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HEALTH MEDICAL

Germany guide 2019 - 2020

INSIDE:

ON-INSTALLATION SERVICES

NAVIGATING TRICARE

OFF-INSTALLATION SERVICES

UTILIZING PATIENT LIASIONS

SUPPLEMENTAL HEALTH

GIVING BIRTH IN GERMANY

» YOUR GUIDE TO
HEALTH CARE
IN GERMANY

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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 healthcare system can be overwhelming. From finding on-and-off installation services, to understanding the differences you may find while navigating the German healthcare 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.

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REGIONAL HEALTH COMMAND EUROPE

Welcome to Europe! The U.S. Army Regional Health Command Europe, through our subordinate units, provides responsive, reliable, quality health services. We are proud to offer world-class health care to U.S. military personnel and their families serving U.S. Army Europe, U.S. European Command, U.S. Africa Command, U.S. Central Command and U.S. Special Operations Command Warriors serving in Iraq and Afghanistan. RHCE's vision is ONE TEAM leading and shaping ready forces, families and communities. RHCE is responsible for all Army medical treatment facilities, dental clinics, veterinary clinics and public health services within the European 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 enable RHCE to Army Health System support to commanders and leaders to enable a ready medical force, 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 MTFs to meet the health care needs of U.S. military personnel and their families. Our MTFs focus on medical readiness, the readiness of our medical forces, as well as access to care, responding to individual beneficiary and community medical needs, and delivering quality care following a Primary care and 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, LRMC 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.

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

Additionally, through PHCE, we provide 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. Those programs include medical entomology, environmental health engineering, food and water

sanitation, veterinary care, industrial hygiene, occupational health, and preventive medicine readiness planning and training.

We are committed to the U.S. Army Medical Command's transformation to a System for Health, which maintains health through fitness and illness/injury prevention, restores health through patient-centered care, and improves 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
www.spangdahlem.af.mil/Units/52nd-Medical-Group

86th Medical Group Ramstein

Bldg 2114, 2nd Floor
Ramstein-Miesenbach 66877
DSN 479-2273; (06371) 46-2273
www.facebook.com/AFMS-Ramstein-86th-Medical-Group-21562487178492

470th Medical Flight NATO Geilenkirchen

Bldg 208
Geilenkirchen 52511
DSN 458-3200; (02451) 99 3200
www.newpreview.afnews.af.mil/spangdahlem/units/470thairbasesquadron

Baumholder Army Health Center

Bldg 8740, 8741 and 8742
Baumholder 55774
DSN 590-5762; (06371) 9464 5762
www.rhce.amedd.army.mil/baumholder

Grafenwoehr Army Health Center

Bldg 475, Graf Main Post
Grafenwöhr (Grafenwoehr) 92655
DSN 590-3000; (06371) 9464 3000
www.rhce.amedd.army.mil/grafenwoehr

Hohenfels Army Health Center

Bldg 51, SPC Marlow Jackson St.
Hohenfels 92366
DSN 590-3300; (06371) 9464 3300
www.rhce.amedd.army.mil/hohenfels

Kaiserslautern Army Health Center

Bldg 3287, Daenner Straße,
Kleber Kaserne

Kaiserslautern 67657
DSN 590-5762; (06371) 9464 5762
www.rhce.amedd.army.mil/kleber

Katterbach Army Health Center

Bldg 5810
Katterbach 91522
DSN 590-3600; (06371) 9464 3600
www.rhce.amedd.army.mil/Katterbach

Landstuhl Regional Medical Center

Dr. Hitzelberger Straße
Landstuhl/Kirchberg 66849
DSN 590-5762; (06371) 9464 5762
www.rhce.amedd.army.mil/landstuhl

Stuttgart Army Health Center

(#30401) Bldg 2300
Stuttgart-Vaihingen 70569
DSN 590-2900; (06371) 9464 2900
www.rhce.amedd.army.mil/stuttgart

Vilseck Army Health Center

Bldg 250, Rose Barracks
Vilseck 92249
DSN 590-2300; (06371) 9464 2300
www.rhce.amedd.army.mil/vilseck

Wiesbaden Army Health Center

Bldg 1040, Wheaton Ave, Clay Kaserne
Wiesbaden 65205
DSN 590-5762; (06371) 9464 5762
www.rhce.amedd.army.mil/Wiesbaden

DENTAL FACILITIES

52nd Dental Squadron Spangdahlem

Bldg 137, Spangdahlem 54529
DSN 452-8193; (06565) 61 8193
www.spangdahlem.af.mil/Units/52nd-Medical-Group

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

Baumholder Dental Clinic

Bldg 8647, Dental Street,
Smith Barracks
Baumholder 55774
DSN 485-2210; (06783) 99 2210
www.dencom-europe.amedd.army.mil

Grafenwöhr Dental Clinic

Bldg 475, Kelley Straße
Grafenwöhr 92655
DSN 475-1720; (09641) 83 1720
www.rhce.amedd.army.mil/grafenwoehr

Hohenfels Dental Clinic

Bldg 50, Kennedy Straße
Hohenfels 92366
DSN 466-1720; (09472) 83 1720
www.rhce.amedd.army.mil/hohenfels

Illesheim Dental Clinic

Bldg 6546, Storck Bks
Illesheim 91471
DSN 467-4500/4757; (09841) 83 4500/4757
www.ansbach.army.mil/DentalMedical.html

Katterbach Dental Clinic

Bldg 5810, Von Steuben Str, Katterbach
Kaserne
Katterbach 91552
DSN 590-3700; (06371) 9464 3700
www.ansbach.army.mil/DentalMedical.html

Kleber Dental Clinic

Bldg 3287, Daenner Straße,
Kleber Kaserne
Kaiserslautern 67657
DSN 590-2620; (06371) 9464 2620
www.dencom-europe.amedd.army.mil

LRMC Dental Clinic

Bldg 3703, Langwiedener Straße
Landstuhl/Kirchberg 66849
DSN 486-8136; (06371) 86 8136
www.dencom-europe.amedd.army.mil

LRMC Oral Surgery Clinic

Bldg 3772, Langwiedener Straße
Ward 14B Landstuhl/Kirchberg 66849
DSN 590-6588; (06371) 9464 6588
www.dencom-europe.amedd.army.mil

Pulaski Dental Clinic

Bldg 2921, Washington Square
Kaiserslautern 67657
DSN 493-4443; (0631) 3406 4443
www.dencom-europe.amedd.army.mil

Stuttgart Dental Clinic

Bldg 2996, Panzer Kaserne
Böblingen 71032
DSN 590-2800; (06371) 9464 2800
www.dencom-europe.amedd.army.mil

Vilseck Dental Clinic

Bldg 154, Truppenübungsplatz
Vilseck 92249
DSN 476-1720; (09662) 83 1720
www.dencom-europe.amedd.army.mil

Wiesbaden Dental Clinic

Bldg 1040, Wheaton Ave, Clay Kaserne,
Wiesbaden 65205
DSN 337-1720; (0611) 705 1720
www.dencom-europe.amedd.army.mil

OPTOMETRY FACILITIES

52nd Medical Group Spangdahlem

Bldg 550
Spangdahlem 54529
DSN 452-8333;
(06565) 61 8333

86th Medical Group Ramstein

Bldg 2121
Ramstein-Miesenbach 66877
DSN 479-2350;
(06371) 46 2350

Baumholder Army Health Center

Bldg 8740, Room 202
Baumholder 55774
DSN 485-8080;
(0638) 360 8080

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) 802 0358

Exchange Optical Center, Stuttgart

Bldg 2903, Panzer Kaserne



86TH MEDICAL GROUP RAMSTEIN AIR BASE

The PREMIER medical force in the Air Force delivering world-class care... Anytime, Anywhere!

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: Mon. - Fri. 7 a.m.-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

www.ramstein.af.mil/ramsteinmtf
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.	479-2282
Force Health Management	Bldg. 2121	479-2459
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	479-2273
Radiology Clinic	Bldg. 2114, 1st Flr.	479-2575
Referral Management Center	Bldg. 2114, 1st Flr.	479-2101

RAMSTEIN PHARMACY

Phone: 06371-46-2542 or DSN: 479-2542
Hours: Mon. - Fri. 7 a.m.-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.

Active-duty military and their 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.

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.

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. ■

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 servicemembers and be prepared to deliver health care in times of war. Governmental policy regulates who can utilize MTFs, and health benefits for servicemembers 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 servicemembers 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 servicemembers – Servicemembers 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 servicemembers if they have a referral and prior authorization from the managed care support contractor, International SOS.

PRIORITY 2

Active-duty family members enrolled in TRICARE Prime – As with servicemembers, 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 Standard (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.

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 Standard; 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 healthcare 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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- Save with our competitive rates and low annual deductibles
- Keep this health plan, if you return to the U.S.

www.afspa.org/fsbp



High Option Health Plan for Federal Civilian employees.

This is a brief description of the features of the FOREIGN SERVICE BENEFIT PLAN (FSBP). Before making a final decision, please read the Plan's Federal brochure (RI 72-001). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochure.

Landstuhl Regional Medical Center (LRMC) Division of Women's Health & Newborn Care

Your Team for Maternity Care & Birth

by Captain Kelly Origel

WELCOME...

We are honored that you have chosen Landstuhl Regional Medical Center for your obstetrical care and we look forward to providing you with compassionate, patient-centered health care in a friendly and welcoming environment. Our goal at LRMC's Division of Women's Health & Newborn Care is to help ensure that you and your baby are as healthy as possible.

PARTNERS IN YOUR CARE

Our robust staff of highly trained professionals work together closely, providing the best care possible for low and high risk pregnancy patients. Although we strive to have our patients see their provider of choice during their prenatal care, any one of the group's obstetricians or midwives could be on call when it is time for you to deliver. We truly are a team here, so everyone can provide you the same level of care and compassion during this important time.

IN LABOR, COMFORT MATTERS

Water immersion, or hydrotherapy, during labor has been available to women for centuries. Hydrotherapy is available at LRMC for select patients to use during labor to decrease pain

and the time spent in labor. If interested, we recommend patients speak to their provider during their OB appointment to assess if they are candidates for hydrotherapy use. Many of our patients have submitted rave reviews about the hydrotherapy tub. One mother said that she highly recommends using LRMC's labor tub, writing, "It helped relax my body during an obviously stressful time. Hydrotherapy helped me manage my contractions and assist in an un-medicated labor and delivery, which was my goal. I don't think I would have been as successful had I not had this comfort measure available to me. Anyone who can, should utilize the tub!" To further help our patients with their labor experience, we also offer a labor stool system with padded back rest and partner seat, aroma therapy, audio relaxation, and a starlight visual imagery guidance system. Please speak with your care team to learn more about these options.

YOU ASKED, WE LISTENED

We completed renovation to the Mother Baby Unit at LRMC, where moms and their infants stay after delivery. When our facility was built in 1953, patient rooms typically did not include attached bathrooms. Now every room in the Mother Baby



Unit has an en suite bathroom, each with a toilet and sink, many with a shower as well. Four of our rooms also have spacious bathrooms with walk-in showers built. In addition, we installed new relaxing artwork, ceiling display tiles and updated window and patient privacy curtains. Please talk with us at your next appointment about scheduling a tour of Labor and Delivery and Mother Baby Unit. We are excited to care for you and your family. Whatever your obstetrical needs, we are committed to ensuring the best care possible for you and your baby. ■

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 dependant'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. Some are also known to carry lotion and lip balm to treat dryness, zinc oxide for diaper rash, saline nasal spray and vitamin A and D ointment to promote healing.

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 correctly, and it could save you money! ■



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www.heartbeat-ramstein.de
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Tricare Provider



Dr. med. Tobias Riedl
Obstetrics and Gynecology



WE SPEAK ENGLISH

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 who have joined the Host Nation Preferred Provider Network established by TRICARE 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

Preferred Provider Network (PPN)

The International SOS Preferred Provider Network, or PPN, consists of host-nation healthcare providers who agree to provide care to TRICARE Overseas Prime beneficiaries and assist them in filing TRICARE claims. In most cases, PPN 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 PPN provider or hospital when you are referred for host-nation care. You can also use the PPN 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, PPN 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 non-emergent, 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

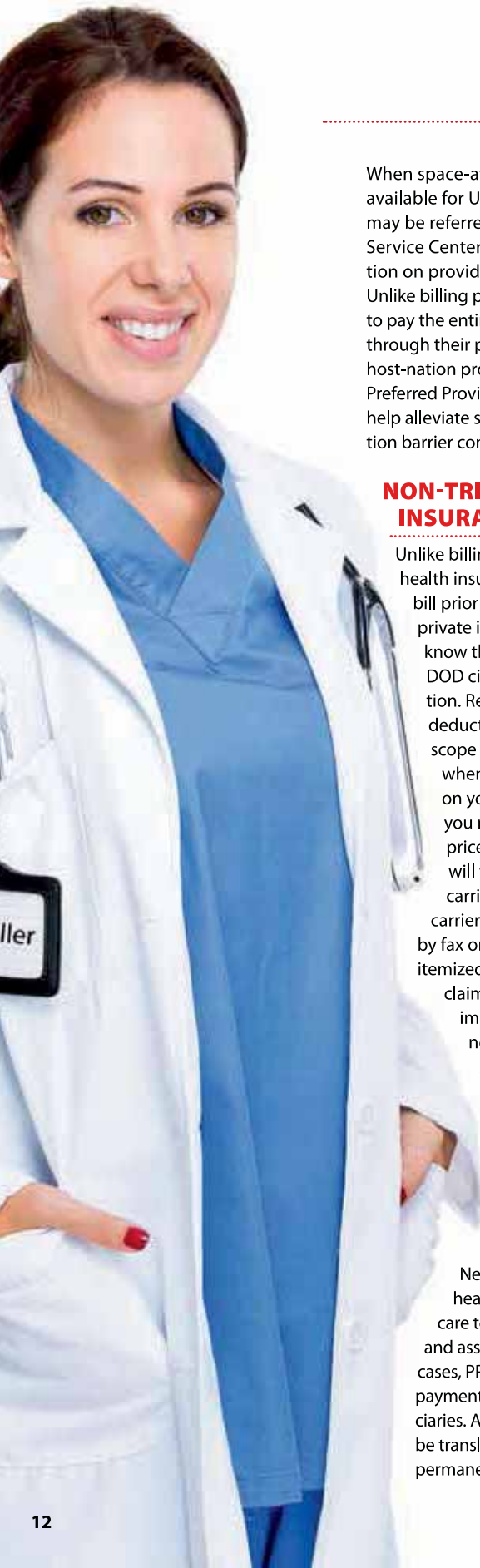
A routine primary care appointment is designated for patients who require a visit with their primary care manager for a new healthcare problem that is not considered urgent. Routine care for active duty and TRICARE Prime and TRICARE Plus enrollees shall be scheduled within seven calendar days from the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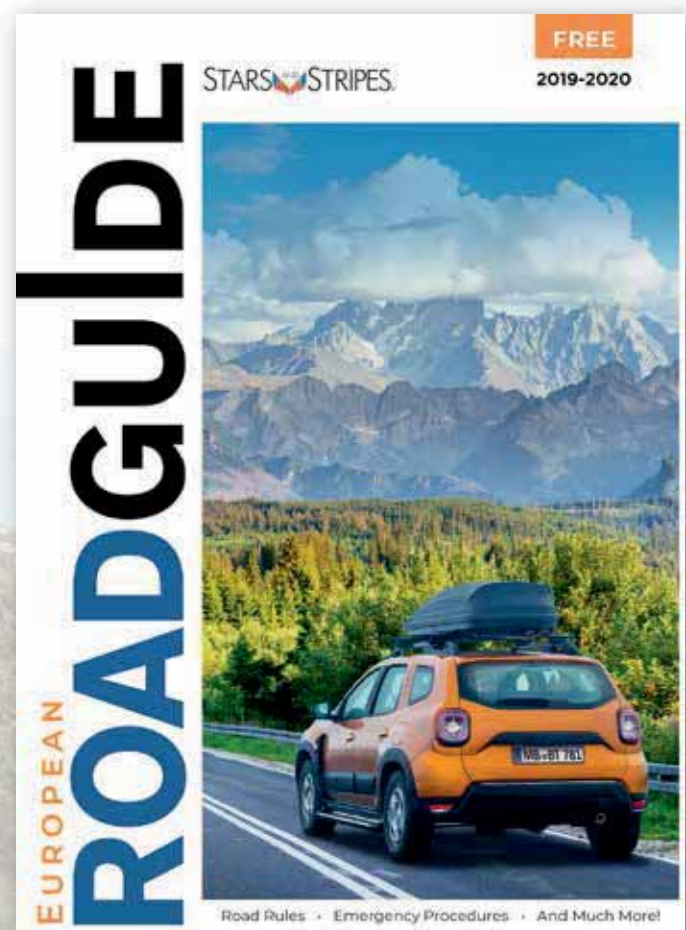


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The Stripes European Road Guide will be available at your installation's A&FRC and ACS!



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 healthcare. 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 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 healthcare 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 . 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/lipbalm
- 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 healthcare, 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 large red "A" identifies an "Apotheke."

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 USA. In fact, a drug store in Germany "Drogerie" sells toiletries and other consumer items, but not medicines.

All medications, including non-prescription drugs, are kept on shelves behind the counter or in large drawers behind the counter or in a back room. There is normally a selection of different types of non-medicinal health-related products in the pharmacy. Included in that selection you could expect homeopathic products. 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, contra-indications 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.) Each of them has a list on the door, though, of pharmacies that have remained open to handle emergencies called "notdienst." ■



-HowToGermany.com



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 –gengen 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: Dextroethorphan, 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: Infectopedicul

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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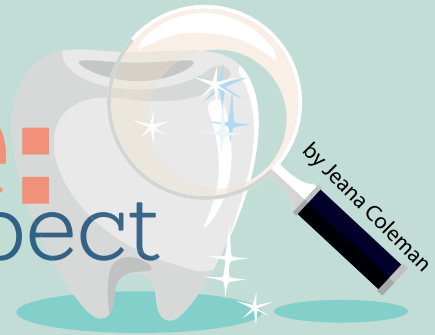
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Dental Care: what to expect



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.

Through a voluntary dental program with TRICARE, military family members stationed in Europe can be sure they 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. Although this TRICARE Dental Plan (TDP) in Europe is the same as that in the States, the European plan provides additional coverage and no cost shares for treatments like fillings and root canals.

To locate a preferred provider, visit www.uccitdp.com/tp2opd/. You will be prompted to fill in your duty station and type of dental treatment you're seeking. 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 www.tricare-overseas.com/ContactUs.

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 medical 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. Sucking on fingers, thumbs or pacifiers can affect teeth and promote decay. If a child does not stop on his 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. ■

Active Duty Dental Program

United Concordia Companies, Inc.
1-866-984-ADDP (1-866-984-2337)
www.addp-ucc.com

TRICARE Dental Program

MetLife 1-855-MET-TDP2
(1-855-638-8372) (OCONUS)
1-855-MET-TDP3
(1-855-638-8373) (TDD/TTY)
mybenefits.metlife.com

Federal Employees Dental and Vision Insurance Program

www.trdp.org/downloads/trdp-fact-sheet.pdf

milConnect Website

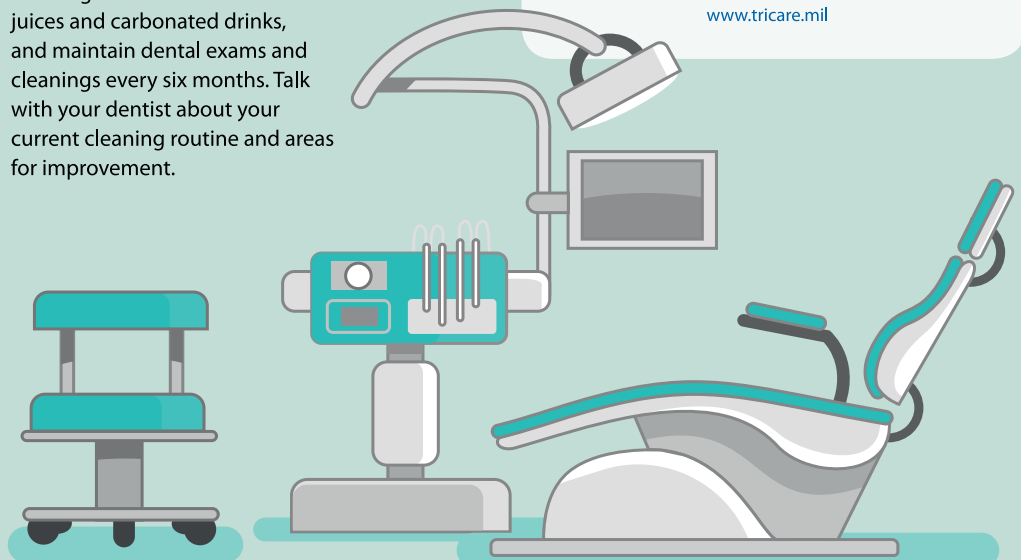
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My Experience

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 lead to a difference in quality of life and mental well-being. Germany offers a range of options to visitors, and 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 includes 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 suffering are not only faced with the direct consequences of their illness, but also with stigma and discrimination. Therefore, the WHO strives to improve promotion, prevention, care and treatment.

Germany leads Europe in its commitment to treating mental illness by providing financial support for patients, access to healthcare 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 problems on a daily basis. They identify patients, diagnose and treat problems, and refer people to specialists. Aside from primary care, patients can seek





help directly with psychiatrists (for psychopharmacological 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 time constraints. 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 allows you to 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 — which 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 ideations, addiction or psychotic symptoms. Psychiatric hospitals offer support for a few days (emergencies) up to several months, while 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. 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 or 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 physicians/clinics in the overseas network. Overall, coverage depends on the beneficiary and plan. For off-base care, you usually need to receive pre-authorization. TRICARE Overseas Program (TOP) Prime family members and TOP Standard members, however, receive eight sessions of psychotherapy per fiscal year without authorization, except for analysis and therapy provided by a substance use disorder rehabilitation center. Aside from benefit coverage through the military, one always has the option to pay out of pocket for any service.

The most important step is to seek help, and hopefully this is made easier by knowing that host-nation choices are accessible. ■

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.



**Westpfalz-Klinikum
GmbH**



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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/pediatry

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
- Stoma Therapy
- Dietetic Treatment
- Physical Therapy
- Pain and Palliative Therapy
- 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, spiroergometry, 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 malign breast tumors. Breast cancer is one of the most diagnosed malign 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



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.



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.

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 healthcare 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. ■

DR. BIANCA KNOLL

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Plasty • Rhinoplasty • Short-scar Arm Lift



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www.best-you.net

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 Liefer services 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.lieferheld.de and 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 these sites 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 krahmfin 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-frohst)

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)

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)

continued on page 30

German Language Medical Terms



continued from page 29

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)

OB/GYN

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 an issue in Germany, so keep this vaccination current while stationed here. 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 micro-chip 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.



Tollwut!

Gefährdeter bezirk.



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 U.S. Army Garrison
Bldg 9003, Von Steuben Str, Katterbach Kaserne
Katterbach 91522
DSN 467-3179; (09802) 83 3179

BAUMHOLDER

Baumholder U.S. Army Garrison
Bldg 8758, Baumholder Health Clinic
Baumholder 55774
DSN 485-6636; (0678) 36 6636



HOHENFELS

Hohenfels U.S. Army Garrison
Bldg 746, Camp Linderburg
Hohenfels 92287
DSN 466-4560; (0947) 283 4560

KAISERSLAUTERN

Kaiserslautern U.S. Army Garrison
Bldg 2928, Pulaski Barracks
Kaiserslautern 67661
DSN: 493-4444; (0631) 3406 4444

SPANGDAHLEM

Spangdahlem Air Base
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Spangdahlem 54529
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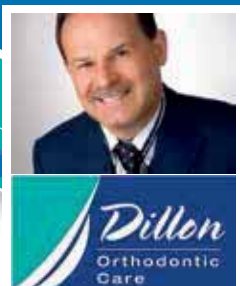
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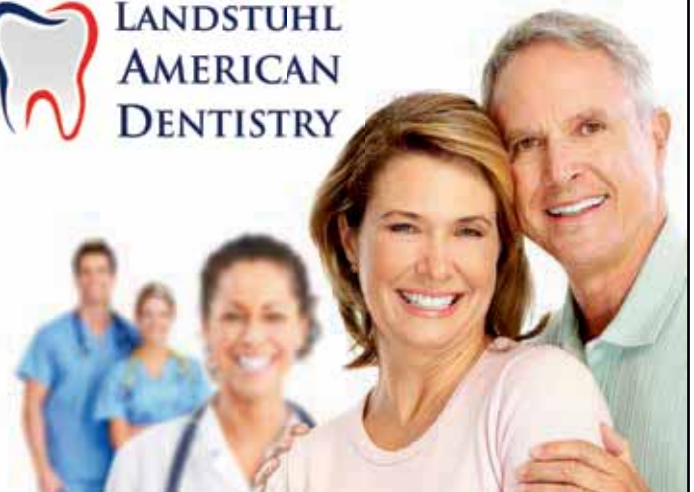


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