

Examples of emergency situations include, but are not limited to, the following:

- ▶ Severe bleeding
- ▶ Chest pains
- ▶ Inability to breathe
- ▶ Spinal cord or back injury
- ▶ Severe eye injuries
- ▶ Broken bones

For all non-emergency medical needs patients can contact their primary care managers and schedule an appointment through the appointment line or through Relay Health

If patients have general medical questions they can also utilize the Nurse Advice Line at:

Germany - 00800-4759-2330
Bahrain - 888-475-9233
Belgium - 0800-17920
Italy - 800-877660
Greece - 008-001-1815-3044
Turkey - 00-800-13815-9042

The TRICARE Nurse Advice Line gives you around-the-clock access to medical information and advice. Now, you can dial a single number from most countries in Western Europe. The Nurse Advice Line provides:

- Registered nurses who can answer questions, provide self-care advice and help you decide if you need to seek immediate care.
- An audio health library with easy-to-understand information on hundreds of topics.
- Help with managing chronic conditions, such as diabetes or asthma.
- In some locations, the nurse may be able to directly schedule appointments at your military treatment facility if needed.

Army Wellness Center

The Army Wellness Center Program helps Soldiers and retirees, their families, and Army civilians build and sustain good health. It empowers them to set their own health goals and achieve them. It addresses lifestyle change in areas that affect both short- and long-term health, engaging people in

their “lifespace”—the places where they live, work, relax and rest.

The AWC approach to service is holistic. AWC staff members take into account all of an individual’s physical, psychological and social circumstances when providing services. A holistic approach is important because a person’s health cannot be fully addressed unless we consider the whole person.

Health Assessment Review

An analysis of a person’s health status, risk for disease, & ability to increase physical activity safely.

General Wellness Education

Classes on topics such as healthy lifestyles, good sleep habits, increased resiliency, preventing chronic disease through healthy living habits, and self-care.

Physical Fitness

Using state-of-the-art equipment, physical fitness level is assessed and used to create an **individualized exercise prescription.**

Stress Management

Education in biofeedback, stress relief techniques, and positive coping skills.

Healthy Nutrition

Use of metabolic testing that synchronizes an individual’s resting metabolic rate to provide tailored strategies for weight loss, gain or maintenance.

Tobacco Education

An assessment of an individual’s readiness to change with a discussion of possible options for becoming tobacco-free.

Contact Info for AWCs in Europe

AWC Bavaria - DSN 476-4795
AWC LRM - DSN 590-5881
AWC Stuttgart - DSN 430-4073
AWC Vicenza - DSN 634-8186
AWC Wiesbaden - DSN 590-1478

DSN to Civilian Conversions

LRMC/Kleber - 590-xxxx 06371-9464-xxxx and 486-xxxx 06371-86-xxxx
Baumholder - 485-xxxx 06783-750-xxxx
Wiesbaden - 337-xxxx 0611-705-xxxx
Brussels - 566-xxxx 02-686-xxxx
SHAPE - 423-xxxx 065-44-xxxx
Livorno - 636-xxxx 04444-61-xxxx



ARMY MEDICINE
Bringing Value...Inspiring Trust



Landstuhl Regional Medical Center (LRMC) is the largest American hospital outside the U.S. and also oversees care provided by one Health Center and 6 healthcare clinics in Belgium, Germany & Italy. Here’s what new arrivals in Europe should know:

Patient Centered Medical Home

PCMH focuses on the total health of the patient vs. episodic care at our Primary Care Clinics (Internal Medicine, Family Health Clinic, Pediatrics) at:

LRMC Internal Medicine - DSN 590-5762

M-F 0730-1630 - https://lrmc.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=625 -

LRMC Family Practice - DSN 590-5762 - M-F 0730-1630 - https://ermc.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=68

LRMC Pediatric Clinic - 590-5762 - M-H 0730-1630, F - 0730-1200 - https://ermc.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=624

Baumholder Clinic - DSN 590-5762 - M-F 0630-1630

<https://ermc.amedd.army.mil/baumholder/index.cfm>

Kleber Clinic - DSN 590-5762 - M-TH & F - 0800-1200 & 1300-1600, F - 1300-1600 - <https://ermc.amedd.army.mil/Kleber/index.cfm>

Wiesbaden Clinic - DSN 590-5762 - M,W,TH 0730-1630, Tu 0730-1630, F 0730-1130

<https://ermc.amedd.army.mil/wiesbaden/index.cfm>
Brussels Clinic - DSN 566-1515, M-W,FR 0730-1145 & 1245-1630, TH 1245-1630 - https://ermc.amedd.army.mil/NATO/index.cfm?mtf_id=8

Livorno Clinic - DSN 636-9300 - M-W & F 0745-1630, Th 1300-1745

<https://ermc.amedd.army.mil/livorno/index.cfm>

Vicenza Health Center - DSN 636-9000 - M-W & F 0730-1630, Th 1230-1630 - <https://ermc.amedd.army.mil/vicenza/index.cfm>

How to Schedule an Appointment

By Phone, call Central Reservations at:

DSN 590-5762 for LRMCM, Baumholder, Kleber & Wiesbaden Clinics

DSN 566-1515 for Brussels Clinic

DSN 423-5886 for SHAPE Clinic

DSN 636-9300 for Livorno Clinic

DSN 636-9000 for Vicenza Clinic

TRICARE Online - <https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

By secure e-mail with Relay Health - <https://app.relayhealth.com/>

Space-A appointments on a limited basis

Pharmacy Services

Refills can be called in via the automated Call-in Refill system or audio care, TRICARE Online, or a will-call request form located in the pharmacy lobby.

The refill number is listed on the top of each Rx bottle. The TRICARE Online Blue Button provides your medication profile, allergy profile, and other pertinent medical information. Learn more about Blue Button at tricareonline.com

LRMC - DSN 590-5223 (Phone-in Refills DSN 486-5601) - M-F 0800-1900, Sa 0900-1300 - https://ermc.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=523

Baumholder Clinic - DSN 485-6270 (Phone-in Refills DSN 485-6879) - M-W & F 0800-1200 & 1300-1630 - https://ermc.amedd.army.mil/baumholder/services.cfm?MTFinfo_id=168

Kleber Clinic - DSN 590-2611 (Phone-in Refills DSN 486-5601) - M-W 0800-1230 & 1330-1600, Th 1300-1600, F 0800-1230 & 1330-1600 - https://ermc.amedd.army.mil/Kleber/services.cfm?MTFinfo_id=502

Wiesbaden Clinic - DSN 590-1413 (Phone-in Refills DSN 337-5095) - M,W,Th, F 0800-1630, Tu 0800-1830—https://ermc.amedd.army.mil/wiesbaden/services.cfm?MTFinfo_id=857

Brussels Clinic - DSN 566-1131 (Phone-in Refills DSN XXX-XXXX) - M-W & F 0800-1200 & 1300-1630, Th 1300-1630 - https://ermc.amedd.army.mil/NATO/services.cfm?MTFinfo_id=766

SHAPE Clinic - DSN 566-5240 (Phone-in Refills 423-5981) - M-F 0800-1230 & 1330-1700, Th 1100-1200 & 1330-1700 - https://ermc.amedd.army.mil/SHAPE/services.cfm?MTFinfo_id=189

Livorno Clinic - DSN XXX-XXXX (Phone-in Refills DSN 486-5601) - M-W & F 0800-1200 & 1300-1630, Th 1300-1745) - https://ermc.amedd.army.mil/livorno/services.cfm?MTFinfo_id=355

Vicenza Health Center - DSN 636-9130 (Phone-in Refills DSN XXX-XXXX) - M-W & F 0800-1630, Th 1300-1630 - https://ermc.amedd.army.mil/vicenza/services.cfm?MTFinfo_id=214

DOD Civilians Not TRICARE Eligible

U.S. Civilians who are not TRICARE-eligible should not plan on being treated at a Military Treatment Facility to meet their medical needs. Civilian employees are seen at an MTF only on a Space-Available basis with the exception of emergency medical care.

According to DOD and TRICARE policy, MTF Commanders may offer medical care to people who are not TRICARE-eligible (e.g. General Schedule Federal Employees, AAFES and DoDDS Civilian employees) as provider and clinical availability allow, and on a fully reimbursable basis. However, MTF Facilities overseas cannot guarantee the availability of Space-A appointments.

If an appointment isn't available at an MTF, beneficiaries can use a Host Nation Provider on the local economy. Your local TRICARE Service Center can provide a listing of local Host Nation Providers. A list of local Host Nation Providers is available at <http://www.tricare-overseas.com/ProviderSearch/SearchContent.aspx>

More information is available from the U.S. Army Civilian Human Resources Agency – Europe Region website under the Living and Working Overseas link at https://cpolrh.belvoir.army.mil/eur/overseas/employee_handbook/living/medical_care.htm

Emergency Room/Urgent Care

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency, defined as a situation in which life, limb or eyesight may be in immediate danger.

The LRMCM Emergency Department, however, is open 24 hours a day, seven days a week and is open to all patient categories.

If Emergency Care is not available at the MTF where you will be assigned, your TRICARE Service Center can provide a listing of local Host Nation medical facilities that provide emergency care. Time may be a critical factor during a medical emergency.

You should become familiar with Host Nation emergency care options and civilian ambulance services before an emergency occurs. If you go to a German clinic or hospital without a referral, you must contact your TRICARE Service Center the next working day to ensure that TRICARE will cover the cost of your care if you are a TRICARE eligible beneficiary. For retirees and their family members, and all DoD civilian categories, you may still be required to pay up front.

What is the difference between Urgent Care & Emergency Care?

An urgent condition is an illness or injury that won't cause further disability or death if not treated immediately, but requires professional attention to prevent it from developing into a greater threat.

Examples of urgent care situations include, but are not limited to, the following:

- ▶ Minor lacerations
- ▶ Urinary tract infections
- ▶ Earaches
- ▶ Migraine headaches
- ▶ Sprains
- ▶ Rising fever

How is Emergency Care Different?

TRICARE defines an emergency as a medical condition that a "prudent layperson" - someone with an average knowledge of health and medicine - believes could threaten life, limb or eyesight without immediate treatment. If the situation requires immediate medical treatment, or there are painful symptoms requiring immediate attention to relieve suffering, the situation is an emergency.