pathological anatomy

**Obstetrics and
gynecology section:**
Gynecology and oncology
gynecological
Obstetrics
Prenatal diagnosis
Laser treatments
Medically assisted
Reproduction

Diagnostics section:
Ultrasound scan exams
Total body scan

Rehabilitation section:
Orthopedics and
traumatology
Physiotherapy
Chiropractic
Pelvic floor Rehabilitation

Surgery section:
You can undergo small
operations performed
under local anesthesia.

Neurological section:
Neurology
Pediatric neurology
Electromyography
Diagnostic center of
therapy for headaches in
patients 0-18 y/o

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The medical center is equipped with the DEXA Stratos dr, the last technology tool that allows you to perform simultaneously bone densitometry for the evaluation of the osteoporosis and the study distribution of the lean mass (trunk muscles, upper and lower muscles and fat mass) visceral and subcutaneous fat for an accurate evaluation of sarcopenia (muscles decay related to advancing age or related to chronic or oncological disease).



Aesthetic medicine

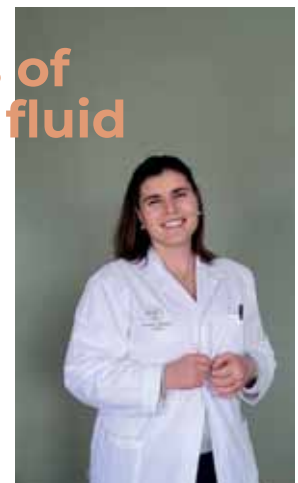


A team of Aesthetic Experts (2 plastic surgeons and 2 dermatologists specialized in aesthetic medicine) will provide you with specialized advice and will accompany you in the most suitable treatments:

Hyaluronic acid filler, Bio-revitalizations, Prt t33 treatments, Botox treatments, Radiofrequency treatments, Laser therapy, No surgical face and body lifting, Tensile threads.

**Analysis of
seminal fluid**

Dr. Marina Castelli, embryonic biologist specialized in medical assisted procreation, performs the analysis of seminal fluids (spermograms). Medical report and results will be available the same day.



HEALTH CARE IN ITALY



The overall quality and performance of Italy's universal health system ranks favorably compared to international standards. Health care access and quality as well as life expectancy rank among the highest globally. Though healthcare in Italy is not free, the fees are usually reasonable, and emergency medical assistance is provided to anyone in need without asking for up-front payment.



WHAT TO EXPECT DURING YOUR VISIT

Write down concerns and questions prior to your appointment and don't hesitate to speak up if you are unclear about your care plan. If you still have questions after your appointment, contact your PCM for more information.

Undressing is normal – Doctors will not hesitate to ask you to undress in front of them as they continue talking to you or calling in a specialist to greet you as you are partly dressed.

Things may not always happen quickly – Just as in the U.S., Italian health care can be slow. Going in with a good attitude, patience and understanding will make for a better experience.

In order to have affordable health care, many hospitals may not issue basics supplies like towels, gowns, soap and other toiletries. Be prepared to bring your own.

PAYMENT

If you are not a TRICARE Prime beneficiary or if you receive care at a non-network civilian facility you will have to pay your bill up-front then submit a claim to your insurance provider for reimbursement. Ask the cost of the visit in advance so you are prepared to pay for it.

CIVILIAN INSURANCE

Below is a partial list of insurance companies for civilians in the community. Become familiar with your specific plan, the self-filing process, reimbursement, covered providers, etc. Your insurance company may also cover translation and/or interpreter services.

Federal employees can visit www.opm.gov/healthcare-insurance/healthcare to search for providers.

- **Foreign Service Benefit Plan (FSBP/AFSPA)**—Uses the Aetna Choice POS II (Open Access) network and considers all covered providers outside the U.S. and Guam. www.afspa.org/fsbp
- **Blue Cross Blue Shield Federal Employee Program (FEPBlue/GMMI)**—For overseas benefits, covered services are paid at the preferred level. Physician care performed outside the U.S. is paid at the preferred level using their Overseas Fee Schedule or a provider-negotiated amount. www.fepblue.org/overseas-coverage
- **Government Employees Health Association (GEHA)**—Providers outside the U.S. are paid at the GEHA preferred provider rate for medically necessary covered services. www.geha.com
- **Compass Rose Health Plan**—If you need medical care outside the U.S., you may see any health care provider or visit any hospital. www.compassrosebenefits.com
- **Cigna Global Insurance**—Offers a global network for U.S. citizens overseas, to include government employees, retirees, expats and students. www.cignaglobal.com ■

TRICARE OVERSEAS



TRICARE RESOURCES

TRICARE covered services: www.tricare.mil/CoveredServices

Health Plan Costs and TRICARE Compare Cost Tool: www.tricare.mil/costs

TRICARE Plans and Programs: www.tricare-overseas.com/beneficiaries/plans-and-programs

Important Numbers:

- ISOS: +44-20-8762-8384 or toll free number from Italy: 800-915-994 (24/7)
- US TRICARE Regions: East: 1-800-444-5445
West: 1-844-866-9378
- MEDICARE: 1-800-633-4227
- SSA: 1-800-772-1213

REFERRAL MANAGEMENT

DSN: 632-5792/5782

Comm: 0434-30-5792/5782

Hours: 0800–1600, Monday–Friday

Location: Area 1, Building 121, Room GD04

Services:

- Patients are encouraged to contact Referral Management Center to:
 - Activate their referrals.
 - Provide up-to-date contact information and availability.
 - Understand options of care.
- Referral Management receives all referrals ordered by Primary Care Managers.
- Referral processing and booking is prioritized:
 - Urgent/emergent referrals are to be booked within 24-72 hours.
 - Routine referrals are to be booked within 28 days.
- Referral network care requires authorization by the TRICARE Contractor, International SOS: this process generally takes 1 business day for urgent referrals and 3–5 working days for routine care.
- Once authorization is issued, patients are informed about their off-base care and appointments. Most appointments are scheduled with English speaking providers.
- Referral Management tracks results from off-base appointments, uploads them in patients' electronic records and notifies providers when results are available.

BENEFIT SECTION

DSN: 632-5067/5130

Comm: 0434-30-5067/5130

Hours: 0800–1600, Monday–Friday

Location: Area 1, Building 121, Room GD03

Services:

- Details on plans, benefits and coverage
- Civilian care authorization updates
- Denied authorization options
- OB process in Italy
- Separation and retirement briefing
- Care while traveling
- Claims and debt collection

PATIENT REGISTRATION

DSN: 632-5133

Comm: 0434-30-5133

Hours: 0800–1600, Monday–Friday

Location: Area 1, Building 121, Room GD04

Services:

- Enrollment in TRICARE Prime
- Assignment/Re-Assignment of Primary Care Physicians (PCM)
- Disenrollment prior to PCS

AVAILABLE TRICARE PLANS OVERSEAS

TRICARE PRIME OVERSEAS

Available to active-duty Service members and command sponsored active-duty dependents. Enrollment is required but there are no enrollment fees nor copays. Beneficiaries in TRICARE Prime will receive most of their care from their primary care manager (PCM) at the military clinic. Specialty care can be obtained only with a referral from the PCM and an authorization from InternationalSOS.

www.tricare.mil/primeoverseas

TRICARE SELECT OVERSEAS

Available to active-duty family members living overseas. Tricare Overseas allows beneficiaries to schedule appointments with any overseas provider. Referrals are generally not required except for certain services. You will be required to pay an annual deductible and a percentage of covered services.

www.tricare.mil/Plans/HealthPlans/TSO

TRICARE PLUS

TRICARE Plus is not available at all MTFs. Aviano does offer TRICARE Plus. Beneficiaries not enrolled in Prime, dependent parents and dependent parent-in-laws are eligible for the program. TRICARE Plus does not cover beneficiaries outside of the particular MTF for which they are enrolled. Enrollment is subject to review of the beneficiary medical records by the PCM team. www.tricare.mil/Plans/SpecialPrograms/Plus

TRICARE FOR LIFE

This is a wrap-around coverage for retirees 65 years old and older. Enrollment in Medicare Part A and B is required to continue TRICARE coverage past age 65. Medicare provides coverage in the U.S. and U.S. territories. When living overseas, TRICARE is the only payer, TRICARE co-pays and deductibles apply. www.tricare.mil/tf

TRICARE YOUNG ADULT

Available to dependent children after regular dependent TRICARE coverage ends at age 21 (or 23 for those enrolled in college). TRICARE Young Adult offers continue coverage until the beneficiary is 26 years old. Enrollment is required and monthly premium fees apply. www.tricare.mil/TYA

GET SET UP WITH TRICARE OVERSEAS

TRICARE PRIME ACCESS

- ADSMs and their command sponsored dependents **MUST** transfer their TRICARE enrollment overseas.
- Reservists and National Guard on active orders longer than 30 consecutive days must also transfer enrollment.
- Your coverage begins when your completed enrollment application is received.

What is needed for enrollment?

- Completed form DD2876, "TRICARE Prime Enrollment, Disenrollment, and PCM Change Form." Available here: www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2876.pdf
- A copy of orders (to be kept for filing purposes).

How does TRICARE Prime work?

- You will get most care from your assigned primary care manager (PCM) at the 31st Medical Group.
- Your PCM refers you to a specialist for care he or she cannot provide.

NON-TRICARE Prime

- Other TRICARE beneficiaries, including military retirees and TRICARE Select enrollees may be seen at our clinic on a space available (Space-A) basis.
- Military retirees, please call International SOS (ISOS), the TRICARE Overseas Program (TOP) Contractor to transfer your TRICARE benefits overseas: +44-20-8762-8384

TRICARE Prime FAQs

What if I checked in to my command but my family (dependents) arrive a few months later?
In order to enroll your dependents to TRICARE Overseas they must be in the country. If they are arriving at a later date, please do not make changes to their enrollment until they arrive in Italy.

Do I need one form for each family member?
No, only one form is needed.

How do I get care outside of Aviano area?

An easy way to find care while you travel is to download the MyCareOverseas app (scan the QR code) or visit www.tricare-overseas.com/beneficiaries/resources/beneficiary-app



The app can help you:

- Find TOP (TRICARE Overseas Program) Network Providers
- Verify TRICARE Covered Services
- Access to the Local Near Patient Team 24/7 (in specified locations), the Global First Call Desk (GFCD), Beneficiary Support Center (BSC), and technical support
- Check your appointments & referrals
- Find country information (emergency numbers, medical risk ratings, cultural tips)
- Translations

Are my dependents eligible for TRICARE Select while stationed overseas?

Yes, they are, however we strongly encourage enrollment to Prime. Remember that Select patients can only be seen on Space-A basis and must pay up-front for medical services received by host nation providers.

If I am on unaccompanied orders and my family comes to visit, what do we do to get medical care?

Please stop by our TRICARE Office to register your family.

Can my extended family (parents, grandparents, etc.) and friends (non-TRICARE eligible) get care at the hospital?

Non-TRICARE eligible relatives are not eligible for care at the 31st MDG and will have to obtain their care on the economy.

How often can I make changes to my TRICARE coverage?

You can make changes once a year during the open enrollment season (typically the season is from mid-November through mid-December) and up to 90 days after a qualifying life event (QLA) such as moving, getting married, giving birth or adopting a child, and other important life altering situations. To learn more, visit www.tricare.mil/openseason.

How do I check my DEERS eligibility and make any changes?

Remember to verify and update DEERS annually or when you have a change in:

- Military career Status (i.e. rank or retirement)
- Activation (Guard/Reserve)
- Change of address
- Marriage or divorce
- Birth or adoption
- Full-time student, age 21–23
- Death of dependent family member

DEERS office location: Building 1403
DSN: 632-4715
Comm: 0434-30-4715

It's best to make an appointment on the ID Card Office Online (IDCO) website if a DEERS update needs to be made in person.

ID Card Office Online (IDCO):
idco.dmdc.osd.mil/idco

For more information:

- 31st FSS: www.31fss.com/military-personnel-flight
- TRICARE: www.tricare.mil/DEERS
- milConnect: milconnect.dmdc.osd.mil

Do I need to stop by your office prior to my PCS from this area?

Yes. At that time, we will provide you with information/point of contact of TRICARE area you are going to and will answer any other TRICARE questions.

What if I am enrolled overseas but want to travel to USA?

If you're only visiting and need emergent care (loss of life, limb, or eyesight), refer to the closest ER. If you need urgent care, you may locate the closest TRICARE network urgent care by contacting the local contractor. Urgent care must be authorized by InternationalSOS. Routine care is normally not authorized while traveling and must be coordinated with PCM.

Do I go through your office for Dental and/or Vision plans?

No, our office helps with TRICARE inquiries only. ■

U.S. ABROAD

Health  *Care*

INTERNATIONAL MEDICAL CENTER OF EXCELLENCE

**FAMILY HEALTH CENTER- ADULTS & CHILDREN
CARDIOLOGY CARE**

ORTHOPEDIC TRAUMATOLOGY

MENTAL HEALTH

OB/GYN

OUTPATIENT REHABILITATION

VECENZA DENTAL CARE

"NEW" VETERAN NEXUS LETTER SERVICES NOW AVAILABLE

CONTACT US:

044.491.4398 - 044.466.5407 - 044.487.7418



VA.GOV

AVIANO: Piazza Duomo, 22
CALAMBRONE: Ciale del Tirreno, 361
CATANIA: Via Canfora 49
NAPOLI: Via Degli Scimpioni n. 9 800125 Napoli
VICENZA: Via Rossato, 7



PATIENT LIAISON SERVICES

Located at MTFs in Italy, host-nation Patient Liaisons are key in providing language assistance, both in-person or telephonically, during health care encounters in the Purchased Care Sector.

The service is restricted to TRICARE Prime beneficiaries only.

Pordenone Patient Liaisons

Comm only: 0434-36-5701 (listen to options)

Fax: 0434-36-5720

Email: usaf.aviano.31-mdg.mbx.aviano-patient-liaison@health.mil

Hours: 0700 to 2200, Monday- Friday

Aviano Patient Liaisons

DSN: 632-5408

Comm: 0434-30-5408

Fax: 0434-30-5075

Email: usaf.aviano.31-mdg.mbx.aviano-patient-liaison@health.mil

Hours: 0800-1600, Monday – Friday

EMERGENCY ROOM SERVICES & LANGUAGE ASSISTANCE

- If you are at the ER and need interpreter assistance, call 335-5601235
- If the interpreter is unavailable, call the International SOS (ISOS) telephonic language assistance service, available 24/7, at this toll-free number from Italy: 800-915-994

OUTPATIENT APPOINTMENT LANGUAGE ASSISTANCE

Host Nation appointments scheduled by the TRICARE Referral Management Centre will advise Liaisons to schedule interpreter assistance as needed if it is known that the attending Provider does not speak English. Your "Appointment Notification Form" will advise you to meet an interpreter as appropriate.





Subsequently, Patient Liaisons will meet you at the appointment location. Plan on arriving a minimum of 15 minutes prior to your appointment to facilitate parking and finding the appointment office. Arriving late to an appointment may result in the Provider not seeing you and the referral being cancelled as a “no-show.”

INPATIENT CARE LANGUAGE ASSISTANCE

Inpatient care in the Purchased Care Sector is accomplished by a series of professional and bilingual medical and nursing roles to ensure that you are up-to-speed with your care plan and eventual discharge needs. The International SOS Near Patient Team (NPT), contracted Physician Liaisons (PLs) and TRICARE Patient Liaisons all network closely together to inform you of your current inpatient status and upcoming treatments whilst admitted. NPT and PLs visit inpatients at different times throughout the day and week. Patient Liaisons are present to assist at discharge.

Contact information for inpatient care assistance during your stay:

- Near-Patient Team (NPT) on-call toll-free from Italy: 800-892-032 (24/7)
- Physician Liaisons (PLs: 335-569-7352 (24/7)
- Patient Liaisons: 335-560-1235 (24/7)

(Note: if on-site service is not available that day, you will be transferred to the International SOS Telephonic Language Assistance Service.)

You do not need to request copies of your inpatient medical record. By contract, the Hospital where you are admitted will upload your record in the ISOS Portal for translation by the ISOS Translation Team and your record will be forwarded to the MTF for uploading in to your Electronic Health Record. Turn-around time for this process is approximately 60 days.

OB CARE

Patients needing urgent or emergent obstetric assistance must follow the current process for evaluation and care depending on which facility they select:

- Pordenone Civil Hospital Procedure: Report to the Emergency Room to check in first. Subsequently, you will report to Building A/ Floor 4. If you are experiencing contractions, report directly to Building A/Floor 4.
- Policlinico San Giorgio Procedure: Report directly to the OB unit located on Floor 5.

BE PREPARED

In anticipation of a healthcare emergency, learn the location of local clinics and hospitals. Have a bag packed of key items you would need in an emergency including but not limited to:

- Military ID card or passport
- List of current medications to include name of drug and dosage
- Bottled water
- Notebook and pen
- Towel/washcloths
- Pajamas, slippers, robe
- Personal hygiene items
- Reading materials
- Extra clothing
- Electronic devices and earphones

ITALIAN HOSPITAL DIFFERENCES

Italian Pain Medication Management is an area that differs from the American medical system. If you are in pain or are not responding well to the prescribed treatment plan, stronger prescriptions may be available.

Inform your medical team of prescriptions you currently use, ask your doctor questions, and seek help with your Near Patient Team if a language barrier exists.

You may find a difference in privacy as well. Hospital rooms are often double occupancy and may have no privacy screens between beds. Take appropriate clothing that allows you to remain semi-dressed during exams. Additionally, host-nation doctors may not always have a chaperone when examining a patient of the opposite sex. If you feel uncomfortable, ask for an additional person. Remember, you can say no.

If you want to leave your room, get dressed. And if you plan on leaving the ward, let the nursing staff know. ■





ITALIAN PHARMACIES

An Italian pharmacy, or “farmacia,” is a place you will need to be accustomed to when living in Italy. There are no chain pharmacies in Italy, but a farmacia is universally recognizable by the green cross sign. Pharmacies and their opening hours are regulated by law and operate on a “rota” system to ensure an open pharmacy for medical emergencies at any time.

Every pharmacy will display a card identifying its own opening hours, emergency number and instructions for emergency services outside of the opening hours.



Utilize [EmergenciesFVG App](#) to find a location nearest to you.

When you walk into the farmacie, you will need to wait in line and talk to the pharmacist for medicines, even those considered “over the counter.” Medications such as ibuprofen are not on open shelves, but you will not need a prescription to get them.

Italian pharmacists are likely to ask a series of questions to discern which remedy best suits your symptoms. Since a stuffy nose might be allergies or a head cold, the treatments are different; Italian pharmacists are well-qualified to provide advice about minor ailments and dispense appropriate prescriptions. Be prepared to talk to the pharmacist by describing symptoms and answering questions.

As with doctors and dentists, pharmacists may speak limited English, so it is a good idea to come prepared with a translated list of symptoms or use a translation app on your mobile phone.

If you have a prescription from your Italian provider, simply hand it to the pharmacist and they will take care of the rest. Note that opiates, narcotics or other closely regulated medications are difficult or sometimes impossible to get filled in Italy without the prescription of an Italian specialist. ■

AMERICAN MEDICATIONS and their Italian equivalents

These equivalents are provided to help you purchase over-the-counter medication at the Italian pharmacy.

If you have any questions about how to take the medication, please call your doctor.

ANTACID

Generic: aluminium hydroxide, pantoprazole, esomeprazole

Brand: Maalox, Maalox plus, Gaviscon
Maalox refluxo, Nexium control

ANTIDIARRHEAL

Generic: Loperamid-Hcl 2 mg

Brand: Imodium, Dissenten

ANTIFUNGAL

Generic: Terbinafine

Brands: Canesten spray/creme, Canesten unidie, Pevaryl, Lamisil

ANTIFUNGAL/VAGINAL

Generic: Clotrimazole

Brands: Gynocanesten, Meclon

ANTI HISTAMINE

Generic: Cetirizine, fexofenadine

Brands: Reactine 6cps, zirtec 7cps, fexallegra

CHILDREN'S IBUPROFEN

Generic: Ibuprofen 100mg/5ml

Brand: NUROFEN syrup

CHILDREN'S TYLENOL (SYRUP)

Generic: Paracetamol

Brands: Tachipirina syrup

CONSTIPATION

Generic: Lactulose, Macrogol 4000

Brand: Portolac, Lactulose syrup, Onligol

COUGH MEDICINE

Generic: Dextrometorphan, oxolamine, levodropropizine

Brands: Bronchenolo sedativo syrup, Tussi-bron syrup, Levotuss syrup

EAR WAX REMOVER

Generic: Docusat-Natrium

Brand: Cerulisina

HEAD LICE

Generic: Permethrin

Brand: Paranix shampoo

ORAL ELECTROLITE REPLACEMENT (FOR ADULTS)

Contains: sodium, potassium chloride and glucose

Brands: Polase, Massigen, 4Fuel

SALINE NASAL SPRAY

Generic: Sodium Chloride

Brands: Isomar, Sterimar, Ialumar



FILLING AN ITALIAN PRESCRIPTION on Base

The MTF pharmacy at Aviano will only fill prescriptions from Italian doctors if they are written in a standard way. Use this example as a guide for your doctor. The medication must be something carried by the installation pharmacy as an FDA approved medication.



✓ **Please Note: The form must include complete information about the patient, medication, provider and directions.**
(Il modulo deve includere informazioni complete sul paziente, sul farmaco, sul fornitore e sulle indicazioni.)

✓ **All of the elements must be written in English to be considered valid.**
(Tutti gli elementi devono essere scritti in inglese per essere considerati validi.)

✓ **Be sure prescription is typed or use ink**
(Assicurati che la prescrizione sia scritta a computer o con inchiostro in modo leggibile)

✓ **No controlled substances may be prescribed**
(Non è possibile prescrivere sostanze stupefacenti o psicotrope)



Patient Information (Informazioni paziente)

(NOME COMPLETO DEL PAZIENTE)

(DATA DI NASCITA DEL PAZIENTE)

(PESO DEL PAZIENTE IN KG
SE SOTTO I 12 ANNI)

SAMPLE PRESCRIPTION (ESEMPIO PRESCRIZIONE DI MEDICINALI)

Patient's Full Name:

Patient's Date of Birth

Patient's Weight in KG
if under 12 years old

Date Prescription Written/Signed

(DATA PRESCRIZIONE/FIRMA)

Rx: ****SAMPLE USE ONLY**** (Rx: **** SOLO PER ESEMPIO ****)

LISINOPRIL 40 MG
(LISINOPRIL 40 MG)

TAKE 1 TABLET BY MOUTH EVERY DAY
(Prendi 1 compressa per via orale ogni giorno)

FOR HIGH BLOOD PRESSURE
(per ipertensione arteriosa)

QUANTITY: 90
(Quantità)

REFILLS: 3
(Ripetibilità prescrizione)

John Smith
John Smith, MD

0444-123456

Drug Information (Informazioni sui farmaci)

- ✓ Name (generic preferred)
Nome (preferibilmente il generico)
- ✓ Strength
(principio attivo)
- ✓ Dosage form (tablet, capsule)
Forma di dosaggio
(compressa, capsula)

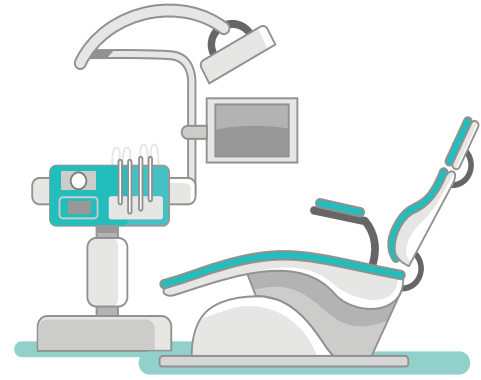
Provider Information (Informazioni del medico)

- ✓ Signature (Stamped or signed)
(Firma e timbro)
- ✓ Contact phone
(Contatto telefonico)

Directions (Istruzioni)

- ✓ Name must be specific!
(Sii specifico)
 - ✓ Route of administration
(Via di somministrazione)
 - ✓ Anticipated duration
(Durata prevista)
 - ✓ (Antibiotics, eye drops, etc.) (antibiotici, colliri, ecc)
 - ✓ Provide reason for use
(Fornire il motivo per l'uso)
- When prescribing weight-based medications to a child under 12 years of age, include dosing strategy (example: 90 mg/kg/day) and child weight
(Quando si prescrivono farmaci a base di peso a un bambino di età inferiore a 12 anni, includere i valori di dosaggio (esempio: 90 mg / kg / giorno) ed il peso del bambino)

31st Medical Group Dental Clinic



A dental visit means being examined by your dentist, who diagnoses and treats conditions that can range from routine to extremely complex. Members of the dental team may include a dentist, dental assistants, lab technicians, and dental hygienists.

31st Medical Group Dental Clinic

DSN: 632-5060

Comm: 0434-30-5060

After Hours Emergency: +39-335-848-2558

Hours: 0730–1630, Monday–Friday
(closed third Tuesday of the month)

Location: Building 121, Area 1

Services Offered

- Routine Care (fillings)
- Preventive Care (cleanings, fluoride treatment)
- Specialty Services (root canals, oral surgery, periodontics, implants)
- Pediatric Dentistry

Important Information

Priority is given to active-duty personnel. Dental care for eligible dependents and retirees is based on space availability. Emergency care for true dental emergencies is available after hours.

Services Available

In addition to general dentistry, we offer specialty care such as comprehensive dentistry, endodontics, oral-maxillofacial surgery, oral radiology, orthodontics, pediatric dentistry, periodontics, and prosthodontics. Please be aware that our orthodontics resources are limited. For those who do not qualify for orthodontic care, or wish to seek care out in town, we have information to guide you in your decision. Active-duty members

must receive permission from their command to receive care on the economy. Implant dentistry is available for active-duty members if all qualifications and indications are met.

Dental Options Outside of Military Dental Clinics

For dental care outside of a military dental clinic, TRICARE offers dental coverage for service members, families and survivors. Additionally, retired service members, their families and certain survivors may qualify to purchase dental coverage through the Federal Employees Dental and Vision Insurance Program.

- To learn more and see which plan you may use, visit www.tricare.mil/dental.
- For a list of providers in the area, please contact our front desk.
- The U.S. Embassy in Italy offers a list of English-speaking dentists, available here: <https://it.usembassy.gov/u-s-citizen-services/doctors>.

At-Home Dental Care

Here are some recommendations for general at-home care for your teeth:

- Brush your teeth at least twice daily for two minutes. Use fluoridated toothpaste and a soft-bristle toothbrush.
- Clean between your teeth (i.e. flossing) at least once daily, preferably at night before going to bed.
- When purchasing dental hygiene products, look for the American Dental Association (ADA) Seal of Acceptance.
- Avoid sugary beverages, such as sodas, energy drinks, fruit juices, sweet teas, sugary coffees, etc. If you do consume these beverages, finish the drink within 20 minutes and drink water after. Always drink plenty of water.
- Limit snacking between meals. Ideally, take four hour breaks (or longer) between meals/snacks. Frequent sugar consumption and additional snacking between meals is more predictive of tooth decay than total sugar consumption, according to the American Dental Association.
- Avoid tobacco use, including smoking, vaping, and dipping. The use of tobacco puts you at risk for oral cancer, periodontal disease, gum recession, dry mouth, tooth decay, and halitosis (bad breath).
- Schedule your annual dental exam by calling DSN: 632-5060 or Comm: 0434-30-5060.
- An infant's first dental visit should be scheduled when his/her first teeth appear, or at the latest his/her first birthday according to the American Academy of Pediatric Dentistry. ■



The American Who Discovered the Mediterranean Diet

By Maurizio Fratta

Christopher Columbus' discovery of America in 1492 is a story well known to all, just as it is known that the American continent is named after another Italian, Amerigo Vespucci.

However, there is another curiosity linked to the Italo-American cultural interaction that deserves a truly special mention.

Ancel Keys, an American biologist, physiologist, and epidemiologist, pioneered a discovery that profoundly influenced our understanding of nutrition and health. Although born and raised in the prairies of Minnesota, Keys immersed himself in the essence of Italian culture, uncovering a secret that transcended ocean boundaries and is still valid and shared by the entire global scientific community.

Keys' dedication to scientific research led him to move and live in Pioppi, a picturesque Italian fishing village located 100 km south of Naples. It was here that he identified the foundations of what is still today defined as the Mediterranean Diet. Through years of observation and research, he identified a dietary pattern capable of significantly reducing cardiovascular risk, promoting a longer and more gratifying life.

His discoveries were reported in the famous "Seven Countries Study," a thorough examination of the eating habits and lifestyles of different populations around the world. It became clear that people following a diet rich in fruits, vegetables, whole grains, fish and olive oil, in a delightful context of conviviality, showed a significantly reduced risk of developing cardiovascular diseases and had a healthier and longer life expectancy.

It's ironic to acknowledge that a man from the American hinterland rediscovered and brought to global attention the benefits of a diet infused with the sun, sea, and authentic Italian flavors!

On the other hand, it is said that Keys' intelligence quotient was excellent, enough to graduate from Stanford and become a university professor, first at Harvard and then at the University of Minnesota. And equally brilliant was his wife Margaret, who graduated in Chemistry at Oxford.

The Italian town of Pioppi became a sort of living laboratory where the Keys couple used to live for six months each year, and they did so for almost forty years. Their life was a blend of rigorous research and passionate adoption of the Mediterranean lifestyle.

Ancel Keys died in 2004 at the age of 100, while his wife Margaret, a brilliant yet silent supporter of her husband's research and scientific dissemination activities, passed two years later, at the age of 97.

Ancel and Margaret were both discoverers and living witnesses to the benefits of the Mediterranean Diet.

One last curiosity: during the Second World War, Ancel Keys introduced the "K Ration," a nutritional package intended for American soldiers in combat. One might think that "K" stood for Keys, while it simply identified a step in an alphanumeric sequence.

The Medical Center for Nutrition Prevention in Pordenone (IT), a private healthcare facility specializing in a multi-professional approach to dietology and nutrition, promotes scientific dissemination exclusively following evidence-based medicine. The center follows and assists patients worldwide, even remotely, under telemedicine. They can be contacted at info@nutrizioneprevenzione.it, or via the web at www.nutrizioneprevenzione.it/EN/index-en.html. ■

Top 5 Foods

to Support Aging and Inflammation

By Dr Nicola Sarandria MD, PhD

Italy is one of the most iconic birthplaces of the Mediterranean diet. With its population of centenarians, the Italian population has been widely studied for its colorful and refreshing diet, based on fruits, vegetables and extra virgin olive oil.

When discussing diet and its impact on aging and inflammation, one must first consider aging as a multifaceted process that the human body undergoes. Aging involves various processes. Inflammation, which is a complex process, can be acute, sub-acute or chronic, and vital for the human body to survive and fight off diseases or infections. But it can also be detrimental and cause disease. As a matter of fact, the silent chronic inflammation is a leading cause of diseases and oftentimes goes hand-in-hand with aging. This process is correlated with several pathologies such as stroke, myocardial infarction, neurological diseases and oncological diseases. Triggers of this type of inflammation include lifestyle and diet choices.

Diet is fundamental to a healthy and balanced lifestyle. For instance, processed meat, nitrites, rich foods (together with other cancerogenic preservatives), lead-rich vegetables and burnt food (which can sometimes be rich in acrylamide, a cancerogenic substance) can have significant negative impacts to one's health. Therefore, foods like these can be harmful and, in some instances, if chronically consumed, could lead to serious pathologies.

It is important to also categorize foods as functional foods with clear benefits to our body. These include superfoods like green tea and garlic. Common in different cultures and past rural populations, these foods have showed amazing benefits and a need to return to a more rural lifestyle, including physical activity and healthier diets. This includes distancing our eating from fast foods and processed foods and moving closer to raw materials cooked in healthy ways.

A healthy diet must contain the five main food groups. And there is no better place than Italy to enjoy a healthy, balanced and tasty Mediterranean diet!

1 Vegetables and legumes: Italy has many different types of legumes from “fagioli” (beans) to “lenticchie” (lentils), which supply you with fibers, vitamins and proteins.

2 Fruit: Thanks to its climate, Italy has a rich variety of fruits, from Sicilian blood oranges filled with vitamin C to strawberries and lemons.

3 Grains: Italy has a rich history of ancient grains such as “Grano Senatore Cappelli” for amazing pasta dishes and bread.

4 Lean meats/poultry/fish/eggs: Lean and healthy proteins are essential for the sustenance of your muscle mass and the production of antibodies for your immune system. Try Italian trout or sea fishes such as seabass or sea bream for healthy proteins and your daily dose of omega-3 fats.

5 Dairy or alternatives (with reduced-fat content): A great example is the amazing fresh yogurt from the region of Trentino Alto Adige with milk from grass-fed cows contains many beneficial properties such as Omega-3 fats.

Do not forget to add three tablespoons of extra virgin olive oil to your meals each day, which will keep your skin young and help you fight inflammation. Being in Italy, you will be surprised by the vast geographical areas of production of what is known as the “liquid gold” of Italy.

Foods and beverages like soft drinks, sodas and confectionaries can be very high in glycemic value and calories. This might lead to being overweight or obese (a true epidemic in many countries), causing terrifying effects on the human body. As humans, we have forgotten how an excessive intake of food combined with an astounding decrease in physical activity, which unfortunately has been recorded in many countries around the globe, can have a destructive and perhaps one of the most preventable effects on our health and longevity.

Do you want to live a healthy and long life? Then follow these tips for improving your diet, which will surely aid you in your goal while enjoying the colors and flavors of Italian world-renowned foods! ■

Aviano Veterinary Treatment Facility (VTF)

Checklist for Pet Parents

- Register international micro-chip.
- Keep rabies vaccination current.
- Register with military vet.
- Find Italian vet clinic.
- Get pet passport and ID tags.
- Purchase pet insurance.
- Give flea and tick treatment.
- Schedule Lyme disease vaccination.



DSN: 632-8485

Comm: 0434-30-8485

Email: usaf.aviano.31-mdg.mbx.vet-clinic@mail.mil

Location: Area F, Bldg. 1410

Get pet registration and pet passport information, local emergency and specialty clinic information here: www.31fss.com/veterinary-clinic

Getting to Italy

To enter Italy, you must furnish proof that your pet has:

- An international microchip
- A current rabies vaccination that meets OIE standards
- A certificate of health

Be sure to keep the Leptospirosis vaccine current as it has a heavy presence in Italy. Because fleas and ticks are also prevalent, consider preventive treatments. There is also a Lyme disease vaccination available for dogs.

Within 10 days of your pet's arrival or adoption, you should register with the local military vet clinic and register the microchip. Your pets must have identification tags and should not wander freely. You are responsible—and can be sued—for damages to individuals or property caused by your pet, so purchase liability insurance. Coverage is inexpensive and will save you from any future headaches.

Travel

Planning to travel without your pet? You'll need a European pet passport before traveling around Europe. Make an appointment with an off-installation veterinarian to acquire one.

Be sure to find a kennel as soon as possible as they can be fully booked months in advance for the summer and winter holiday seasons.

Emergencies

Installation vet offices do not provide after-hours emergency care, so ask for a list of clinics on the Italian economy. Visit a couple to find one that is right for you and establish a relationship so that you will feel confident going there if an emergency arises. ■

EMERGENCY INFORMATION

All emergency numbers can be dialed from a cell phone without an active or valid service provider.

European Emergency Number: 112
 Italian Ambulance: 118
 Italian Fire: 115
 Italian Police: 113
 On base emergency: 911

Note that Aviano's 31st Medical Group does not have an emergency department.

24/7 NURSE ADVICE LINE

DSN: 632-5000
 Comm: 0434-30-5000
 (Appointment line, option 1)
 U.S. phone: 800-979-721
 Visit: mhsnurseadvice.com

NEED EMERGENCY TRANSLATION SUPPORT?

During an emergency

- First call the Interpreter for in-person translation assistance (during business hours): 335-560-1235 or 0039-335-560-1235 from a U.S. phone
- As a second option, call International SOS (telephonic 24/7 translation support): 800-915-994
- If you are PRAP/AUOF/FLY call unit monitor directly 335-801-5463

Once admitted to a hospital, you can contact the Patient Liaison Support Lines:

- Pordenone Patient Liaison: 0434-36-5701
- Aviano Patient Liaison: 0434-30-5408 or DSN: 632-5408

31ST MEDICAL GROUP DIRECTORY

Comm: 0434-30-5000
DSN: 632-5000

Hours: 0730–1630, Monday–Friday
 The clinic is closed every third Tuesday of the month for training and on all U.S. federal holidays.

- Make, cancel or reschedule appointments
- Connect to Nurse Advice Line
- Contact the Patient Liaison
- Connection to pharmacy for refills
- Connect to other various office and services

Aviano TRICARE Information:
aviano.tricare.mil

Aviano Air Base Official Website
 Clinic Information: www.aviano.af.mil/Units/31st-Medical-Group/Case-Management-Services

Facebook: www.facebook.com/AvianoMedicalGroup

QUICK REFERENCE NUMBERS

Country code for Italy: +39

Appointments / 24-Hour Nurse Advice Line

DSN: 632-5000
 Comm: 0434-30-5000
 U.S. phone: 800-979-721

Alcohol and Drug Abuse Prevention and Treatment (ADAPT)

DSN: 632-6247
 Comm: 0434-30-6247

Allergy and Immunology

DSN: 632-5400 or 632-6261
 Comm: 0434-30-5400 or 0434-30-6261

Base Operational Medicine Clinic (BOMC)

DSN: 632-5414
 Comm: 0434-30-5414

Case Management Services

DSN: 632-5360
 Comm: 0434-30-5360

Clinical Laboratory

DSN: 632-5940
 Comm: 0434-30-5940
 After-hours on-call: 335-102-8687

Dental

DSN: 632-5060
 Comm: 0434-30-5060
 After-Hours Dental Emergencies
 On-call provider: 335-848-2558

Exceptional Family Member Program (EFMP)

DSN: 632-5674
 Comm: 0434-30-5674

Family Advocacy

DSN: 632-5667
 Comm: 0434-30-5667

Health Promotions

DSN: 632-4583
 Comm: 0431-30-4583

Immunizations

Comm: 0434-30-6261
 Mon-Fri 0800-1600

International SOS

+ (44) 20-8762-8384 (option 1)

Medical Records

DSN: 632-5309
 Comm: 0434-30-5309

Medical Standards Management Element (MSME)

DSN: 632-5200
 Comm: 0434-30-5200

Mental Health

DSN: 632-5321
 Comm: 0434-30-5321

Optometry

DSN: 632-5062

Comm: 0434-30-5062

Patient Advocate

DSN: 632-5002
 Comm: 0434-30-5002

Patient Liaisons

Aviano
 DSN: 632-5408
 Comm: 0434-30-5408
Pordenone
 Comm: 0434-36-5701

Pediatrics

DSN: 632-5685
 Comm: 0434-30-5685

Pharmacy

DSN: 632-5214
 Comm: 0434-30-8165

Physical Therapy

DSN: 632-4068
 Comm: 0434-30-4068

Public Health

DSN: 632-2998
 Comm: 0434-30-2998

Radiology

DSN: 632-5019
 Comm: 0434-30-5019

Referral Management

Comm: 0434-30-5792/5782

Reliability Operational (Flight Medicine/PRAP)

Flight Medicine DSN: 632-5101
 Flight Medicine Comm: 0434-30-5101
 PRAP DSN: 314-632-1755
 PRAP Comm: +39-0434-30-1755

TRICARE Benefits

DSN: 632-5067/5130
 Comm: 0434-30-5067/5130

TRICARE Enrollment/Disenrollment

DSN: 632-5133
 Comm: 0434-30-5133



WELCOME TO WORLDWIDE HEALTH COVERAGE

Foreign Service Benefit Plan

Foreign Service Benefit Plan offers over one million providers in the US and covers all providers outside of the US as an in-network benefit.

- ✓ Enjoy 50 chiropractic, 50 acupuncture and 50 massage therapy benefits
- ✓ Receive worldwide coverage – overseas providers treated as in-network
- ✓ Take advantage of complimentary claim translation
- ✓ Earn up to \$400 in wellness rewards

High-Option FEHB health insurance open to eligible federal civilian employees

afspa.org/fsbp



Paid Ad. No Federal endorsement of advertiser intended.
*Up to \$60 per visit; 50 visits per year for each type of service. All benefits are subject to the definitions, limitations, and exclusions set forth in the Foreign Service Benefit Plan's Federal brochure (RI 72-001)



TAX PREPARATION IN ITALY?

GET YOUR REFUND!



Call Roy McGilvray at
334-998-5159 or
email at
Roy.mcgilvray@hrblock.com
mcgilvrayroy@gmail.com

For the most current TRICARE network provider information:
www.tricare-overseas.com/beneficiaries/resources/provider-search

Tricare Dental Program provider search:
www.uccitdp.com/tp2opd

Find a hospital or clinic near you on Google Maps.



HOSPITALS

Azienda Sanitaria Friuli Occidentale – ASFO (a.k.a Pordenone Civil Hospital)*▼
 Via Montereale 24
 33170 Pordenone PN
 0434 39 9111
 TRICARE Network: Yes
<https://asfo.sanita.fvg.it>

Azienda Ospedaliera “Santa Maria della Misericordia” Universitaria Friuli Centrale (a.k.a Udine Civil Hospital)*▼
 Piazzale Santa Maria della Misericordia 15
 33100 Udine UD
 0432 5521
 TRICARE Network: No
<https://asufc.sanita.fvg.it>

Azienda Ospedale Università Padova*▼
 Via Nicolò Giustiniani 2
 35121 Padova PD
 049-821-1111
 TRICARE Network: Yes
<https://www.aopd.veneto.it>

Burlo Garofolo (Children’s and Maternity Hospital)*▼
 Via dell’Istria 65
 34137 Trieste TS
 040-378-5111
 TRICARE Network: Yes
<https://www.burlo.trieste.it>

Casa Di Cura San Giorgio (a.k.a Policlinico)*▼
 Via Agostino Gemelli 10
 33170 Pordenone PN
 0434-51-9111
 TRICARE Network: Yes
<https://www.clinicasangiorgio.it>

Casa di Cura Giovanni XXIII XXIII
 Via Giovanni XXIII 7
 31050 Monastier di Treviso TV
 0422 8961
 TRICARE Network: Yes
<https://www.giovanni23.it>

Ospedale San Bortolo*▼
 Viale Ferdinando Rodolfi 37
 36100 Vicenza VI
 0444-75-3111
 TRICARE Network: Yes
 (for some specialties only)
<https://www.aulss8.veneto.it>

Azienda ULSS n. 2 Marca Trevigiana
 Via Sant’Ambrogio 37
 31100 Treviso TV
 0422-32-2111
 TRICARE Network: Yes
 (for some specialties only)
<https://www.aulss2.veneto.it>

CLINICS*

Blue Medical Center
 Via Nazionale 44
 31010 Godega di Sant’Urbano TV
 0438-38-8437
 TRICARE Network: Yes
www.bluemedicalcenter.com

Centro Medico Esperia
 Via dei Serviti 10
 33080 Porcia PN
 0434-59-0222
 TRICARE Network: No
www.centromedicoesperia.it

Centro di medicina
 TRICARE Network: Yes, Pordenone and Conegliano locations only
pordenone.centrodimedicina.com

Via Della Ferriera 22/D
 33170 Pordenone PN
 0434-55-4130

Viale Venezia87a
 31015 Conegliano TV
 0438-6-6191

Diagnostica 53
 TRICARE Network: No
www.diagnostica53.it

Via Dante Alighieri 2
 33070 Brugnera PN
 0434-183-5050

Viale I’ Maggio 65
 33082 Azzano decimo PN
 0434-64-0411

Mediclinic
 Via IV Novembre, 10/c
 35020 – Pozzonovo PD
 0429-77-2906
 TRICARE Network: Yes
www.mediclinic.it

Polis Medica
 TRICARE Network: No
www.polismedica.it

Via Rosa 18
 33078 San Vito al Tagliamento PN
 0434-83-4069

Via Fausto Bonò 1
 30026 Portogruaro VE
 0421-170-6970

Sanisystem
 TRICARE Network: No
www.sanisystemgroup.it

via G. Galilei 9
 33170 Pordenone PN
 0434-20-8215

via Montereale 53/A
 33170 Pordenone PN
 0434-20-8215

via San Michele 4
 33077 Sacile PN
 0434-78-0986

Nutrizione Prevenzione Integrated Medicine
 via Julia, 9
 33170 Pordenone
 0434-96-6679
 TRICARE Network: No
www.nutrizioneprevenzione.it

U.S. Abroad Health Care
 TRICARE Network: Yes, urgent care only
www.usabroadhc.com

Piazza Duomo 22
 33081 Castello d’Aviano PN
 0434-31-3433

Via Arturo Rossato 7
 36100 Vicenza VI
 0444-91-4398

BEHAVIORAL AND MENTAL HEALTH

REACH AUT
 TRICARE Network: Yes
www.reachaut.org

Corso Vittorio Emanuele II 27
 33170 Pordenone
 0444-149-7390

Via Gramsci 14
 33081 Aviano PN
 0434-31-3869

Via S. Martino 7
 33081 Aviano PN
 0444-149

COSMETIC SURGERY

Dr. Marco Pin
 Via Montereale 26A
 33170 Pordenone PN
 346-088-3754
www.marcopin.it

DENTISTRY

Denteline SRL
 Via G. B. Damiani 5
 33170 Pordenone PN
 0434-052-1926
www.studiodentisticovalenti.com

Dr. Sonia Alosi
 Via XX Settembre 53
 33080 Roveredo in Piano PN
 0434-96-0164

Novidental
 Via Iginio Santarossa 16
 33070 Brugnera PN
 0434-62-4083
www.novidental.it

Smile Angels Dental Clinic
 Via Dante Alighieri 8
 33080 Roveredo in Piano PN
 0434-96-1072

Studio Dentistico Dentax
 Via Zoppè, 6
 31020 San Fior di Sotto TV
 0438-77-7220
www.studiodentax.it

Studio Dentistico Serena
 Piazzale XX Settembre 24
 33170 Pordenone PN
 0434-2-7788
www.studiodentistico-serena.com

Studio Dentistico Smile
 Via delle Acque 4
 33080 Porcia PN
 0434-36-8557
www.studiodentisticosmile.com

Studio Dentistico Valenti
 Via G. B. Damiani 5
 33170 Pordenone PN
 0434-52-1926
www.studiodentisticovalenti.com

MEDICAL EQUIPMENT

Beni Sanitaria
 Via Carlo Cattaneo 54,
 36100 Vicenza VI
 0444-54-5390
 TRICARE Network: Yes
<https://www.benivicenza.it>

JANZ Medical Supply – Aviano main Exchange
 0434-65-8293
 TRICARE Network: Yes
janzmedicalsupply.com/store/aviano-main-exchange

JANZ Medical Supply – Vicenza Army Health Clinic
 347-865-8186
janzmedicalsupply.com/store/aafes-vicenza-army-health-clinic

Sanitaria Ortopedica Avianese
 Via Sacile 3/B
 33081 Aviano PN
 0434-65-2218
 TRICARE Network: No

REHABILITATION CENTERS

CASTLE CRAIG HOSPITAL
 West Linton, Edinburgh
 Scotland, U.K. EH46 7DH
 International: +44 172 178 8481
 From U.K.: 0808 303 0167
www.castlecraig.co.uk

SMARMORE CASTLE
 Smarmore, Ardee, Co. Louth
 A92 YY22, Ireland
 International: +353 41 213 4290
 From Ireland: +353 41 986 5080
www.smarmore-rehab-clinic.com

U CENTER
 Julianastraat 23-A
 6285 AH Epen, Netherlands
 800-222-4446
www.u-center.nl

SLEEP MEDICINE

AMERICAN SLEEP CLINIC
 Friedberger Landstraße 406
 60389 Frankfurt am Main, Germany
 +49 06980 880 7777
www.american-sleep-clinic.com

ONCOLOGY

CENTRO DI RIFERIMENTO ONCOLOGICO AVIANO
 Via Franco Gallini 2
 33081 Aviano PN
 3475-63-8538
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Piazza Duomo 22
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Catania
Via Canfora 49
95128 Catania CT

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Viale del Tirreno 361
56128 Calambrone (PI)

Napoli
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