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HEALTH MEDICAL

Germany Guide 2021 - 2022

YOUR GUIDE TO HEALTH CARE IN GERMANY

INSIDE:

ON-INSTALLATION SERVICES

OFF-INSTALLATION SERVICES

SUPPLEMENTAL HEALTH



Dentistry 4 Kidz

in Mediceum Landstuhl

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YOUR GUIDE TO HEALTH CARE IN GERMANY

Whether this is your first time stationed in a new country, or you're a PCS-ing pro, navigating the German health care system can be overwhelming. From finding on-and-off installation services, to understanding the differences you may find while navigating the German health care system, to keeping your pet's health up to par, you'll find the Stars and Stripes Health & Medical Germany Guide useful for many of your medical needs.

» CONTENTS

4

ON-INSTALLATION SERVICES

- 4 Regional Health Command - Europe
- 5 On-Installation Health Services Directory
- 6 86th Medical Group: Ramstein Air Base
- 7 Get Set Up with TRICARE Overseas
- 8 The Basics of Military Treatment Facility Priority for Care
- 10 Landstuhl Regional Medical Center (LRMC), Division of Women's Health & Newborn Care
Installation Pharmacy, Self-Care Programs

12

OFF-INSTALLATION SERVICES

- 12 Medical Treatment on the Local Economy
- 14 Everything You Need to Know About Patient Liaisons
- 16 German Pharmacies
American Medications and Their German Equivalents

18

SUPPLEMENTAL HEALTH BENEFITS

- 18 Dental Care, What To Expect
- 20 My Experience Giving Birth in Germany
- 22 Mental Health Care

24

STAYING HEALTHY

- 24 Simple Ways to Improve Your Health
- 28 Services When You're Housebound
- 29 German Language Medical Terms

31

PET HEALTH

- 31 Pet Health

32

DIRECTORY & RESOURCES

- 32 Veterinary Services Directory
- 34 Off-Installation Health Services Directory
Bavaria - Kaiserslautern - Stuttgart - Rhein Main

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» REGIONAL HEALTH COMMAND EUROPE

Welcome to Europe! Regional Health Command Europe (RHCE) is responsible for all Army medical treatment facilities, dental clinics, veterinary clinics and public health services within the European Theater. We are proud to offer responsive, reliable and world-class health care services to U.S. military personnel and their families serving U.S. Army Europe and Africa, U.S. European Command, U.S. Africa Command, U.S. Central Command and U.S. Special Operations Command.



RHCE is made up of four subordinate commands: Landstuhl Regional Medical Center, Medical Department Activity Bavaria, Dental Health Command Europe and Public Health Command Europe. Together they work to support commanders and leaders to ensure a medically ready force and healthy communities. We also partner with a robust network of host-nation hospitals, clinics and providers, who work hand-in-hand with Army MTFs to meet the health care needs of U.S. military personnel and their families. Our MTFs focus on medical readiness, as well as access to care, responding to individual beneficiary and community medical needs and delivering quality care following a Primary Care and Primary Care Manager (PCM) team Patient Centered Medical Home model.

Landstuhl Regional Medical Center is RHCE's forward-stationed health readiness platform for combat casualty care and theater evacuees. Since the 1990s, LPMC has had a successful partnership with the 86th Medical Group at Ramstein Air Base to augment staffing at the hospital. This integration has been highly successful in providing high-quality health care and strategic theater health support to EUCOM, AFRICOM, CENTCOM and SOCOM.

MEDDAC Bavaria provides health care services to U.S. Army installations located in Ansbach, Grafenwoehr, Hohenfels, Stuttgart and Vilseck, Germany. The approximately 700 service members and civilians who comprise the MEDDAC Bavaria staff serve approximately 35,500

community members in Bavaria and an additional 10,000 community members in Stuttgart, Germany.

In support of U.S. Forces operating in Eastern Europe, MEDDAC Bavaria also provides staffing for two forward operating site health care facilities at Mihail Kogalniceanu, Romania and Novo Selo Training Area, Bulgaria. Both facilities provide medical support to U.S. Forces in the Black Sea Theater of operations.

RHCE also offers a full range of comprehensive dental services through DHCE, to include specialty care. These services are available for active-duty personnel and to other than active-duty personnel on a space-available basis. Dental teams provide unified, warrior focused oral health care with an exceptional team of professionals dedicated to excellence and service.

Public Health Command Europe (PHCE) provides comprehensive military public health programs in support of garrisons, training areas and contingency/combat forces operating in the EUCOM and AFRICOM areas of operation to sustain

force health protection and readiness. These programs include medical entomology, environmental health engineering, food and water sanitation, veterinary services, industrial hygiene, occupational health and preventive medicine support to readiness, planning and training.

We are committed to the U.S. Army Medical Command's transformation to a system for health, which promotes health through fitness and illness/injury prevention, restores health through patient-centered care, and encourages service members to maintain health through informed choices.

There is no question about it: health powers readiness. From our health and dental clinics to our veterinary and public health services and multinational interoperability initiatives, everything we do is aimed at building a healthy force, ready to respond to our nation's call. ■





MEDICAL FACILITIES

52nd Medical Group Spangdahlem
Bldg 550
Spangdahlem 54529
DSN 452-8333; (06565) 61 8333
<https://www.airforcemedicine.af.mil/MTF/Spangdahlem/>

86th Medical Group Ramstein
Bldg 2114, 2nd Floor
Ramstein-Miesenbach 66877
DSN 479-2273; (06371) 46-2273
<https://www.airforcemedicine.af.mil/MTF/Ramstein/>

470th Medical Flight NATO Geilenkirchen
Bldg 208
Geilenkirchen 52511
DSN 458-3200; (02451) 99 3200
<https://www.spangdahlem.af.mil/Units/470th-Air-Base-Squadron/>

U.S. Army Health Clinic Baumholder
Bldg 8740, 8741 and 8742
Baumholder 55774
DSN 590-5762; (06371) 9464 5762
<https://mhs-europe.tricare.mil/baumholder>

U.S. Army Health Clinic Grafenwoehr
Bldg 475, Tower Barracks
Grafenwoehr 92655
DSN 590-3000; (06371) 9464 3000
<https://mhs-europe.tricare.mil/grafenwoehr>

U.S. Army Health Clinic Hohenfels
Bldg 51, Hohenfels Training Area
Hohenfels 92366
DSN 590-3300; (06371) 9464 3300
<https://mhs-europe.tricare.mil/hohenfels>

U.S. Army Health Clinic Ansbach
Bldg 8156, Urlas Kaserne
Ansbach 91522
DSN 314-590-3600; (06371) 9464-3600
<https://mhs-europe.tricare.mil/ansbach>

U.S. Army Health Clinic Kaiserslautern
Bldg 3287, Daenner Straße,
Kleber Kaserne
Kaiserslautern 67657
DSN 590-5762; (06371) 9464 5762
<https://mhs-europe.tricare.mil/kaiserslautern>

Landstuhl Regional Medical Center
Dr. Hitzelberger Straße
Landstuhl/Kirchberg 66849
DSN 590-5762; (06371) 9464 5762
www.landstuhl.tricare.mil

U.S. Army Health Clinic Stuttgart
Bldg 2300, Patch Barracks
Stuttgart 70569
DSN 590-2900; (06371) 9464 2900
<https://mhs-europe.tricare.mil/Stuttgart>

U.S. Army Health Clinic Vilseck
Bldg 260, Rose Barracks
Vilseck 92249
DSN 590-2300; (06371) 9464 2300
<https://mhs-europe.tricare.mil/Vilseck>

U.S. Army Health Clinic Wiesbaden
Bldg 1040
Flugplatz Erbenheim 1040
Wiesbaden 65205
DSN 590-5762; (06371) 9464 5762
<https://mhs-europe.tricare.mil/Wiesbaden>

DENTAL FACILITIES

52nd Dental Squadron Spangdahlem
Bldg 137, Spangdahlem 54529
DSN 452-8193; (06565) 61 8193

<https://www.airforcemedicine.af.mil/MTF/Spangdahlem/>

86th Dental Squadron Ramstein
Bldg 301
Ramstein-Miesenbach 66877
DSN 479-2210; (06371) 46 2210
www.facebook.com/86th-Dental-Squadron-Ramstein-AB-Germany-417260598460435

Ansbach Dental Clinic
Urlasstrasse
Ansbach, Germany 91522
DSN: 314-590-3700; (06371) 9464-3700
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Baumholder Army Dental Clinic
Bldg 8647, Dental Street,
Smith Barracks
Baumholder 55774
DSN: 314-590-1009; (06371) 9464-1009
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Grafenwöhr Army Dental Clinic
Diessfurter Strasse 18
Grafenwoehr, Germany 92655
DSN: 314-590-3100; (06371) 9464-3100
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Hohenfels Army Dental Clinic
Bldg 50, Kennedy Straße
Hohenfels 92366
DSN 314-590-3400; (06371) 9464-3400
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Kleber Army Dental Clinic
Bldg 3287, Daenner Straße,
Kleber Kaserne
Kaiserslautern 67657
DSN 590-2620; (06371) 9464 2620
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Landstuhl Army Dental Clinic
Bldg 3703, Langwiedener Straße
Landstuhl/Kirchberg 66849
DSN 314-590-6822; (06371) 9464-6822
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Landstuhl Specialty Dental Clinic
Bldg 3701, Langwiedener Straße
Landstuhl/Kirchberg 66849
DSN 314-590-1950; (06371) 9464-1950
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

LRMC Oral Surgery Clinic
Dr. Hitzelberger Strasse (Gate 3)
Bldg 3772 Wing 14B
Landstuhl, Germany 66849
DSN 590-6588; (06371) 9464 6588
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Pulaski Army Dental Clinic
Bldg 2921, Washington Square
Kaiserslautern 67657
DSN 314-590-1950; (0631) 3406-1950
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Stuttgart Army Dental Clinic
Bldg 2996, Panzer Kaserne
Böblingen 71032
DSN 590-2800; (06371) 9464 2800
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Vilseck Army Dental Clinic
Südlager 250
Vilseck, Germany 92249
DSN: 314-590-2500; (6371) 9464-2500
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

Wiesbaden Army Dental Clinic
Wheaton Avenue
Erbenheim Flugplatz, Bldg 1040
Wiesbaden, Germany 65205
DSN: 314-590-1515; (06371) 9464-1515
<https://rhce.amedd.army.mil/dencom-europe/index.cfm>

OPTOMETRY FACILITIES

Exchange Optical Center, Grafenwoehr
Bldg 700, Tower Barracks
Grafenwöhr 09114
(09641) 924 596

Exchange Optical Center, Ramstein Air Base
Bldg 3336, KMCC
Ramstein-Miesenbach 66877
(06371) 8020450

Exchange Optical Center, Stuttgart
Bldg 2903, Panzer Kaserne
(07031) 2042350



86TH MEDICAL GROUP RAMSTEIN AIR BASE

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MTF APPOINTMENT LINE:

COMMERCIAL:
06371-46-2273
DSN:
479-CARE (2273)

**NURSE ADVICE
HOTLINE**



The Nurse Advice Line allows you to speak to a registered nurse, 24 hours a day, 7 days a week. You receive advice or information about your health at no cost. Just call 00800-4759-2330.

**EMERGENCIES
CALL 112**



In Case of Emergency

In the event of an emergency, on or off base, beneficiaries will dial "112." In case of emergency while away from the local area, call International SOS 0800-589-1599.

After Hours Care

If care is needed after hours, the Landstuhl Regional Medical Center emergency room is available to the military community.



TRICAREOnline.com links you to routine appointment scheduling 24 hours a day/7 days a week. It also offers 86th MDG information and helpful TRICARE benefit information.

MTF INFORMATION

Address: Unit 3215, Ramstein, Germany APO AE 09094-3215
Hours: Monday through Friday, 7 a.m. to 4:30 p.m.
Closed: Weekends, U.S. Holidays, Goal Days and Family Days
Note: TRICARE beneficiaries should visit the Ramstein AB homepage or 86th MDG Facebook page for up-to-date wing exercise closures

BENEFICIARY POPULATION SERVED

Priority 1: Active Duty (AD) Service Members
Priority 2: AD Family Members enrolled in TRICARE Prime Overseas
Priority 3: Retirees and their family members, Direct Care eligible Command-Sponsored Dependents of AD members and beneficiaries enrolled in TRICARE Plus

OFFICIAL SOCIAL MEDIA PAGES

<https://www.airforcemedicine.af.mil/MTF/Ramstein/>
www.facebook.com/pages/AFMS-Ramstein-86th-Medical-Group/215624871784925

COMMON CLINIC TELEPHONE NUMBERS

Clinic	Location	Phone
Dental Clinic	Bldg. 301	479-2210
Exceptional Family Members Program (EFMP)	Bldg. 2114, 1st Flr.	479-2375
Family Advocacy Clinic	Bldg. 2123	479-2370
Family Health Clinic	Bldg. 2114, 2nd Flr.	479-2273
Flight Medicine Clinic	Bldg. 2121, 2nd Flr.	479-2273
Force Health Management	Bldg. 2114	479-2169
Health Promotions	Bldg. 2117	480-4292
Immunization/Allergy	Bldg. 2114, 1st Flr.	479-2549
Laboratory	Bldg. 2114, 1st Flr.	479-2580
Mental Health Clinic	Bldg. 2121, 3rd Flr.	479-2390
MTF Enrollments	Bldg. 2114, 1st Flr.	479-2557
Optometry Clinic	Bldg. 2121	479-2350
Pediatrics Clinic	Bldg. 2114, 1st Flr.	479-2273
Physical Exams	Bldg. 2114, 2nd Flr.	479-2273
Physical Therapy Clinic	Bldg. 2117	480-1559
Public Health - CDC	Bldg. 2114	479-2499
Radiology Clinic	Bldg. 2114, 1st Flr.	479-2575
Referral Management Center	Bldg. 2114, 1st Flr.	479-2101

RAMSTEIN PHARMACY

Phone: 06371-46-2541 or DSN: 479-2541
Hours: Monday through Friday, 7 a.m. to 4:30 p.m.
Phone-in Refills: 06371-86-5601

Get set up with » TRICARE OVERSEAS



TRICARE PRIME ACCESS

Enrollment in TRICARE Prime can be completed during in-processing or at the TRICARE Service Center (TSC). TRICARE Prime access-to-care standards assure that beneficiaries receive timely, quality care. If timely care is unavailable at the military treatment facility (MTF) near you, you may be referred to another MTF or to a host-nation provider or hospital.

Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by International SOS first. In most cases you will work with your TRICARE Service Center to obtain authorization.

Active-duty military and their command-sponsored family members will be scheduled for appointments in accordance with these standards:

NON-TRICARE PRIME

Beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees, may be seen at an MTF on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees also establish relationships with host-nation providers.

YOUR LOCAL TRICARE SERVICE

Be sure to visit your local TRICARE Service Center (TSC) during in-processing to verify your TRICARE eligibility and enrollment status. Don't forget to take your ID card and check your DEERS registration and address. You can update your address in DEERS online at www.tricare.mil/DEERS.

The TSC located at Landstuhl Regional Medical Center (LRMC) in Building 3744. The phone number is **DSN 590-4830** or **civilian number 06371-9464-4830**. TSC staff can explain how to access care at an MTF or at a TRICARE-approved host-nation facility. This is important prior to treatment or prior to hospitalization at a host-nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TSC can give you host-nation provider names and phone numbers, a map with driving directions and other useful information. They can also help you understand medical documentation and bills. TSC staff can also help schedule your initial appointment with a host-nation provider, or you can call the host-nation provider office directly to book your own appointment, or contact International SOS at **0800-589-1599** to assist you in booking your appointment. ■



FOR MORE INFORMATION, PLEASE VISIT THE FOLLOWING WEBSITES:

TRICARE ONLINE: WWW.TRICARE.MIL

TRICARE EUROPE: WWW.TRICARE-OVERSEAS.COM



THE BASICS OF **MILITARY** **TREATMENT FACILITY** PRIORITY FOR CARE

Access to a Military Treatment Facility (MTF) is based on governmental policy and the needs of the defense mission. Therefore, a priority for care was established by the DoD to regulate access to MTFs. It is important to understand the priority for care and where you and your family can access medical treatment when you need it.

The primary mission of the military health system is to maintain the health of military service members and be prepared to deliver health care in times of war. Governmental policy regulates who can utilize MTFs, and health benefits for service members and their families are administered through the TRICARE managed care system.

Beneficiaries must be registered in the Defense Enrollment Eligibility Reporting System (DEERS), a computerized database that monitors eligibility for TRICARE benefits and access to MTFs. While service members are automatically registered in DEERS, sponsors must register dependents prior to care and update information as needed. For more on DEERS, visit at www.tricare.mil/DEERS or call the Defense Manpower Data Center Support Office toll-free from Germany at 001-800-538-9552.

MTFs provide health care to beneficiaries according to these priorities:

PRIORITY 1

Active-duty service members – Service members enroll with an MTF and are assigned a primary care manager at a primary care clinic. If the type of service needed is not available, TRICARE Service Center staff can help locate the same level of care at another MTF or through host-nation providers, and will assist with appointments and referral authorizations. There is no cost to service members if they have a referral and prior authorization from the TRICARE overseas contractor.

PRIORITY 2

Active-duty family members enrolled in TRICARE Prime – As with service members, if health care is not available at the MTF, they will be referred to host-nation providers. TSC staff can help with making appointments with host-nation providers and provide copies of authorizations for care outside the MTF. There is no cost with referrals and prior authorization.

PRIORITY 3

Retirees and their family members enrolled in TRICARE Plus – This program is for direct care and is available at overseas MTFs on a case-by-case basis. An MTF's participation in the TRICARE Plus program is determined by the MTF commander. Beneficiaries must enroll, and they are only eligible for care at the MTF where they are enrolled. When service is not available, TSC staff can provide host-nation provider lists to the beneficiary and assist with making appointments. If an MTF does not offer specialty care, TRICARE Plus enrollees may need to seek care from host nation providers. A cost share and deductible will apply. In Germany, host-nation providers may require up-front payment before care is given.

PRIORITY 4

Active-duty family members who are TRICARE Select (not enrolled in TRICARE Prime) – Care is received on a space-available basis, and cost share and deductibles may apply based on the sponsor's rank. Out-of-pocket costs may apply.

PRIORITY 5

All other TRICARE-eligible persons – This applies to retirees, their family members and survivors who are not enrolled in TRICARE Plus or TRICARE Select; they will receive care on a space-available basis.

PRIORITY 6

U.S. civilian personnel who are not TRICARE eligible (e.g. GS/NAF federal employees, AAFES and DODEA civilian employees, contractors assigned to Europe) – Civilian employees are seen at an MTF only on a space available basis with the exception of emergency medical care and on a fully reimbursable basis. ■

The VA administers the Foreign Medical Program which is a VA health care benefits program for U.S. veterans with a VA-rated service-connected condition living overseas or traveling abroad. With the exception of healthcare services received in the Philippines, all services provided in foreign countries fall under the jurisdiction of the FMP. More information about FMP is available at:
Phone 877-345-8159
Fax 303-331-7803

www.va.gov/communitycare/programs/veterans/fmp/index.asp





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American Medical Center

Konrad-Adenauer-Straße 4, 66849 Landstuhl

Phone: 06371 49 50 21

Email: frontdesk@american-care.com

Website: www.american-care.com

LANDSTUHL REGIONAL MEDICAL CENTER (LRMC) Division of Women's Health & Newborn Care

Your Team for Maternity Care & Birth



The Labor & Delivery Unit at Landstuhl Regional Medical Center is the only American referral center for high-risk obstetric patients serving eligible beneficiaries throughout Europe, Western Asia and Africa, with an active Storknest program for expectant mothers in remote locations.

We understand that birth is a personal, life-changing event and our team is dedicated to providing the highest quality of care and making this a memorable experience for you and your family. Our nurses, midwives, obstetricians and medical technicians are here to support you throughout your birth experience.

Our private Labor, Delivery and Recovery (LDR) rooms have rocking chairs, birthing balls, recliners, showers and state-of-the-art medical equipment. We are also equipped with OB Operating Rooms within the unit.

Our Maternal Fetal Medicine (MFM) provides high-risk obstetrical care and consultations. We offer diagnostic ultrasound, genetic counseling, prenatal diagnosis, management of high-risk pregnancy, multiple births and expectant mothers with diabetes and prematurity prevention.

Best of all, your baby remains with you for your entire hospital stay.

Please take a few moments to review our Welcome Book, with a wealth of helpful information to guide you through postpartum and newborn care, located on the LRMC website. ■



Installation Pharmacy SELF-CARE PROGRAMS

by Shereece Spain



Often times we logically think our first stop for over-the-counter medications should be a retail store - The Exchange or the Commissary. We tend to skip over preventative care products because we don't want to spend the money. It is not commonly known that you can get many of the same supplements, medications or basic care items at your local Medical Treatment Facility (MTF) pharmacy. The best part is the products are FREE for authorized patrons.

HOW IT WORKS

Each MTF pharmacy may have different requirements. For example, you may have to take a class before utilizing the program at some installations. Other locations, you will complete a form or simply talk with a pharmacist to explain the symptoms or conditions. Then they'll provide the appropriate product for treatment. Regardless, you will still need to provide the proper identification and verify your or your dependent's date of birth. The program was not designed for you to stockpile medicine, so there will be a cap on the number of items you can receive.

TYPES OF AVAILABLE PRODUCTS

Each location may not have the same brand or products available. However, in general they provide medicines to treat allergies, aches and pains, colds, upset stomach, fever and more. Recently nicotine replacement products – patches, gum, and lozenges – were added to help you stop smoking.

Next time you're at your local MTF pharmacy, ask the pharmacist or technician if they have an available program and their protocol to utilize it. With this program in place, you may reduce the need for a doctor's appointment, are more likely to treat symptoms, and can improve your overall wellness. ■

docteam42



At Docteam42, we strive to deliver the highest quality healthcare to our American patients. Utilizing the most up-to-date medical knowledge and technology, we provide expert medical care to your entire family. We employ several American nurses to provide our English-speaking patients with competent and comfortable care. Whether you need a Family Doctor, Internist, Pediatrician, Physical Therapist, or Plastic and Aesthetic Surgeon, we have you covered.

Docteam42
Poststr.42
71032 Böblingen

Appointments,
prescriptions,
refills, referrals:
www.docteam42.com or
info@docteam42.com

US Adults:
07031-2043476
US Children:
07031-2043434
General Office:
07031-234545



Please visit our website

www.docteam42.com

to see a list of all of the services we
provide or to book your appointment
online. We look forward to your visit!

Tricare Authorized Provider

MEDICAL TREATMENT

» ON THE ECONOMY

By Genevieve Northup

When space-available health services at MTFs are not available for U.S. citizens living in Germany, patients may be referred to host-nation providers. The TRICARE Service Center will be able to assist you with information on providers.

Unlike billing procedures at an MTF, patients may have to pay the entire bill prior to care and are reimbursed through their private insurance company. Utilizing host-nation providers that are part of the TOP Contractors Network can help alleviate some of the billing issues and communication barrier concerns.

» NON-TRICARE HEALTH INSURANCE POLICIES

Unlike billing procedures at an MTF, non-TRICARE health insurance patients may have to pay the entire bill prior to care and are reimbursed through their private insurance company. It's important to know that employee health insurance policies for DoD civilians and contractors vary by organization. Review your policy carefully to determine deductibles, out-of-pocket maximums and scope of care (i.e. whether you have coverage when traveling beyond Germany). Depending on your carrier and the medical/dental facility, you may be required to pay a co-pay or the full price for treatment up front. Some facilities will file claims directly with your insurance carrier, while others leave that up to you. Your carrier may require that claims are filed online, by fax or by mail. Make sure you have an original itemized bill on hand if you will be submitting the claim. Except in the case of emergency care, imaging, surgeries and hospitalizations may need to be pre-approved by your carrier.

Also keep in mind that some care considered as standard practice in Germany may be "experimental" in the United States and will not be reimbursed.

» TRICARE BENEFICIARIES

TRICARE Network

The International SOS TRICARE Network consists of host-nation health care providers who agree to provide care to TRICARE Overseas Prime beneficiaries and assist them in filing TRICARE claims. In most cases, network providers will not require up-front payment from TRICARE Overseas Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record. Your local TSC staff will help you find a provider

or hospital when you are referred for host-nation care. You can also use the provider search tool on the International SOS website, www.tricare-overseas.com/ProviderSearch/SearchContent.aspx.

International SOS Website

International SOS' website (www.tricare-overseas.com/Beneficiaries.htm) offers a wealth of information for beneficiaries, including beneficiary forms and education products, network provider contact information and much more.

Beneficiaries are entitled to the following appointment standards:

ACUTE APPOINTMENTS ARE MADE WITHIN 24 HOURS

An urgent (acute) care appointment is reserved for nonemergent, urgent care that is typically delivered by an MTF or network provider. Acute care services for active duty and TRICARE Prime enrollees shall be scheduled no greater than 24 hours from the time the need for this appointment is determined.

ROUTINE APPOINTMENTS ARE MADE WITHIN 7 CALENDAR DAYS

A routine primary care appointment is designated for patients who require a visit with their primary care manager for a new health care problem that is not considered urgent. Routine care for active duty and TRICARE Prime and TRICARE Plus enrollees shall be scheduled within seven calendar days from the time the need for this appointment is determined.

WELLNESS APPOINTMENTS ARE MADE WITHIN 28 CALENDAR DAYS

A wellness care appointment is designated for patients who require a visit for a wellness or preventive health concern, or with their primary care manager for an initial visit. This wellness care for active duty and TRICARE Prime enrollees shall be scheduled within 28 calendar days from the time the need for this appointment is determined.

SPECIALTY APPOINTMENTS ARE MADE WITHIN 28 CALENDAR DAYS

A specialty care appointment is designated for patients who require an initial consult, referral or initial self-referral. Specialty care for active duty and TRICARE Prime enrollees shall be scheduled within 28 calendar days from the time the need for this appointment is determined. A specialty care appointment also includes procedures designated for patients in need of medical procedures. ■



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EVERYTHING YOU NEED TO KNOW ABOUT PATIENT LIAISONS



Living overseas can bring changes and challenges for many Americans in Europe. One difference that may present a challenge is host-nation health care. There are things that can be done to help ease the worry when facing a visit to a host-nation treatment center.

PATIENT LIAISONS

Located on all MTFs in Europe, host-nation patient liaisons are available for U.S. citizens seeking access to host-nation providers.

Patient liaisons can:

- Accompany patients to their first visit to a host-nation provider (per request).
- Help plan transfers from an MTF to a host-nation medical facility or from a host-nation facility to MTF by civilian ambulance or a privately owned vehicle.
- Ease language barriers between patient and host-nation providers.
- Talk to host-nation providers and International SOS about a patient's medical condition and treatment plan.
- Answer questions about treatment, medical forms, host-nation hospital environment or culture, and are familiar with host-nation medical practices.
- Assess and interpret patient concerns to determine specific assistance needs.
- Visit daily to assess treatment progress or plans for the patient's transfer to other hospital or MTF.
- Assist with the discharge of a patient from a host-nation treatment center.

When appointments are made with host-nation clinics already on file with the local military treatment facility, a patient liaison is contacted directly.





If you need emergency care, ask the hospital to contact a patient liaison or call your local MTF or TSC to arrange a meeting. Once you have made contact, your patient liaison will help with any questions or needs. The patient liaison program is available through RHCE and is open to all U.S. ID cardholders. Patient liaisons are available for calls 24 hours a day.

To find your local TRICARE service center, go online to www.tricare.mil/ContactUs/callus. To find your local liaison, go to rhce.amedd.army.mil, select "RHCE Clinics & Hospitals," and click on the location nearest to you. If the phone number is not listed, contact TRICARE on how to contact your local liaison.

BE PREPARED

Anticipate any health care emergency you may have and learn the location of local clinics and hospitals both in close proximity and in the general area. Have a bag packed of key items you would need in an emergency, including a list of medications, local currency and toiletry items. Host-nation hospitals do not provide personal effects or toiletries, but if you forget or are unable to bring those, the hospital will generally have a store where you can purchase them. For a complete list of what to bring, see the suggestions below.

What to bring with you to the hospital:

- Photo ID card
- Bilingual dictionary
- List of current medications
- Local currency
- Bottled water
- Notebook and pen
- Towel/washcloths
- Pajamas, slippers, robe
- Personal hygiene items/lip balm
- Reading materials
- Snacks/hard candy
- Clothing for discharge
- Tablet device or laptop with earphones



TREATMENT DIFFERENCES

Medication is another area that differs from the American medical system. Many European doctors try homeopathic remedies to medicate their patients. If you are in pain or are not responding well to these treatments, stronger prescriptions are available. Talk with your doctor and patient liaison about your needs and concerns. Inform your medical team of prescriptions you currently use, ask your doctor questions and seek help with your patient liaison if a language barrier exists.

You may find a difference in privacy, as well. Hospital rooms are 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, make sure to get dressed.

Most European patients will not stay in their gowns all day. Also, if you plan on leaving the ward, let the nursing staff know.

Despite the differences between host nation and American health care, treatment standards are the same; you will be treated fairly and with a great deal of respect. As one patient of a German hospital put it, "The staff makes you feel like it's a pleasure to assist you. ■"



GERMAN PHARMACIES



A pharmacy in Germany is called an "Apotheke," easily identified by a large, red "A" on the outside of their locations. There are thousands of "Apotheken" in Germany and German law requires that an Apotheke be owned and operated by a pharmacist. An individual pharmacist is only allowed to own up to three locations. Consequently, there are not any large drugstore chains that are found throughout countries like the U.S. In fact, a German drug store, a "Drogerie," sells toiletries and other items but not medicines.

All medications, including non-prescription drugs, are kept on shelves or large drawers behind the counter or a back room. There is normally a selection of homeopathic products as well. Pharmacists are highly trained and will always ask if you understand the dosages regarding prescriptions. They can also offer advice on non-prescription medicines, ointments and other products that you can use to treat minor ailments. Most drugs are in packs that come in three different sizes – N1, N2 and N3 (small, medium and large). The actual number of pills packaged depends on the medication itself. There is always a paper in the packaging that explains in detail what the medicine is designed to treat, recommended dosages, contraindications and other important information.

A wide variety of name brand drugs, as well as generic drugs, are normally kept on hand. If a medicine you need is not in stock, it can usually be ordered for pick up in a few hours or the following day.

"Apotheken" are generally closed evenings, Saturday afternoons, Sundays and holidays. Some may even close early on Wednesdays. A list of emergency "Apotheken," or "Notdienst" can be found posted on the pharmacy's door. You can also go to aponet.de and enter your zip code to find the closest emergency pharmacy. ■



A large red "A" identifies an "Apotheke."

<https://photos.state.gov/libraries/frankfurt/1020130/spahmcc/Berlin%20Medical.pdf>

AMERICAN MEDICATIONS and their German equivalents

These equivalents are provided to help you purchase over-the-counter medication at the "Apotheke."

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

ANTACID

Generic: Aluminiumhydroxid,
Brand: Maaloxan 25mval liquid in 10ml packets
Generic: Calcium Carbonate,
Brand: Rennie Kautabletten

ANTIDIARRHEAL

Generic: Loperamid-Hcl 2 mg,
Brand: Lopedium akut bei akutem Durchfall

ANTIFUNGAL/ FOOT

Generic: Terbinafin, **Brands:** Lamisil Spray/Creme/DermGel
Generic: Clotrimazol, **Brands:** Canesten Spray/Creme
Generic: Bifonazol, **Brands:** Canesten Extra Spray/Creme

ANTIFUNGAL/JOCK ITCH

Generic: Ketoconazol, **Brand:** Nizoral Creme/Shampoo

ANTIFUNGAL/VAGINAL

Generic: Clotrimazol, **Brands:** KadeFungin 3, Kombi-Packung Canesten GYN 3-Tage-Therapie

ANTIHISTAMINE

Generic: Loratadin, **Brand:** Claritin
Generic: Cetirizin, **Brand:** Zyrtec

ARTIFICIAL TEARS

Generic: Hypromellose/
Polyvidon, **Brand:** Lacrisic Augentropfen

CHILDREN'S IBUPROFEN

Generic: Ibuprofen 100mg/5ml,
Brand: NUROFEN Junior Fiebersaft

CHILDREN'S TYLENOL (SYRUP)

Generic: Paracetamol, **Brands:** Ben-u-ron Saft (200mg/5ml), Paracetamol Saft – gegen Fieber und Schmerzen

COMMON WARTS

Generic: Dimethyl ether,
Brands: Wartner Remover (adults),
for children: Wartner Kids

CONSTIPATION

Generic: Macrogol 400 (Polyethylene Glycol), **Brand:** Laxoberal (sachet, tablets / drops)

COUGH MEDICINE

Generic: Dextromethorphan,
Brands: Wick Formel 44 Husten-Stiller Sirup (Syrup), Wick Forem 44 Plus Husten-Pastillen (Lozenges)

EAR WAX REMOVER

Generic: Docusat-Natrium,
Brand: Otowaxol Lösung

HEAD LICE

Generic: Permethrin,
Brand: Infectopedicil

ORAL ELECTROLITE REPLACEMENT (FOR ADULTS)

Contains: sodium, potassium chloride and glucose
Brand: Elotrans Pulver (sachets, powder for oral solution)

SALINE NASAL SPRAY

Generic: Sodium Chloride,
Brand: Emser Nasenspray

THROAT LOZENGES

Brand: Lemocin (with Lidocain)
Brand: DoloDobendan (with Benzocain)

TOPICAL ANESTHETICS

Active Ingredient: Lidocain
Brand: Kamistad-Gel N



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DENTAL CARE:

> *what to expect*



A variety of factors affect whether or not dental care is available for the family of active-duty service members stationed overseas. These factors include facility location, branch of service, deployments and staffing fluctuations. When space is not available, dependents must rely on host-nation providers for their dental needs.

TRICARE Dental Program is a voluntary plan for military family members stationed in Europe to receive quality, affordable dental care. Low monthly premiums provide coverage for treatment from civilian providers at host-nation facilities for most dental procedures like cleanings, sealants, braces and dental implants. Service members and families should consult the TRICARE provided by United Concordia website, uccitdp.com, to see what treatments are covered and the cost-share for beneficiaries.

To locate a preferred provider, visit www.uccitdp.com/tp2opd/. You can search by using your nearest military treatment facility or by country and city. A list will be provided of preferred providers in your area. Host-nation dentists who qualify as preferred providers must speak English, be licensed in their country and meet a list of more than 15 standards of quality. Also, senior dental officers on installations will visit the offices of preferred providers to assess the quality of care and clinic customer service. For information about TDP enrollment, claims or covered benefits, contact one of the numbers provided in the sidebar or visit the www.uccitdp.com frequently asked questions page.

Pediatric Dental Care

Tooth decay is the most common chronic, infectious disease affecting U.S. children. According to the Centers for Disease Control and Prevention (CDC), nearly 20 percent of children ages 5-11 have untreated cavities, or caries; untreated decay can lead to pain and infection that may hinder a child's ability to eat, speak, play and learn.

Tooth decay can be prevented if families develop daily brushing regimens and schedule routine dental examinations and cleanings. Although all dentists can provide exams, treatment and advice, consider visiting a pediatric dentist who specializes in children's dental health and provides an office environment and equipment that are designed specifically for kids.

Cleaning Routine by Age

0-2: Before your baby's first tooth erupts, use a soft cloth and gently wipe gums after feedings, during bath time and before bedtime. Gently brush first teeth with an infant finger brush and non-fluoride paste. Avoid nighttime bottles with anything but water, or dipping pacifiers into anything sweet. The American Academy of Pediatrics (AAP) and the American Dental Association (ADA) recommend that you take your child to a dentist by his or her first birthday.

2-5: Help your child brush his/her teeth twice daily (morning and night) with an age-appropriate brush and small amount of fluoride paste. Begin flossing when teeth grow to touch. Limit juices and carbonated drinks, and schedule routine dental exams and cleanings every six months. Discuss your routine and any additional treatments like sealants or fluoride supplements. Pacifiers and thumb-sucking can poorly affect speech development and tooth alignment. If a child does not stop on their own, ask your dentist for helpful tips to discourage the habit by age 3.

5 and up: A child's hand muscles are still developing, so assist with brushing until age 7 or 8. Floss each day, and seek resources for tips on how to floss. Use fluoride toothpaste. Children playing sports should wear appropriate mouth guards. Continue to avoid juices and carbonated drinks, and maintain dental exams and cleanings every six months. Talk with your dentist about your current cleaning routine and areas for improvement.

Promoting Healthy Habits

Brushing and flossing don't have to be such a chore. Several organizations provide educational resources and fun toolkits that encourage healthy dental habits: AAP's Brush, Book, Bed; ADA's Mouth Monsters; 2min2x; Brushing Fun Coloring Book. ■

TRICARE DENTAL PROGRAM

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My Experience

Giving Birth in Germany

By Carrie Farrell

The moment I found out I was pregnant, I felt overwhelmed with questions and decisions to make. As an American overseas, should I have my baby in the American military hospital or a German hospital? What are the German hospitals like? Would there be different birth practices or a language barrier? Would I be comfortable with the doctor? All of these questions compounded the normal anxiety one feels about the body changes, parenting and, oh yeah, the realities of giving birth! It is easy to get overwhelmed, but once pregnancy is confirmed, there is no stopping the momentum.

First things first

I read books, websites and blogs, and interrogated anyone with experience; it was informative yet overwhelming. I learned that everyone has a unique childbirth experience, and I had many options. Ultimately, I chose to have my baby at a local German hospital.

Choosing your doctor

Since I decided to give birth off post, I found a local, English-speaking obstetrician gynecologist (OBGYN) who accepted my insurance, was close to my work, and whose office utilized modern equipment for monitoring my pregnancy.

I was nervous during the first few visits and there were a few things I had to get used to. For example, it's customary that a patient is not given an examination gown to put on before the doctor performs the exam. If this makes you uncomfortable, plan to wear a skirt or long shirt

that you can adjust as you lay on the table. They also have unique waiting room procedures. There is a lot of waiting involved, but I found it was a good time to read or relax.

One thing I wish I had known — if you choose a doctor who does not work out of the “Krankenhaus” (hospital), she will not be the one to deliver your baby. She will perform all routine exams and oversee the pregnancy until labor begins, then the hospital of choice takes over. At first, I was disappointed. I was hoping to build a trust relationship with my doctor over the course of my pregnancy so I would feel more at ease during labor. However, I was comfortable with my chosen OBGYN, so I decided to stay in her care.

Your “Mutterpass” is your best friend

This passport to motherhood is issued at your doctor's office after you are declared pregnant, and tracks every doctor visit, blood test and weigh-in. Bring the Mutterpass everywhere — to each examination and to the hospital. This is an especially important document since the doctor who performs your examinations may not be the one delivering the baby. Not only will the pass be necessary in an emergency, it also entitles you to park your car in designated spots for expectant mothers.

Choosing a hospital

This decision may be tied to choosing your doctor; if you want your OBGYN to be at the

delivery, then choose one affiliated with the hospital where you want to deliver.

I chose a German hospital near my village. Most hospitals offer scheduled information sessions so you can tour the maternity ward. I wasn't able to attend during the regular tour times, so we simply asked if we could come by another time. I highly recommend this. We ended up getting a personal tour of the delivery ward, met the staff and discussed our options. The delivery rooms were very cozy and looked more like physical therapy/wellness rooms.

During the tour, we pre-registered for maternity care. Once you choose a hospital, pre-register for their maternity care in week 33 to 36 of your pregnancy. Since I chose a private OBGYN, pre-registering at the hospital was important so they would have all of my information (insurance, room and meal preference, etc.). I also registered with the anesthesiologist so my paperwork would be on file in case I chose to have an epidural.

Delivery

Although a doctor would be present, it was standard practice at this hospital for the midwives to deliver the babies. There were several midwives on duty when my daughter was born. Not all spoke English, but they were all extremely friendly. While in labor I was treated with the utmost respect and care. I didn't need a rigid birth plan; I was given many options to help me throughout the discomfort of labor.

Hospital stay

My experience from check-in to discharge was wonderful. My baby and husband were allowed to stay with me the whole time, and I had a clean, private room for most of my stay that provided both a mini-fridge and bathroom with shower. The last night I was asked if I minded sharing my room since the delivery ward was busy.

Notes:

The room was not air-conditioned. Many things are not provided by the hospital. You will need to bring all comfort items. I brought toiletries, towels, hairdryer (220v), clothes, slippers, snacks and beverages. Although the food was good, I was always hungry outside of scheduled mealtimes. Hospitals vary in what they provide, so make sure you ask about these items during your tour. This way you will know exactly what to bring.

I tried to resist the standard stay of three nights but numerous checks on both the baby and me turned into a leisurely four-day stay. The midwives answered questions and taught me important skills for taking care of my daughter. If I needed a break at any time, they would watch the baby. In hindsight, I should've embraced their help a little more.

Looking back on my experience, it was a wonderful journey. Now, knowing what to expect, I will be more confident and relaxed in my choices the next time around. ■



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MENTAL HEALTH CARE

Arriving in a foreign country, one faces many challenges, and navigating an unfamiliar health care system may seem like an undertaking best left avoided. Yet military life presents stresses beyond adjusting to a different culture, and understanding what choices are available can make a difference in one's quality of life and mental well-being. Germany offers a range of health care options to its visitors. U.S. military personnel and their families also have the option to use TRICARE coverage for psychological services.

Mental health is defined by the World Health Organization (WHO) as a state of well-being in which an individual can realize his or her own potential, cope with the normal stresses of life, work productively and make a contribution to the community. This definition also notes that psychological problems not only affect the people suffering, but also their families, friends, caregivers and society. About one-third of adults suffer from at least one mental disorder over the course of their lives. Yet despite mental illness being frequent, and the leading cause of disability in many Western countries, those who are suffering not only experience the consequences of their illness, but also with frequent misunderstanding and occasional prejudice—though this appears to be lessening over time due in part to greater public understanding of mental as a result of the wars in Iraq and Afghanistan. Therefore, the WHO, the U.S. military and numerous national and international organizations strive to improve the promotion, prevention, care and treatment of mental health.

According to health officials, Germany leads Europe in its commitment to treating mental illness by providing financial support for patients, access to health care services, help finding





or staying in work, outreach programs and awareness campaigns. Inpatient and outpatient-services are included in German mental health care, and general practitioners (GPs) play a key role in dealing with mental health conditions on a daily basis. They identify patients, diagnose and treat problems, and refer people to specialists when needed.

Aside from primary care, patients can seek help directly with psychiatrists (for pharmacological treatment), licensed clinical psychologists (for psychotherapy), or specialists for psychosomatic medicine (MDs who conduct psychotherapy). In most cases, psychiatrists do not offer psychotherapy due to patient volume and the common division of labor involved in population-based psychiatric care (few prescribers, more therapists). Off-base licensed psychologists can be found through the psychology state board's website (for example, for Hessen: www.lppkjp.de/fur-patienten-und-ratsuchende/psychotherapeutensuche), which helps you narrow the search to your specific needs (e.g., language, specialty, group vs. individual therapy). Near major cities, some therapists also offer their services in English. Physicians can be found through the medical counterpart, the states' medical association.

If inpatient psychological treatment is required, two options exist: psychosomatic clinics that treat depression, anxiety,

obsessive-compulsive disorder (OCD), and eating disorders, for example; and psychiatric hospitals. Both of these can exist as stand-alone clinics or as wards of general hospitals. Even though there is wide overlap, psychiatric treatment is usually necessary for more severe mental problems such as acute suicidal ideation or behavior, substance addiction, bi-polar or psychotic symptoms. Psychiatric hospitals offer support for a few days (stabilization in an emergency) to a few months in a residential treatment facility; the average length of stay at a psychosomatic clinic ranges between four to six weeks.

In addition, psychiatric hospitals often provide an integrated outpatient clinic staffed by a physician(s) and therapists who follow patients post-discharge. Furthermore, Germany offers partial inpatient treatment "Tagesklinik" to ease the transition from clinic to home. In these settings, patients spend the entire day at the clinic, but go about their everyday lives afterward and sleep at home.

Various doctors, therapists, and clinics are part of the International SOS/TRICARE Overseas Program (TOP) Network. If you seek help from a TRICARE participating provider, you will not be required to make an up-front payment. Your local TRICARE Service Center can provide you with a list of clinicians/clinics in the overseas network. Overall, coverage

depends on the beneficiary and plan. By policy, office-based, outpatient mental health services provided by an authorized TRICARE network provider do not require a referral. However, host-nation providers are accustomed to having an authorization prior to providing any services. For this reason, and to prevent any problems related to claims, International SOS is asking beneficiaries to request a referral and prior authorization for mental health services. According to TRICARE policy, all Active Duty Service Members require prior authorization before receiving mental health and substance use disorder services. Aside from benefit coverage through the military, one can always pay out of pocket for any service.

The most important step is to seek help –if you believe (or those you trust recommend it) you need it; hopefully knowing accessible host-nation options makes this easier. ■

Contributed by Dr. Eileen Wollburg, a licensed clinical psychologist at the PARURE Private Practice for Mental Health in Frankfurt, a facility offering medical services, psychotherapy, psychological testing, evaluations and coaching services in multiple languages, including English.



SIMPLE WAYS to Improve Your Health

By Betsy Ramirez, MEd, RDN

Do you want to lose weight? Do you want to eat healthier? Do you just want to improve your overall health? This may even seem unattainable, but it doesn't have to be. Making small changes every single day can improve your health and well-being.

Use the **SIMPLE** strategy to get you on track to a healthier life.

SIP ON MORE WATER.

Your body needs water for better metabolism, circulation, waste removal and temperature regulation. Your health can be adversely affected if you aren't drinking enough H₂O. A recent study in the European Journal of Nutrition found that even mild dehydration may impair cardiovascular function. ⁽¹⁾

How much do you need?

According to the USDA, your water needs depend on your age, activity level and outdoor temperature. Most children require around four cups a day and adults need no fewer than eight cups a day. ⁽²⁾

Signs you aren't drinking enough water: ⁽³⁾

- ▲ Thirst
- ▲ Dry mouth
- ▲ Decreased urine output and darker urine
- ▲ Sleepiness or tiredness
- ▲ Headache
- ▲ Dizziness
- ▲ Constipation

INCREASE YOUR FRUIT AND VEGETABLE INTAKE.

You can decrease your risk for chronic diseases like heart disease, diabetes and cancer just by increasing your fruit and vegetable intake. You can save yourself trips to the doctor by using food as preventive medicine. Fruits and

vegetables contain antioxidants and fiber that help prevent disease.

The USDA's MyPlate key message of making half your plate fruits and vegetables gives a great visual of what we need each day. Make it a goal to get in no fewer than two servings of fruit a day and three servings of vegetables. Seven to 12 servings a day has shown even more health benefits. Make fruits and vegetables an intentional part of your day.

7 easy ways to get more produce in your day

1. Eat fruit for breakfast! Place it on your cereal, oatmeal or yogurt.
2. Grab fresh fruit when heading out the door.
3. Have fruit with nuts for a mid-morning snack.
4. Make half your plate fruit and vegetables at lunch and dinner.
5. Have veggies with dip for a snack.
6. Dip apples slices in peanut butter.
7. Have a fruit and veggie plate on hand if your family tends to snack a lot, especially before dinner. ⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾⁽⁸⁾

MOVE MORE.

The Physical Activity Guidelines for Americans recommends a minimum of 150 minutes of physical activity a week for adults; this includes both aerobic and resistance training. Children and adolescents should be getting at least 60 minutes of physical activity a day. ⁽⁹⁾

Ways you can move more

- ▲ Take a walk with your family.
- ▲ Park farther away from a store or building.
- ▲ Take the stairs.
- ▲ Enroll in a fitness class with a friend or family member.
- ▲ Utilize online fitness videos or DVDs.
- ▲ Workout in the morning.
- ▲ Walk your pet.
- ▲ Ride your bike.
- ▲ Play ball with your kids.

PLAN YOUR MEALS AND SNACKS.

Planning ahead makes healthy eating so much easier. Choose a day to map out your week for breakfast, lunch, dinner and snacks. Keep a binder to stay on track, and use it to store your favorite go-to recipes. Prepping fresh veggies or fruit for snacks ahead of time will save you time, and they will be ready to go when you need them.

LIMIT YOUR SUGAR INTAKE.

The USDA's 2015-2020 Dietary Guidelines for Americans has finally addressed sugar consumption. The recommendation is limiting added sugar consumption to 10 percent or less of your total daily caloric intake. ⁽¹⁰⁾

It's important to know the difference between added sugars and natural sugars:

- ▲ Natural sugars occur in fruit and milk/milk products.
- ▲ Added sugars are added to products and have no nutritional value.
- ▲ The FDA has recently updated the Nutrition Facts Label Added sugar has been added to the label under carbohydrate.

EVALUATE WHERE YOU ARE.

Take the time to evaluate where you are in your life and what small changes you can make. Talk to your doctor about your intentions to make these changes and see if you can enlist the help of other health care professionals, like a dietitian. Finally, be mindful of how you treat your body. Ask yourself if the foods you are choosing are nourishing. If you aren't moving, start small and add in physical activity one to two times a week. ■

RESOURCES: (1) The effect of hypohydration on endothelial function in young healthy adults. European Journal of Nutrition, 2016; DOI: 10.1007/s00394-016-1170-8. (2) [http://www.nationalacademies.org/hmd/Global/News%20Announcements/~media/442A08B899F44DF9AAD083D86164C75B.ashx](http://www.nationalacademies.org/hmd/Global/News%20Announcements/~/media/442A08B899F44DF9AAD083D86164C75B.ashx). (3) <http://www.mayoclinic.org/diseases-conditions/dehydration/basics/symptoms/con-20030056>. (4) <http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6426a1.htm>. (5) http://www.pbhfoundation.org/pdfs/about/res/pbh_res/State_of_the_Plate_2015_WEB_Bookmarked.pdf. (6) <http://www.fruitsandveggiesmorematters.org/research>. (7) <http://www.choosemyplate.gov/myplate-graphic-resources>. (8) http://health.gov/dietaryguidelines/2015/resources/DGA_Recommendations-At-A-Glance.pdf. (9) <http://health.gov/paguidelines/guidelines/summary.aspx>. (10) http://health.gov/dietaryguidelines/2015/resources/DGA_Recommendations-At-A-Glance.pdf.

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Westpfalz-Klinikum
GmbH

Westpfalz-Klinikum GmbH is located in the city of Kaiserslautern, 15 minutes away from Ramstein Air Base. Aside from Kaiserslautern, we have 3 other sites in Kusel, Kirchheimbolanden and Rockenhausen. We are the largest medical care provider in the entire west palatinate region offering medical services to more than 500,000 citizens.

With a total of 4,000 employees, we are proud to offer high-end patient care to about 160,000 patients per year with a total capacity of 1,400 beds.

www.westpfalz-klinikum.de

PEDIATRIC CLINIC



From newborn to teenagers – we strive to provide excellent medical care to all age groups. With a capacity of 76 beds, we are the biggest pediatric health and medical provider in this region with about 4000 inbound and 11,000 outbound patients per year. In conjunction with our gynecological clinic, we are perinatal center level 1, which is the highest level for medical care and therapy to newborn and premature babies. Aside from general pediatric care that encompasses all illnesses of children and teenagers, we provide the following special patient-centered care:

- pediatric cardiology
- pediatric gastroenterology
- pediatric electrophysiology (we are one of eight centers in Germany)
- pediatric neurology
- pediatric gynecology
- pediatric diabetology

In total, our pediatric clinic employs 34 doctors and 120 nurses that all pursue one goal: to care for the well-being of children and teenagers. For more information please visit our website www.westpfalz-klinikum.de/pediatrics

COMPREHENSIVE VISCERAL-ONCOLOGIC CENTER

All kinds of visceral oncologic cases are treated in a multidisciplinary approach in this over-regional cancer center (oesophageal-, gastric-, pancreatic-, hepatic-, biliary-, and colorectal cancer as well as orphan forms of abdominal tumors). Main goal of this center is the best possible treatment of cancer in all stages, including diagnosis, staging, surgical and medical therapy as well as follow up investigations. The center was founded by a group of hospital specialists including surgical oncology, medical oncology and gastrointestinal oncology supported by many other disciplines inside and outside the hospital. Various other medical specialists are complementing the center with their expertise in:

- Psycho-Oncology
- Physical Therapy
- Stoma Therapy
- Pain and Palliative Therapy
- Dietetic Treatment
- Support Groups

Due to close and continuous collaboration and communication of all medical experts about each individual case, the patient can be treated outbound or by local practitioners. For more information please visit our website www.westpfalz-klinikum.de/centerforvomedicine





INTERNAL MEDICINE AND WESTPFALZ HEART CENTER

The Clinic for Internal Medicine 2 with its Heart Center offers the full range of modern internal medicine diagnostics and treatment, with special emphasis on heart and lung diseases. We cover the subspecialties of cardiology, pneumology, angiology and internal medicine intensive care. We offer all contemporary diagnostic and treatment options for patients with cardiovascular and pneumological conditions, including not only the state-of-the art care, but also the latest innovations in:

- non-invasive cardiology – the whole imaging spectrum with echocardiography (including transesophageal and 3D), stress tests, Holter ECG, cardiac magnetic resonance imaging;
 - invasive cardiology – right and left heart catheterization, cardiac biopsy, coronary angiography and percutaneous interventions (including FFR, OCT, rotablation) with a 24/7 service for acute coronary syndromes, implantation and management of left heart assist devices for heart failure;
 - structural heart disease – interventional treatment of congenital heart disease (ASD/PFO closure), mitral valve disease (Carillon, MitraClip), aortic valve (BAV, TAVI), paravalvular leak closure, left atrial appendage (LAA) occlusion;
 - electrophysiology and pacemakers /defibrillators – diagnostics and ablation treatment of all types of rhythm disorders, including atrial fibrillation and ventricular tachycardia, implantation and management of all types of pacemakers and defibrillators (including cardiac resynchronization and subcutaneous defibrillators), laser and mechanical electrode extractions (in cooperation with the department of cardiac surgery);
 - pneumology – video bronchoscopy, endobronchial ultrasound, transbronchial biopsies, foreign body removal, argon plasma beamer coagulation, tumor laser treatment, body-plethysmography, blood gas analysis, spirometry, screening for sleep apnoea, allergy testing.
- The services are offered on an ambulatory or in-patient basis at our 128-bed clinic, 4 state-of-the art catheterization laboratories (including 2 laboratories for electrophysiological procedures with CARTO 3D, Navex and Cryoablation), a 15-bed intensive care unit and 11-bed specialized chest pain unit.

We have a very close in-house relationship with our colleagues in the heart surgery, working as a true heart team. Our specialists provide not only the acute diagnostic workup and treatment, but also give our patients recommendations and treatment plans for the future. For more information please visit our website www.westpfalz-klinikum.de/cardiology

BREAST CANCER CENTER

Founded in 2010 our breast care center Kaiserslautern is one of 255 centers in Germany certified by the German Association of Senology and the German Cancer Association. We are proud to be awarded with this well-known certificate as it states our expertise in medical diagnostics and therapy concerning benign and malignant breast tumors. Breast cancer is one of the most diagnosed malignant illnesses among women. Breast cancer also occurs among men but very rarely. 57000 new breast cancer diagnoses among women occur each year in Germany. Studies have shown that women, who are treated in specialized breast care centers have better chances for cure than patients who get treatment elsewhere. What we provide to our patients is a network of specialists under one roof who we collaborate with in order to find the right individual treatment for each patient. This network includes medical experts from various fields such as:

- Gynecology
- Pathology
- Medical genetics
- Radiology
- Psychosomatic medicine
- Radiation Therapy
- Oncology

The same group of experts in addition to various support groups are available for our female patients as well as family members to answer questions or lend support on their way back to health. Plastic reconstructive surgery is another important part to full physical and psychological recovery that we offer to our patients. In collaboration with our partner hospital in Ludwigshafen, we have reached great results. We also offer general aesthetic plastic surgery and are proud to be one of the lead addresses in this region for breast enlargement as well as breast reduction surgeries. For more information please visit our website www.westpfalz-klinikum.de/breastcancercenter



Kaiserslautern

Hellmut-Hartert-Straße 1
67655 Kaiserslautern

☎ 0631 203-0

Kusel

Im Flur 1
66869 Kusel

☎ 06381 93-0

Kirchheimbolanden

Dannenfelser Straße 36
67292 Kirchheimbolanden

☎ 06352 405-0

Rockenhausen

Krankenhausstraße 10
67806 Rockenhausen

☎ 06361 455-0



SERVICES WHEN YOU'RE HOUSEBOUND

by Mary Del Rosario

Whether you've had drastic surgery or are in a position where leaving home requires a considerable and demanding effort, there are services available to alleviate the stress of everyday tasks. Below are seven services to assist you for when you may be a housebound patient.



Taxi and shuttle services

As someone who is housebound, driving yourself anywhere is unlikely. With the help of taxi and shuttle services, commuting from one place to the next is made possible. If you do not know of a specific taxi service in your community, download the mytaxi app. With this app, you can order a taxi online and can even pay through the app. Most major towns in Germany have a taxi service.



Medication delivery

If no one is able to pick up medicine for you, Germany has Apotheke Lieferservice that can help. They deliver medication right to your door. In essence, this service is takeout for prescribed medication. Be sure the prescriptions are in their original form or the online service may not accept it.



Visiting nurse

A visiting nurse is employed by a hospital or social service agency to perform public health services. These nurses visit and provide care for sick people in a community. Whether checking your vitals or providing other

nursing interventions, these professional nurses are a good alternative for when you cannot be seen by the doctor on a regular basis. Check with your medical provider or installation's medical center to see if they have such services.



Grocery delivery service

When you cannot physically go to the grocery store, try a grocery delivery service. With online supermarkets in Germany on the rise, it is easy to find one that will deliver to your door. To see which online supermarkets are available, visit www.simplora.de. This directory will also tell you how much the shipping will cost.



Online food delivery service

Though Germany may not provide many options for takeout, websites such as www.lieferando.de offer delivery options. Note that depending on where you live, the amount of options may vary. Type in your zip code and the site will tell you which restaurants deliver to you. Be sure to look at the minimum amount you can spend in order for them to deliver.



Cleaning and yard service

If you are housebound, something you'd appreciate would be a clean house. Thankfully, there are cleaning and yard services to help keep your home clean. Happymaids.de is a website that provides a professional staff to clean your home. They are located throughout Germany and can perform a one-time or regular cleaning.



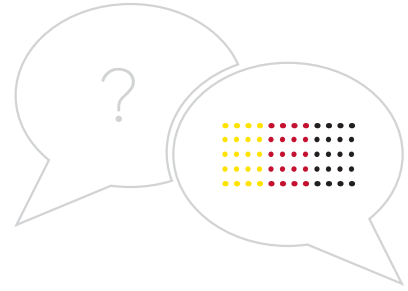
Dog walkers and pet care

Pets are part of our family that need to be cared for. If the local dog walker in your community is not able to help, use www.trustedhousesitters.com, a free website to find pet and house sitters. Simply register online, type in your location and see what sitters are available. Some even offer free services. You can also check with your installation's vet service to see if they have or know of any service that provides temporary pet care.

Being a housebound patient is hard enough, so let someone else take care of your needs. Whether it's groceries or medication being sent to your door, you'll feel at ease knowing your needs will be met with these services. ■

GERMAN LANGUAGE

Medical Terms



EMERGENCY USE

I need help

Ich brauche Hilfe
(ihk brow-kuh hill-fuh)

I am currently here ...

Ich bin zurzeit hier ...
(ihk bin zoor-zyt here)

There has been an accident

Es ist ein Unfall passiert
(ess isst ine oon-fahl pahs-seert)

Please send an ambulance

Schicken Sie mir bitte einen Krankenwagen
(shih-ken zee meer bit-tuh ine-en krahn-ken-vah-ghen)

I have been injured

Ich wurde verletzt
(ihk voor-duh fehr-letst)

I work for the U.S. military

Ich arbeite für das US-Militär
(ihk ahr-by-tuh foor doss ooh-ess-mih-lee-tair)

The injured person is bleeding

Die verletzte Person blutet
(dee fehr-lets-tuh pair-sohn bloo-tett)

The injured person is unconscious

Die verletzte Person ist bewusstlos
(dee fehr-lets-tuh pair-sohn isst bay-boost-lohs)

The injured person is not breathing

Die verletzte Person atmet nicht
(dee fair-lets-tuh pair-sohn ant-met nihkt)

GENERAL

hospital

das Krankenhaus (dahs Krahn-ken-hows)

doctor

der Arzt (dare Artst)

pharmacy

die Apotheke (dee Ah-poh-tay-kuh)

dentist

der Zahnarzt (dare Tsahn-artst)

orthodontist

der Kieferorthopäde (dare Kee-fair-or-toh-pay-de)

optometrist

der Optiker (dare Ohp-tee-kair)

SYMPTOMS/CONDITIONS

I'm sick/ill

Ich bin krank (Ik bin krahnk)

He/ She is sick/ill

Er/Sie ist krank (Air/Zee ist krahnk)

I need a doctor (who speaks English)

Ich brauche einen Arzt (der Englisch spricht)
(Ik brow-ke ine-en artst [dare Ayng-lish shprihkt])

It hurts here

Es tut hier weh
(Es toot here vay)

My ... hurts

Mein(e) ... tut weh
(Mine(-uh) ... toot vay)

I can't move my ...

Ich kann meinen/meine/mein ... nicht bewegen
(Ik kahn mine-en/mine-uh/mine ... nikt buh-vay-gen)

I have a cramp in my ...

Ich habe einen Krampf in meinem/meiner
(Ik ha-buh ine-nen krahm in mine-em/ mine-ur ...)

My ... is swollen

Mein/ Meine ... ist geschwollen
(Mine/mine-uh ... ist guh-shvohl-en)

eye

das Auge (dahs Ow-guh)

ear

das Ohr (dahs Or)

arm

der Arm (dare Ahrm)

hand

die Hand (dee Hahnd)

butt

der Hintern (dare Hin-turn)

head

der Kopf (dare Kohpf)

nose

die Nase (dee Na-zeh)

mouth

der Mund (dare Moond)

chest

die Brust (dee Broost)

stomach

der Magen (dare Ma-gen)

leg

das Bein (dahs Bine)

I've been vomiting

Ich habe mich übergeben
(Ich ha-buh mikh oo-burr-gay-ben)

I can't sleep

Ich kann nicht schlafen
(Ik kahn nihkt shlah-fen)

I feel dizzy

Mir ist schwindelig
(Mere ist shvin-del-lihk)

I feel hot and cold

Mir ist abwechselnd heiß und kalt
(Mere ist ab-vek-selnd highs oond kahlt)

I feel nauseous

Mir ist schlecht/übel
(Mere ist shlehkt/oo-bel)

I feel shivery

Mich fröstelt/Ich habe Schüttelfrost
(Mikh frehs-telt/Ik ha-buh shet-tell-froht)

I feel weak

Ich fühle mich schwach
(Ik foo-luh mikh shvahk)

I feel anxious

Ich habe Ängste
(Ik ha-buh ayng-stuh)

I feel depressed

Ich bin deprimiert
(Ik bin day-pree-meert)

I feel better/worse

Mir geht es besser/schlechter
(Mere gayt es bes-sir/shlek-tur)

I have (a)...

Ich habe... (Ik ha-buh...)

fever

Fieber (Fee-bur)

diarrhea

Durchfall (Doo-rk-fall)

headache

Kopfschmerzen (Kohpf-shmair-zin)

stomachache

Bauchschmerzen (Bowk-shmair-zin)

pain

Schmerzen (Shmair-zin)

a sore throat

Halsschmerzen (Halls-shmair-zin)

a cold

eine Erkältung (ine-uh Ere-kell-toong)

a cough

Husten (Hoos-ten)

asthma

Asthma (Ahzt-ma)

diabetes

Diabetes (Dee-ah-bay-tis)

the flu

Grippe (Grih-puh)

stomach flu

Magen-Darm-Grippe (Mah-gen-Dahrm-Grih-puh)

heart problems

Herzbeschwerden (Hairts-buh-shver-din)

nausea

Übelkeit (Oo-bell-kite)

continued on page 30

GERMAN LANGUAGE

Medical Terms

a urinary tract infection

eine Harnröhrenentzündung
(ine-uh Harn-roar-en-ent-zoon-doong)

I have an infection

Ich habe eine Infektion/eine Entzündung
(infected area)
(Ik ha-buh ine-uh In-fek-see-ohn)/ ine-uh Ent-zoon-doong.)

I have a rash

Ich habe einen Ausschlag
(Ik ha-buh ine-en Ows-shlahg)

I'm on medication for ...

Ich nehme Medikamente gegen...
(Ik nay-muh May-dee-ka-men-tuh gay-gen...)

RISK FACTORS

I take ... / I am on medication

Ich nehme ... / Ich nehme Medikamente
(Ik nay-muh ... / Ik nay-muh may-dee-ka-men-tuh)

I drink

Ich trinke (Ik trin-keh)

I smoke

Ich rauche (Ik row-keh)

VACCINATIONS/ALLERGIES

He/She has been vaccinated for ...

Er/Sie ist gegen ... geimpft worden
(Air/ Zee ist gay-gen ... gay-imft vor-den)

Hepatitis (A/B/C)

Hepatitis (A/B/C) (Hay-pa-tee-tis Ah/ Bay/ Tsay)

tetanus

Tetanus/Wundstarrkrampf (Tay-tah-noose/
Voond-shtar-krahmf)

chicken pox

Windpocken (Vihnd-pohk-en)

whooping cough

Pertussis/Keuchhusten
(Pear-toos-iss/Koych-hoos-ten)

polio

Polio/Kinderlähmung (Polio/Kin-dair-lay-moong)

rabies

Tollwut (Tohl-voot)

smallpox

Pocken (Poh-ken)

yellow fever

Gelbfieber (Gelb-fee-burr)

I have a skin allergy

Ich habe eine Hautallergie
(Ik ha-buh ine-nuh Howt-ahl-air-gee)

I'm allergic to ...

Ich bin allergisch gegen ...
(Ik bin ahl-air-gish gay-gen ...)

antibiotics

Antibiotika
(Ahn-tee-bee-oh-tee-kuh)

anti-inflammatories

entzündungshemmende Mittel
(ent-zoon-doongs-hem-en-duh Mitt-ill)

aspirin

Aspirin (Ahs-pee-reen)

bees

Bienen (Bee-nen)

codeine

Kodein (Co-day-een)

penicillin

Penizillin (Pen-ee-zee-leen)

pollen

Pollen (Pohl-len)

antihistamines

Antihistamine
(Ahn-tee-hiss-ta-mean-uh)

inhaler

der Inhalator (dare In-ha-la-torr)

injection

die Injektion (dee In-yek-see-ohn)

sulfur-based drugs

Arzneimittel auf Schwefelbasis
(Artst-nigh-mitt-ill owf shvay-fill-ba-ziss)

OBSTETRICS & GYNECOLOGY

Could I see a female doctor?

Könnte ich von einer Ärztin behandelt werden?
(Kenn-tuh ik fun ine-ur Airz-tin bay-hahn-delt
vair-din?)

pregnancy test

der Schwangerschaftstest
(dare Shvahng-ur-shahfts-test)

(I think) I'm pregnant

(Ich glaube,) Ich bin schwanger
(Ik gl-ow-buh,) ik bin shvahng-ur)

I'm on the pill

Ich nehme die Pille
(Ik nay-muh dee Pill-uh)

I haven't had my period for ... weeks

Ich habe seit ... Wochen meine Periode nicht
gehabt
(Ik ha-buh zyt ... voh-kin mine-uh Pay-ree-oh-
duh nikt gay-hahpt)

contraception

Verhütung(smittel)
(fair-hoot-oongs-mitt-ill)

PHARMACY

I've run out of my medication

Ich habe keine Medikamente mehr
(Ik ha-buh kine-uh May-dee-ka-men-tuh mare)

My prescription is ...

Mein Rezept ist ...
(Mine ray-tsept ist ...)

Is there a (night) pharmacy nearby?

Gibt es in der Nähe eine (Nacht-)Apotheke?
(Gibbt es in dare Nay-uh ine-uh [Nahkt-] Ah-poh-
tay-kuh?)

I need something for ...

Ich brauche etwas gegen ...
(Ik brow-kuh et-voss gay-gen ...)

Do I need a prescription for ...

Brauche ich für ... ein Rezept?
(Brow-kuh ik fir ... ine ray-tsept?)

How many times a day?

Wie oft am Tag?
(Vee ohft ahm Tahg?)

Will it make me drowsy?

Macht es müde?
(Mahkt es moode?)

Once/ twice a day (with food)

Einmal/Zweimal am Tag (zum Essen)
(Ine-mall/tsvy-mall ahm Tahg [tsoom Es-sen])

DENTAL

I have a broken tooth

Ich habe einen abgebrochenen Zahn
(Ik ha-buh ine-in ahp-gay-broh-kuh-nin Tsahn)

I have a toothache

Ich habe Zahnschmerzen
(Ik ha-buh Tsahn-shmair-zin)

I need a filling

Ich brauche eine Füllung
(Ik brow-kuh ine-uh Fool-oong)

I've lost a filling

Ich habe eine Füllung verloren
(Ik ha-buh ine-uh fool-oong fair-lorr-in)

My braces are broken

Meine Zahnsperre ist kaputt
(Mine-uh Tsahn-shpahng-uh ist ka-put)

GERMAN EMERGENCY NUMBERS

112

is the German emergency
number like U.S. "911"

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

Ansbach 09802-83-112
Bavaria 09641-83-112
Grafenwoehr 09641-83-114

Hohenfels 09472-83-114
KMC/Baumholder 112
Spangdahlem 06565-61-6666

Stuttgart 0711-680-113
Vilseck 09662-83-110
Wiesbaden 0611-705-114

» Pet Health

by Genevieve Northup

The Basics

The majority of regulations for domestic animals are related to dogs, cats and ferrets. To enter Germany, you should have furnished proof that your pet has an international micro-chip, a current rabies vaccination that meets OIE standards and a certificate of health. Rabies, "Tollwut," is a required vaccination that must remain current. Because fleas and ticks are also prevalent, consider preventive treatments. There is also a Lyme disease vaccination available for dogs.

Within 14 days of your pet's arrival or adoption, you should register with the local military vet clinic and register the microchip with www.tasso.net. 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. If you live off base, you may be required to register your dog at your village's *Rathaus*. Ask your veterinarian about local requirements.

Travel

Planning to travel without your pet? Find a kennel now. They often book up months in advance for the summer and Christmas season, and additional vaccines, such as the nasal Bordetella series, may be required prior to boarding.

Taking Fido along? Like the rest of the family, your pets need passports before traveling around Europe. Pet passports are issued by veterinarians and provide certified records of vaccinations.

Emergencies

Most installation vet offices do not provide after-hours emergency care, so ask for a list of clinics (Tierarztpraxis) on the German 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. Many vet clinics have English-speaking staff and accept VAT forms.

Checklist for Pet Parents

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



INSTALLATION VET CLINICS

ANSBACH

Ansbach Veterinary Treatment Facility
Katterbach Kaserne, Bldg 9003
91522 Ansbach, Germany
(09802) 83-3179; DSN: 467-3179

BAUMHOLDER

Baumholder Veterinary Treatment Facility
Smith Kaserne/Medical Kaserne, Bldg 8758
55774 Baumholder, Germany
(06371) 9464-1200; DSN: 590-1200

CHIEVRES, BELGIUM

Chievres Veterinary Treatment Facility
Grand Rue 56, Bldg 20047
7950 Chievres, Belgium
+32 (0) 65 32 5390; DSN 566-5390



HOHENFELS

Hohenfels Veterinary Treatment Facility
Camp Linderburg
Linderburg Str., Bldg 746
92366 Hohenfels, Germany
(0947) 283-4560; DSN: 466-4560

KAISERSLAUTERN

Veterinary Medical Center Europe Kaiserslautern
Pulaski Barracks
5th Avenue, Bldg 2928
67661 Kaiserslautern, Germany
(06371) 946-41900; DSN: 590-1900

SPANGDAHLEM

Spangdahlem Veterinary Treatment Facility
Spangdahlem AB, Bldg 559
54529 Spangdahlem, Germany
(0656) 561-9388; DSN: 452-9388

STUTTGART

Stuttgart Veterinary Treatment Facility
Panzer Kaserne, Bldg 2996A
71032 Böblingen, Germany
(07031) 15-2681; DSN: 431-2681

VILSECK

Vilseck Veterinary Treatment Facility
Rose Barracks
Arty Str. 517, Bldg 222
92249 Vilseck, Germany
(0966) 283-2370, DSN: 476-2370

WIESBADEN

Wiesbaden Veterinary Treatment Facility
Clay Kaserne
Flugplatz, Bldg 1038
65205 Erbenheim, Germany
(0611) 143-546-0700, DSN: 546-0700

BAVARIA

Adalbert, Christoph D.V.M.
Weiherstrasse 15, Eschenbach 92676
(09645) 918085

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