

If you are unsure on admission as to whether you are signing for 'private' care – please contact the Hospital Hotline on 0800 5889936

Should you opt for private care and / or accommodation, all costs incurred are your responsibility. Neither the LLP nor BFGHS are responsible for such costs and will not settle these elements of your hospital stay.

If you are referred for elective (non-emergency) hospital care by a German doctor, it is important that you call Brunssum MAU to discuss this care. They will then make an appointment for a telephone consultation with a British GP from SHAPE. For service personnel, the LLP Clinical Referrals Managers (CRMs) liaise directly with the Defence Consultant Advisors (DCAs) for occupational health input to assess the impact on long-term career interests before undergoing surgery.

The Health Visitor for EJSU is based in SHAPE and can be contacted via SHAPE Medical Centre on: 0032 65 44 5824. The Health Visitor will contact patients to visit as required.

European Health Insurance Card (EHIC)

All Service personnel and their dependants are strongly advised to carry their EHIC at all times and especially if crossing any international borders. Though the EHIC will provide you with emergency health care whilst travelling within other EU member countries it does not include the country of residence. The EHIC is **not** an alternative to travel insurance. Visit www.ehic.org.uk for further information.

Telephone Numbers

In an Emergency call
112

Telephone Assessment Service
(TAS/24 Hours)

for medical advice call
0521 305 3961

Hospital Hotline (24 Hours)

call if you attend A&E,
outpatients or are admitted
to a hospital anywhere in Germany
0800 5 88 99 36

Brunssum Medical Admin Unit

0031 455 26 2497
Fax 0031 455 25 1246

For more information go to
www.patient-wise.de

SSAFA GSTT CARE LLP



GOCH

Patient Information Leaflet

Information about Access
to Your Health Services

SSAFA GSTT CARE LLP

As a member of serving personnel or entitled family member living in Goch, you are required to register as a patient at the Brunssum Medical Admin Unit (MAU). This is the closest medical admin facility to Goch (approximately 55 min drive) and they will be able to advise you about how to access health services. You can register in person, by telephone or email:

Brunssum British Medical Admin Unit
JFC EJSU
Rimburgerweg 30
6455 PA Brunssum
Tel: 0031 455 26 2497
Email Brunssum@shcac.de

After you register with the MAU your medical records will be requested from the place where you were last registered as a patient with a GP. If you do not register with the MAU we will have problems in verifying your entitlement when health care bills are received from host nation providers. This could mean the hospital will hold you personally responsible for payment.

We will hold your record and keep it up to date with records we are sent from host nation providers and remind you when routine immunisations and screening are required.

When you leave your posting you will need to de-register with us and we will forward your medical records to the NHS or your next military posting.

For Medical Advice 24/7 call the
Telephone Assessment Service (TAS):
0521 305 3961

The call centre is able to advise you on accessing health care in your locality. Your call will be dealt with by a trained health care professional who will signpost you to the most appropriate care provider in your area.

If you attend A&E or are admitted in any hospital in Germany call the 24/7 Hospital Hotline 0800 588 99 36

Personnel living in Goch that need a primary care appointment can use GP Dr Krause at:
Gartenstrasse 4
47574 Goch

Tel: 02823 25250

Fax: 02823 252525

Opening Hours

Monday 0730 - 1230 and 1500 - 1830

Tuesday 0730 - 1230 and 1500 - 1830

Wednesday 0800 - 1200 closed pm.

Thursday 0730 - 1230 and 1500 - 1830

Friday 0730 - 1230 closed pm

Saturday 0800 - 1200 by appointment only.

The Practice will ask you for a letter to confirm that you are entitled to attend. You will be provided with a letter when you register at Brunssum. You will also be given a computer print out of your medical records to take to Dr Krause. The practice will forward any bills to Brunssum where they will be logged and forwarded to HQ SSAFA GSTT for payment.

SSAFA GSTT CARE LLP

If you receive a prescription you can take it to the Bahnhof Apotheke,
Bahnhof Strasse 31
47574 Goch
Tel 02823 2246
www.bahnhof-apotheke-goch.de

You will be asked to show the letter to confirm you are entitled and will have to sign to say that you have received the medication. The staff will dispense the medication and explain how to take it and provide you with written instructions in English. The Apotheke will send the bill to the Brunssum MAU so you will not have to pay when receiving the medication. If you are not entitled to free prescriptions you will be sent an invoice to make payment for the prescription charges.

If you receive any bills while living in Goch please email Brunssum@shcac.de fax or send them as quickly as possible to the Brunssum MAU to facilitate payment.

The contracted hospital for your location is AKH Viersen, Hoserkirchweg 63, 41747 Viersen. Tel: 02162 1040
For support 24/7 contact the Hospital Hotline 0800 588 99 36

Hospital Accommodation

The St Antonius Hospital has both single and multi-occupancy 'private' rooms (2 and 3 beds with ensuite facilities). It is important therefore that you clarify that you are not entitled to private care when admitted to hospital.