

## INFORMATION FOR ENTITLED PATIENTS IN THE HANNOVER REGION

### Hospital Admission

If you are referred or admitted to a hospital, please let us know immediately by calling the Hospital Hotline on **0800 588 99 36** as soon as possible. We can provide you with support and ensure that medical treatment costs will be paid for (entitled patients).

### Elective Surgery (Serving Personnel only)

There is a requirement for all military patients to be reviewed by a Defence Consultant Advisor prior to referral for surgery. Please contact Dr Rowland at the medical centre in Catterick Barracks Bielefeld in the first instance. Tel: 0521 9254 3131.

The LLP Clinical Referrals Managers (CRMs) will liaise directly with the Defence Consultant Advisors (DCAs) for occupational health purposes to assess the impact of any surgery/treatment on your long term career interests before you undergo any surgery.

Please contact SHC Admin on 0521 772 77280 to advise of any referral and seek linguistic support if required.

### Sharing Your Information

Data Protection and Confidentiality: All staff have a duty to record and share your personal information in accordance with the Data Protection Act 2018 and the Common Law Duty of Confidentiality. Further information about how Guy's and St. Thomas' NHS Trust look after your personal information is available in our Privacy Statements on [www.patient-wise.de/About-us/Publications](http://www.patient-wise.de/About-us/Publications).

### Medication

If you are given a prescription you can take it to any Apotheke. You will have to pay for your medication and re-claim. Please remember to keep your receipt.

### Prescription Charges

If you are not entitled to free prescriptions you will be sent an invoice to make payment for the prescription charges.

### Bills and reports

If you receive bills directly from Health Care providers please email immediately to [compliance@shcac.de](mailto:compliance@shcac.de) for payment or mail it to:

Compliance  
SHCAC 7<sup>th</sup> Floor  
Gilead Hospital  
Bielefeld  
BFPO 39.

Medical reports should be forwarded via fax to 0521 772 772 81 or emailed to [verena.newell@shcac.de](mailto:verena.newell@shcac.de) or [anita.carr@shcac.de](mailto:anita.carr@shcac.de)

For all the information you need about your healthcare visit

[www.patient-wise.de](http://www.patient-wise.de)