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HEALTH MEDICAL

Vicenza Guide 2020 - 2021

— YOUR GUIDE TO
**HEALTH CARE
IN ITALY**



INSIDE:

OFF-INSTALLATION SERVICES

UTILIZING PATIENT
LIAISONS

SUPPLEMENTAL HEALTH

GIVING BIRTH
IN ITALY

Now Offering
Telehealth



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Joy Center is owned and operated by clinician Amy Zier, founder of Amy Zier and Associates (AZ+A) in Chicago 25 years ago. She moved to Italy with the idea of supporting US Military families stationed here with an American clinic. As an extension of AZ+A, we bring years of clinical experience combined with passion and caring support to your family. Joy Center is now the top pediatric therapy clinic in Italy. Locations in Aviano, Vicenza, and Gricignano offer multidisciplinary evaluation & treatment (speech and language therapy, Psychology & occupational therapy).

Joy Center employs a variety of therapy approaches depending on your child's profile and family needs.

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- learning & language skills
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JOY CENTER is an in-network provider for TRICARE, BCBS, AETNA, GEHA, and CIGNA



YOUR GUIDE TO HEALTH CARE IN ITALY

Whether this is your first time stationed in a new country, or you're a PCS-ing pro, navigating the Italian health care system can be overwhelming. From finding off-installation services to understanding the differences you may find while visiting an Italian doctor, you'll find the Stars and Stripes Vicenza Health and Medical Guide useful for many of your medical needs.

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HEALTH CARE IN ITALY



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

WHAT TO EXPECT DURING YOUR VISIT

The health and dental care culture is different in Italy than what you might be used to. Understanding these differences will help you feel less nervous about going to an Italian provider.

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

Things may not always happen quickly - Just as in the U.S., Italian health care can be slow. Address your concerns with the receptionist; even rescheduling your appointment if you need to. Going in with a good attitude, patience and understanding will make for a better experience.

In order to have affordable health care, many hospitals may not issue basics such as towels, gowns, soap and other toiletries, so be prepared to bring your own.

WHAT YOUR ITALIAN PROVIDER EXPECTS

Italians value quality of life over money. Below are some best practices to remember when seeing an Italian provider.

Courtesy – Please show up to your appointment. If you can't make it, let your provider know. If you do not show, you could be charged for the missed appointment.

Patience – If you find yourself waiting past your scheduled appointment time, be patient or notify the staff and reschedule your appointment.

Understanding – Understand that health care in Italy may be different than what you are used to.

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SPECIALIZED HEALTH CENTER FOR KIDS AND ADULTS

THE HIGHEST QUALITY CARE IS
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PEDIATRIC SPECIALITIES

ALLERGOLOGY
AUXOLOGY
CARDIOLOGY
ENT
GASTROENTEROLOGY
NUTRITIONIST
ORTHOPAEDICS AND TRAUMATOLOGY
NEURO ORTHOPEDICS
ORTHOPEDIC AND SPINE CARE (SCOLIOSIS)
PEDIATRIC SURGERY
PNEUMOLOGY
PHYSICAL MEDICINE AND REHABILITATION
RHEUMATOLOGY
UROLOGY

EDUCATIONAL PSYCHOLOGY AREA

CLINICAL EDUCATOR
SPEECH THERAPIST
CHILD NEURO PSYCHOMOTOR THERAPY

PHYSICAL THERAPY AND REHABILITATION

PHYSICAL THERAPY
PHYSICAL MEDICINE AND REHABILITATION

MUSCULOSKELETAL REHABILITATION

SCOLIOSIS-HYPERKYPHOSIS
LOWER BACK PAIN
NECK PAIN
TRAUMA AND ORTHOPAEDIC POST SURGERY
REHABILITATION
NEUROPSYCHOLOGICAL REHABILITATION
NEUROCOGNITIVE REHABILITATION
SPORTS REHABILITATION
FUNCTIONAL BANDING

Coming soon: PEDIATRIC DENTISTRY

DIAGNOSTIC IMAGING

ULTRASOUND
JOINTS MRI

SPECIALTIES FOR ADULTS

ALLERGOLOGY
CARDIOLOGY
ENT
GYNECOLOGIST
NUTRITIONIST
VERTEBRAL AND SCOLIOSIS PATHOLOGY
ARTICULAR PHATOLOGY: COXA-KNEE-SHOULDER- FOOT
AND ANKLE-HAND-WRIST-ELBOW
TRAUMATOLOGY
PNEUMOLOGY
PHYSICAL MEDICINE AND REHABILITATION
UROLOGY

PHYSICAL THERAPY AND REHABILITATION

PHYSICAL THERAPY
PHYSICAL MEDICINE AND REHABILITATION
OSTEOPATHY AND PHYSICAL THERAPY
KINESITHERAPY

MUSCULOSKELETAL REHABILITATION

LOWER BACK PAIN
NECK PAIN
TRAUMA AND ORTHOPAEDIC POST SURGERY
REHABILITATION
PHYSICAL MEDICINE AND REHABILITATION
NEUROPSYCHOLOGICAL REHABILITATION
NEUROCOGNITIVE REHABILITATION
SPORTS REHABILITATION
FUNCTIONAL BANDING
LYMPHATIC DRAINAGE
OSTEOPATHY
KINESITHERAPY

Coming soon: DENTISTRY

ENTRANCE N°829



HELIOS CLINIC
VIA ZAMENHOF 829 – 36100 VICENZA ITALY
Medical director: Micaglio Andrea M.D.
Orthopaedics and Traumatology Surgeon
TEL +39 0444 1497355 - +39 0444 911462

info@heliospediatria.it –
info@heliospoliambulatorio.com
www.heliospediatria.it



continued from page 4

INSURANCE PROVIDERS

In most cases, when you see a provider off-installation, you will have to pay your bill up front then submit a claim to your insurance provider for reimbursement. Ask the cost of the visit in advance so you are prepared to pay for it.

FLEXIBLE SPENDING ACCOUNTS

Health Care FSA (HCFSAs) – Reimburses you and your dependents for eligible out-of-pocket health care expenses from copayments to deductibles and more. Check with FSAFeds or your employer program for specific details.

INSURANCE

Below is a partial list of insurance companies for civilians in the community. Self-filing processes will vary so contact your insurance agency for specific instructions. Be sure to become familiar with your specific plan, the self-filing process, reimbursement, covered providers, etc. Your insurance company may also cover translation and/or interpreter services. Consult with your insurance company for more information.

Foreign Service Benefit Plan (FSBP/AFSPA) - Uses the Aetna Choice POS II (Open Access) network and considers all covered providers outside the U.S. and Guam (including Military Treatment Facilities). https://www.afspa.org/fsbp_detail.cfm?page=Benefit-Information

Blue Cross Blue Shield Federal Employee Program (FEPBlue/GMMI)- For overseas benefits, covered services are paid at the preferred level. Physician care performed outside the U.S. is paid at the preferred level using their Overseas Fee Schedule or a provider-negotiated amount. <https://www.fepblue.org/benefit-plans/coverage/overseas>

Government Employees Health Association (GEHA) - Providers outside the U.S. are paid at the GEHA preferred provider rate for medically necessary covered services. You will need to check your plan brochure for specifics. <https://www.geha.com/about-us/customer-service/outside-the-united-states>

Compass Rose Health Plan - If you need medical care outside the U.S., you may see any health care provider or visit any hospital. https://compassrosebenefits.com/CRBG/Health_Plan_Sub/Overseas_Coverage.aspx

TRANSLATION SERVICES

Some health care providers may not be proficient in speaking English and may not provide documents or bills written in English. Additionally, your insurance company may require bills to be translated to English prior to reimbursements.

HERE IS A LIST OF TRANSLATION AGENCIES IN THE VICENZA AREA:

▲ **Point Translations:**

Via Stradella Workshop 7
35013 Citadel
0495 975777
www.puntotraduzioni.com

▲ **Rapitrad:**

Via Brescia 2
Torri di Quartesolo (VI)
0444 267446
www.rapitrad.it

▲ **Studio Center Quarter:**

Via Imperiali 77 GB, Vicenza,
0444 512733
www.studiocentroquater.com

▲ **Tecnolab:**

Via Galeazzo 20B
Bassano del Grappa
0424 500978
www.tecnolab.it ■



In most cases, when you see a provider off-installation, you will have to pay your bill up front.

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auto & motorcycle loans,
newest tech & high-fives

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3 Italy Locations

Darby • Vicenza • Aviano



Global
CREDIT UNION
GLOBALCU.ORG


OAC. Insured by NCUA

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.

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. ■

GET YOUR **FREE** COPY

WHAT YOU'LL FIND INSIDE



European Road Signs

Car Buying Guides

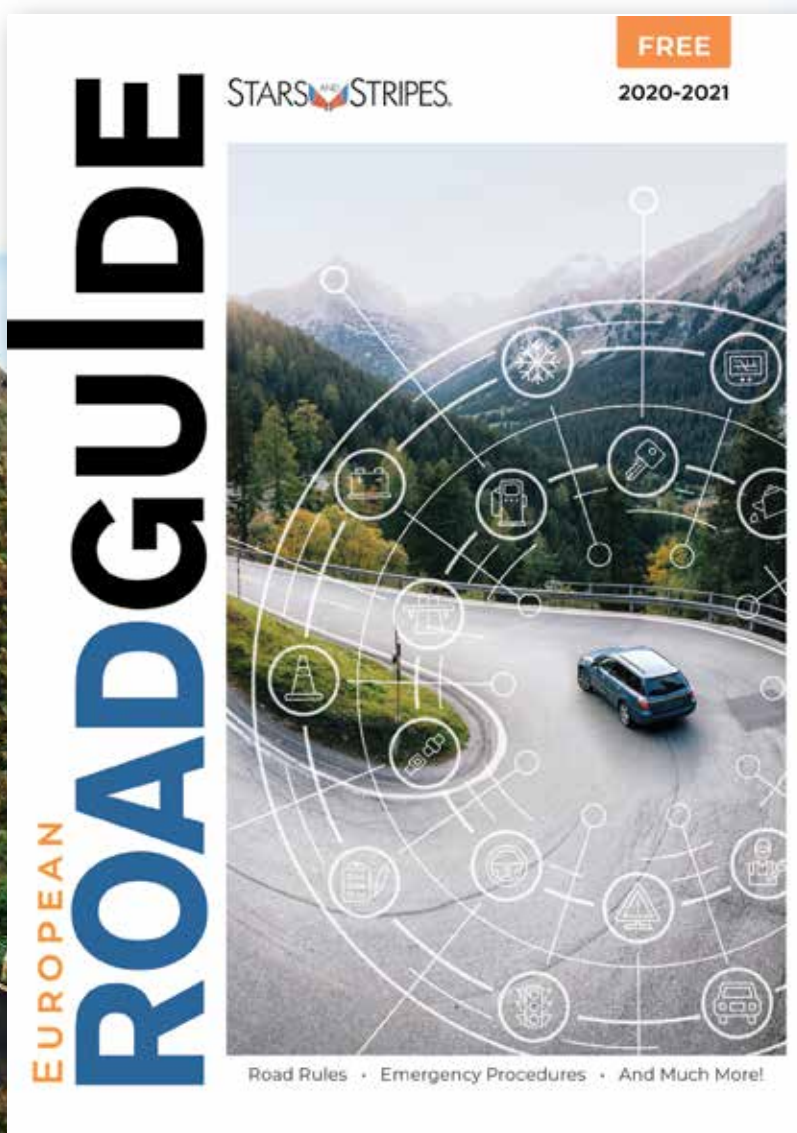


Emergency Phrases

European Road Rules



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 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 at MTFs in Italy, host-nation patient liaisons are available for TRICARE beneficiaries and; as time allows, other U.S. Citizens affiliated with the military community.

Patient liaisons can:

- Accompany patients to their first visit to a host-nation provider (per request).
- Help coordinate 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.
- Upon beneficiary's request, talk to host-nation providers about a patient's medical condition and treatment plan to facilitate patient understanding and comprehension.
- Answer questions about treatments, medical forms and host-nation hospital environment or culture.
- Familiarize you 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.





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 TRICARE Beneficiaries. 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 toiletries. 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 health care, treatment standards are the same; you will be treated fairly and with a great deal of respect. As one patient of an Italian hospital put it, "The staff makes you feel like it's a pleasure to assist you." ■





ITALIAN PHARMACIES

Italian pharmacies, or “farmacie,” is a place you will need to be accustomed to when living in Italy. They are the first stop if you have a cold or an upset stomach. There are no chain pharmacies in Italy, but farmacie are universally recognizable by the green plus-sign. Pharmacies and their opening hours are regulated by law and operate on a “rota” system to ensure an open pharmacy for medical emergencies at any time. Every pharmacy will display a card identifying its own opening hours, emergency number and instructions for emergency services outside of the opening hours.

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

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

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

If you have a prescription from your Italian provider, simply hand it to the pharmacist and they will take care of the rest. Have your Codice Fiscale on hand, the pharmacist may ask to see it if the medication is something other than “over-the counter.” Note that opiates, narcotics or other closely regulated medications are difficult or sometimes impossible to get filled in Italy. ■

AMERICAN MEDICATIONS and their Italian equivalents

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

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

ANTACID

Generic: aluminium hydroxid, pantoprazole, esomeprazole

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

ANTIDIARRHEAL

Generic: Loperamid-Hcl 2 mg,

Brand: Imodium, Dissenten

ANTIFUNGAL

Generic: Terbinafin,

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

ANTIFUNGAL/VAGINAL

Generic: Clotrimazol,

Brands: Gynocanesten, Meclon

ANTIHIISTAMINE

Generic: cetirizin, fenoxfenadin

Brands: Reactine 6cps, zirtec 7cps, fexallegra

CHILDREN'S IBUPROFEN

Generic: Ibuprofen 100mg/5ml,

Brand: NUROFEN syrup

CHILDREN'S TYLENOL (SYRUP)

Generic: Paracetamol

Brands: Tachipirina syrup

CONSTIPATION

Generic: Lactulose, Macrogol 4000

Brand: Portolac, Lactulose syrup, Onligol

COUGH MEDICINE

Generic: dextrmetorphan, oxolamine,
levodropropizine

Brands: Bronchenolo sedativo syrup,
Tussibron syrup, Levotuss syrup

EAR WAX REMOVER

Generic: Docusat-Natrium,

Brand: Cerulisina

HEAD LICE

Generic: Permethrin

Brand: Paranix shampoo

ORAL ELECTROLITE REPLACEMENT (FOR ADULTS)

Contains: sodium, potassium chloride
and glucose

Brands: Polase, Massigen, 4Fuel

SALINE NASAL SPRAY

Generic: Sodium Chloride

Brands: Isomar, Sterimar, Ialumar



FILLING A PRESCRIPTION

at your on-installation pharmacy

It is important to know the pharmacy will fill prescriptions in the USAHC-V pharmacy only if the prescription is written to standard. Cut out this handy example and provide to your network providers when they are writing prescriptions to be filled. The medication must be something carried by the USAHC-V pharmacy as an FDA approved medication.



✓ **Please Note:** All of the following elements must be met and written in English to be considered valid

(Attenzione: tutti i seguenti elementi devono essere compilati e scritti in inglese per venire considerati validi)

✓ **Be sure prescription is typed or use ink**

(Assicurati che la prescrizione sia scritta a computer o con inchiostro in modo leggibile)

✓ **No controlled substances may be prescribed**

(Non è possibile prescrivere sostanze stupefacenti o psicotrope)

Patient Information (Informazioni paziente)

(NOME COMPLETO DEL PAZIENTE)

(DATA DI NASCITA DEL PAZIENTE)

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

SAMPLE PRESCRIPTION (ESEMPIO PRESCRIZIONE DI MEDICINALI)

Patient's Full Name:

Patient's Date of Birth

Patient's Weight in KG
if under 12 years old

Date Prescription Written/Signed

(DATA PRESCRIZIONE/FIRMA)

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

LISINOPRIL 40 MG
(LISINOPRIL 40 MG)

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

FOR HIGH BLOOD PRESSURE
(per ipertensione arteriosa)

QUANTITY: 90
(Quantità)

REFILLS: 3
(Ripetibilità prescrizione)

John Smith
John Smith, MD

0444-123456

Drug Information (Informazioni sui farmaci)

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

Provider Information (Informazioni del medico)

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

Directions (Istruzioni)

- ✓ **Name must be specific!**
(Sii specifico)
- ✓ **Route of administration**
(Via di somministrazione)
- ✓ **Anticipated duration**
(Durata prevista)
- ✓ **(Antibiotics, eye drops, etc)** (antibiotici, colliri, ecc)
- ✓ **Provide reason for use**
(Fornire il motivo per l'uso)

When prescribing weight-based medications to a child under 12 years of age, include dosing strategy (example: 90 mg/kg/day) and child weight

(Quando si prescrivono farmaci a base di peso a un bambino di età inferiore a 12 anni, includere i valori di dosaggio (esempio: 90 mg / kg / giorno) ed il peso del bambino)

SERVICES WHEN YOU'RE HOUSEBOUND

by Stacy Roman

Having major surgery, an unforeseen illness or debilitating injury can often lead to a hospital stay followed by a lengthy recuperation at home. Often these types of recoveries leave patients homebound or restricted in movement. It can be overwhelming trying to coordinate follow-up appointments, grocery shopping, pet care and other daily tasks – especially in a foreign country. However, there is plenty of help available while you get back on your feet again.



Transportation

Not being able to get behind the wheel can be frustrating and leave you feeling as though you're at the mercy of others for rides. Luckily, there's an app for that. Download the MyTaxi app on any smartphone. Similar to Uber and Lyft (neither of which are available in the Vicenza region), MyTaxi allows you to book the nearest cab, monitor their whereabouts to estimate arrival and get a notification when they've arrived.



Medication delivery

If you're unable to make it to the pharmacy to pick up medications, Vicenza is located within the delivery radius for Pharmap (pharmap.it) – a pharmacy delivery service. Simply download the Pharmap onto your smartphone and upload a photo of the paper script to the app. A messenger will stop by to collect the original prescription, take it to the pharmacy to be filled and return with your filled medications.



Visiting nurse

While not as common in Italy, visiting nurses can come to your

home and assist with various medical tasks. Available for local nationals or those working on the Italian economy, these medical professionals are usually called upon for serious illnesses. Check with your local provider to see if this may be needed for your condition.



Grocery delivery

If you're homebound, a simple trip to the grocery store may be off the table or just plain exhausting. Thankfully, there are plenty of delivery options in the Vicenza area. Most major grocers, such as Esselunga and Coop, offer online ordering and delivery right to your door. Other online options include Supermercato24 (it.everli.com/it) and Cicalia (cicalia.com/it/).



Food delivery

Cooking may seem a bit daunting when you're recovering and housebound. With the food delivery scene expanding exponentially, there are plenty of delicious local eateries willing to deliver. Apps and websites such as Deliveroo (www.deliveroo.it), Glovo (glovoapp.com) and Just Eat (just-eat.it) partner with

restaurants to provide fresh and tasty food right to your door.



Cleaning and yard service

Sometimes a little tidy up around the house and a freshly-cut lawn can brighten the spirits when you're on quarters. There are many local cleaning and yard care professionals ready to offer their services. Be sure to thoroughly vet local companies on sites such as Google and Yelp to ensure good reviews and practices.



Pet care

Looking after Fifi or Fido can cause a bit of a conundrum if you're relegated to your home. Enlist the help of younger neighbors, or check out sites such as Petme.it (petme.it) or holidog.com (www.holidog.com) to assist with your furry family members.

Being a homebound patient can prove difficult, even under the best circumstances. Reaching out to helping agencies or seeking out a little extra assistance can help ease the frustration and might help aid a quicker recovery. ■

We Need You!

You could be published with us



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to add "published" to your resume.

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Welcome
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care orga
English s
Italy and
medical
services p

The staff
Care are
well-bein
patients
home ba
through

W

U.S. ABROAD
Health  Care

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Health Care srl**
Strada Cá Balbi, 84
36100 Vicenza

Health Care

OPEN DAILY – 24/7

English Speaking Health and Medical Care in Italy

Personalized and high quality care to Americans and international English speaking individuals residing in Italy.

Go to **usabroadhc.com** – a health organization that provides English speaking individuals in Italy with the best medical and pharmaceutical care possible.

At U.S.Abroad Health we are dedicated to the well-being and health of its patients in and around its offices in Vicenza and throughout Italy.

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Mental Health Care

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Medical Treatment

To schedule an appointment – call us at **0039-0444-914398**.
You will receive a call within 2-3 hours to verify your appointment.
Or email us at **admin@usabroadhc.com**

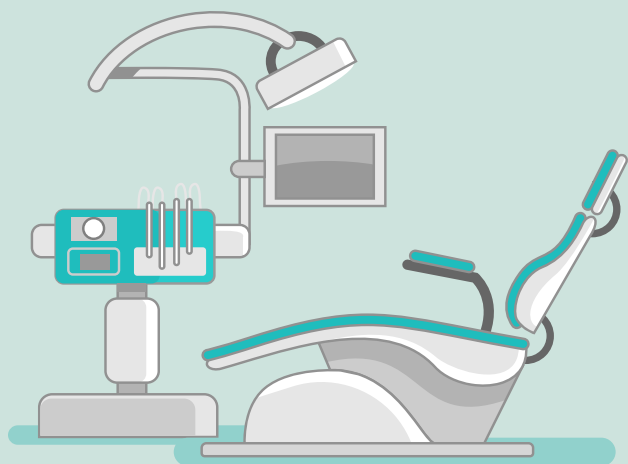
www.usabroadhc.com

**Orthopedic Traumatology
& Physical Therapy**
Viale Della Pace 232
36100 Vicenza

New in Aviano
Piazza Duomo 22
33081 Aviano

Camp Darby
Viale del Tirreno 361
Terrenia PI 56123

**U.S. Abroad Care
Calambrone**
Viale del Tirreno 361
56128 Calambrone (PI)



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 Italy 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 Italy 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 night-time 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. ■



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www.DentistiVignato.it

Birthing a child, while navigating living abroad *as well as a global pandemic, requires trust in the resources and community around you.*

My Birthing Experience at an Italian Hospital

By Ashleigh Link

Birthing our second child, with the exceptional support of San Bortolo Hospital and our Vicenza Health Community, is an experience we will always cherish. Birthing a child, while navigating living abroad as well as a global pandemic, requires trust in the resources and community around you. San Bortolo Hospital and the Vicenza Health Community provided an empowering journey that brought our daughter safely into our family.

I chose to receive prenatal care through the San Bortolo Obstetrics and Gynaecology (OBGYN). After receiving an initial introduction through the Vicenza Health Clinic, all appointments occurred at the OBGYN clinic in the San Bortolo hospital. The nurses and doctors were attentive, caring and ensured I got to see our daughter each visit. The nurses always made sure I took away a clear ultrasound picture for her baby book! Their willingness to give us time to see our daughter while in utero proved the clinic cared for the emotional, not just physical, well-being of the mother and baby.

Potential language barriers are an initial concern for expecting mothers and support partners. While receiving prenatal care, all healthcare professionals through the San Bortolo Hospital OBGYN spoke English and

were able to communicate effectively. Additionally, support provided by the Army Community Services New Parent Support Program (NPSP) proved invaluable to our expectant mother community. The nurses were kind, timely and patient with each expectant mother. The nurses were receptive to questions relevant to prenatal care, ever-changing birthing environments due to the pandemic and postnatal care. As information pertinent to expecting mothers changed due to precautions taken during the pandemic, we immediately received a phone call from our NPSP liaison, explaining the updates to birthing procedures and postnatal care. This bridge between the San Bortolo OBGYN and the expectant mother provided a line of clear communication.

Another key resource to alleviating potential language barriers were the San Bortolo Hospital Patient Liaisons. The liaisons reside in the hospital and are available upon your arrival to the hospital. The liaisons attend appointments and translate directly between the patient and the health care provider. The patient liaison was present during all stages of my labor and delivery at San Bortolo. Remember, you and your support partner are your best advocates. If you need help with translation, it is your right to request support from the San Bortolo Hospital Patient Liaisons.

As I began to go into labor, I arrived to the San Bortolo Hospital Emergency Room. Once admitted, I labored in a room alongside another expecting mother until I entered active labor. The nurses contacted my husband, who waited nearby and ensured he was present in the delivery room for the birth of our daughter. During labor, the nurses, midwives, doctors, and patient liaison ensured a healthy, medicated (per my request), vaginal delivery. Immediately upon delivery, the midwife placed my daughter on my chest and my husband eventually cut the umbilical cord. We then were placed in a private room to share two hours of skin to skin with our daughter.



The recovery process at San Bortolo Hospital included both a communal room as well as a private suite. I recovered in a shared room with two other mothers—American and Italian—until a private room became available. Upon receiving a private suite, my husband visited daily during established visiting hours and we were able to bond with our daughter. The recovery was peaceful, non-intrusive and I was able to access help if necessary. My daughter stayed in my private room with me where the pediatrician assessed her health periodically. The health care providers were very respectful and followed proper procedures to ensure my daughter and I did not fall ill to the pandemic. A patient liaison was available, per my request, for any language barrier I encountered. I had zero issues contacting my husband and family during my stay as well.

Upon discharge from San Bortolo Hospital, our community surrounded us with so much support and love. Living abroad, you are typically without immediate family members. Community is incredibly important for expecting mothers and their families during this experience of birthing abroad. Ways you can support an expecting mother are to organize a meal train as well as care for other children in the family while the mother is in active labor or the support partner visits during recovery. With the support we received from our health care providers and friends, we truly will cherish this experience of birthing abroad for years to follow.

Packing Tips for Your Birthing Experience at San Bortolo Hospital

- Save the San Bortolo Patient Liaison's contact information.
- Download Google Translate.
- Pack newborn-sized diapers. The diapers given range in a variety of sizes and may not always include newborn size.
- Pack wipes for diaper changes.
- Pack your newborn's first outfit in a Ziplock bag so you can easily hand it to the nurses after delivery.
- Postpartum care items for yourself are not provided by the hospital. Pack all personal items for your postpartum care.
- Pack personal entertainment items for yourself, such as a book, magazine or headphones.
- Include your favorite snacks and a long, 220V phone charger with extension cord. ■

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>. (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.

S

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

I

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)

M

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.

P

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.

L

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.

E

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. ■

ITALIAN LANGUAGE *Medical Terms*



GENERAL

hospital
Ospedale

doctor
dottore

pharmacy
Farmacia

dentist
dentista

orthodontist
ortodontista

optometrist
oculista

SYMPTOMS/CONDITIONS

I'm sick/ill
sono malato / mi sento male

He is sick/ill
lui sta male

She is sick/ill
lei sta male

I need a doctor (who speaks English)
Ho bisogno di un dottore (che parli inglese)

It hurts here
mi fa male qui

My ... hurts
il mio/la mia..... fa male

I can't move my ...
Non riesco a muovere il mio/la mia...

I have a cramp in my ...
ho un crampo nel mio/nella mia...

My ... is swollen
il mio/la mia.... e' gonfio

eye
l'occhio

ear
l'orecchio

arm
il braccio

hand
la mano

butt
il fondoschiena

head
la testa

nose
il naso

mouth
la bocca

chest
il petto

stomach
lo stomaco

leg
la gamba

I've been vomiting
ho vomitato

I can't sleep
non riesco a dormire

I feel dizzy
mi gira la testa

I feel hot and cold
sento caldo e freddo

I feel nauseous
ho nausea

I feel shivery
ho i brividi

I feel weak
mi sento debole

I feel anxious
sono in ansia

I feel depressed
sono depresso

I feel better
mi sento meglio

I feel worse
mi sento peggio

I have (a)...
ho (un/una)...

fever
febbre

diarrhea
diarrea

headache
mal di testa

stomach ache
mal di stomaco

pain
dolore

a sore throat
mal di gola

a cold
il raffreddore

a cough
Husten *la tosse*

asthma
l'asma

diabetes
il diabete

the flu
l'influenza

stomach flu
influenza intestinale

heart problems
problemi cardiaci

nausea
nausea

a urinary tract infection
infezione alle vie urinarie

I have an infection
ho una infezione

I have a rash
ho una irritazione

I'm on medication for ...
prendo medicine per...

RISK FACTORS

I take ... / I am on medication

Prendo.... / sono sotto farmaci

VACCINATIONS/ALLERGIES

He has been vaccinated for ...

Lui e' stato vaccinato per...

She has been vaccinated for ...

Lei e' stato vaccinato per...

Hepatitis (A/B/C)

epatite A/B/C

tetanus

tetano

chicken pox

varicella

whooping cough

pertosse

polio

poliomielite

rabies

rabbia

smallpox

vaiolo

yellow fever

febbre gialla

I have a skin allergy

ho una allergia cutanea

I'm allergic to ...

sono allergico a...

antibiotics

antibiotico

anti-inflammatories

antinfiammatorio

aspirin

aspirina

bees

api

codeine

codeina

penicillin

pennicillina

pollen

polline

antihistamines

antistaminico

inhaler

inalatore

injection

iniezione

sulfur-based drugs

farmaci a base di zolfo

OB/GYN

Could I see a female doctor?

Potrei vedere un medico donna?

pregnancy test

test di gravidanza

(I think) I'm pregnant

Credo di essere incinta (I think)

Sono incinta (I am sure)

I'm on the pill

prendo la pillola

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

non ho il ciclo da... settimane

contraception

contraccettivo

PHARMACY

I've run out of my medication

ho finito le medicine

My prescription is ...

la mia ricetta medica e'...

Is there a (night) pharmacy nearby?

c'e' una farmacia (di turno) in zona?

I need something for ...

vorrei qualcosa per...

Do I need a prescription for ...

ho bisogno di una ricetta per...

How many times a day?

quante volte al giorno?

Will it make me drowsy?

Induce sonnolenza?

Once/ twice a day (with food)

una volta / due volte al giorno
(a stomaco pieno)

DENTAL

I have a broken tooth

ho rotto un dente

I have a toothache

ho male a un dente

I need a filling

ho bisogno di fare una otturazione

I've lost a filling

ho perso una otturazione

My braces are broken

ho rotto l'apparecchio

EMERGENCY Phrases



I need help

Ho bisogno di aiuto

I am currently here ...

Mi trovo in Via Marconi (I am in Marconi Street)

Mi trovo a Verona (I am in Verona)

There has been an accident

C'e' stato un incidente

Please send an ambulance

Per favore mandate un'ambulanza

I have been injured

Sono ferito

I work for the U.S. military

Lavoro per l'esercito Americano

The injured person is bleeding

La persona ferita sta sanguinando

The injured person is unconscious

La persona ferita e' incosciente

The injured person is not breathing

La persona ferita non respira

» Pet Health

by Stripes Staff

The Basics

The majority of regulations for domestic animals are related to dogs, cats and ferrets. To enter Italy, 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. Be sure to keep the Leptospirosis vaccine current as it has a heavy presence in Italy. Because fleas and ticks are also prevalent, consider preventive treatments. There is also a Lyme disease vaccination available for dogs.

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

Travel

Planning to travel without your pet? Be sure to find a kennel now as they can be booked for months in advance for the summer and Christmas season. You'll also need pet passports before traveling around Europe.

Emergencies

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

Checklist for Pet Parents

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





Giovanni Dal Molin

Physiotherapist

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112

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from a cellphone without an active or
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 Ambulance 118
 Italian Police 112
 Police 113

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www.centromazzocco.it/

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 35125 Padova
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www.medicinaalternativa.vicenza.it/

Scapin, Daniela

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 36100 Vicenza
 0444 251922

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South, Stephen

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 0444 966230

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 0425 486136

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Via Saugo Fratelli 2, Thiene
 0445 380523

Vignato, Constantino, Vignato, Giuseppe

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www.dentistivignato.it

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HTM New Age Medical Laser Center

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www.htmnewagemestre.it

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 0444 957029

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 0444 957 029

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 0444 914398
www.usabroadhc.com

Favretti, Franco

Casa di Cura Eretenia Via Eretenio 12, VI
 0444 994511

Mattiello, Katia

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 0444 957 029

Novek, Steven

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 36100 Vicenza VI
 3356 761701
www.doctornovek.com

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 36100 Vicenza
 0444 251922

HOSPITAL/CLINIC

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 0444 914398
www.usabroadhc.com

Poliambulatori San Gaetano

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 +39 329 6253353
<https://poliambulatorisangaetano.it/>

Helios Clinic

Via Zamenhof 829, 36100 Vicenza
 0444 1497355
 0444 911462
www.heliospediatria.it

Sacro Cuore Don Calabria Hospital

Viale Luigi Rizzardi, 4, 37024 Negrar di
 Valpolicella, Verona
 045 6013111
www.sacrocuore.it

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 366 7246600
<http://dirsi.org>

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 0445 372205

OTOLARYNGOLOGY (ENT)

Lovato, Andrea

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PEDIATRIC CARE

Alosi, Massimo

Strada Cà Balbi, 84, 36100 VI
 0444 914398
www.usabroadhc.com

Andrighetto, Gilberto

Via Carlo Mollino 90, 36100 VI
 0444 505040

Bellato, Silvano

Via Roma 1, 36023 Longare (VI)
 0444 957029

Canciani, Mario

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Schiavon, Roberto

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PHYSIOTHERAPY

Berti, Fabio

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Capasso, Gaetano

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Dal Molin, Giovanni

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 36051 Creazzo (VI)
 349 7893354

Mitolo, Alfredo

Via Casette 31 - S. Maria Negrar
 37024 Verona
 328 7192860
www.osteopatiaverona.com

PLASTIC SURGERY

Bisazza, Stefano

Centro Medico S Marco 17 Piazza del
 Comune, Creazzo (VI)

Parise, Francesco

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Voltan, Anna

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RADIOLOGY

Liessi, Guido

Via Vicenza 204, 36077 Altavilla Vicentina

Molinini, Carmine

Viale Rodolfi, 37, 36100 Vicenza
 0447 753111

RHUEMATOLOGY

Bendendo, Alberto

Via Lucindo Faggin 17 A, Padova
 0496 04640

SURGERY

Favretti, Franco

Casa di Cura Eretenia Via Eretenio 12, VI
 0444 994511

UROLOGY

Guttilla, Andrea

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Rahmati, Mojtaba

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VASCULAR MEDICINE

Inama, Marco

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Segalla, Arrigo

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AND AUDIOLOGY
- PNEUMOLOGY
- PODIATRY
- PROCTOLOGY
- AND COLON
- PSYCHIATRY
- PSYCHOLOGY
- RADIOLOGY
- RHEUMATOLOGY
- OPEN MRI SCAN
- SENOLOGY
- UROLOGY

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- Dermal fillers (hyaluronic acid)
- Botox injections
- Chemical peels
- Laser tattoo removal
- Dermatological Laser Therapy
- Body treatment