

A – Z for Goch

Accident & Emergency:

There are a number of hospitals in the region but the three major ones are:

St Antonius Hospital, Kathol. Karl-Leisner-Klinikum, Albersallee 5-7, 47533 Kleve, Tel: 02821 4900.

Wilhelm Anton Hospital, Vossheider Str. 214, 47574 Goch, Tel: 02823 8910.

Marienhospital Kevelaer, Basilikastr 55, 47623 Kevelaer, Tel: 02832 100.

Please note that if emergency services are called to attend to a patient who needs admission to hospital, they have a duty to take the patient to the nearest relevant hospital which may not be one listed above. If not sure where a relative or colleague has been taken by emergency services, please contact the Hospital Hotline.

Admission:

In case of an unscheduled admission to hospital, please contact the Hospital Hotline.

AKH Viersen:

The AKH Viersen is a Designated German Provider Hospital (DGP) and following the closure of RAF(H) Wegberg in 1996, Secondary Healthcare Services have been provided by AKH Viersen. The address is:

Allgemeines Krankenhaus Viersen, Hoserkirchweg 63, 41747 Viersen, Tel: 02162 1040

There may be occasions where your Host Nation GP refers you to see a specialist in this DGP and/or associated community based practices.

Ante/Postnatal Services

The AKH team will be looking after you during pregnancy and post-delivery. They work closely with the Host Nation Midwife and the Obstetricians at the St Antonius Hospital Kleve.

Appointments:

Cancellation and/or changing of appointments please contact the Hospital Hotline.

Emergency Cases: 24/7 A&E services are available at St Antonius Hospital Kleve and Marienhospital Kevelaer

Elective/Routine Cases: Your Host Nation GP will refer you to the appropriate specialist/hospital.

Car Parks (Main Hospitals):

St Antonius Hospital Kleve - limited parking is available next to the hospital.

Wilhelm Anton Hospital Goch - limited parking is available across the road from the hospital.

Marienhospital Kevelaer – limited parking is available next to the hospital.

Consent:

You may be requested to provide written consent for your Host Nation GP, Community and Hospital staff to provide medical information to the Medical Administration Unit, Patient Support Officers and BFG Hospital Administration either in person or by telephone. This will enable information to be added to your medical documents and if necessary for it to be translated so that your medical records are complete on handover to another region or on return to UK.

Data Protection & 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. In the interests of safe and effective care, information is shared in confidence with other individuals and organisations involved in healthcare. Further information about how Guy's & St Thomas' NHS Foundation Trust looks after your personal information is available in our Privacy Statement on www.patient-wise.de/Privacy

Dermatology:

Elective/Routine Cases: Dermatology is provided by community based Dermatologists, your Host Nation GP will refer you to one of the specialists below:

Dr Elke Thiede, Egmontstr. 2B, 47623 Kevelaer, Tel: 02832 971716.

Dr. A Koellner, Wallstr. 50, 47051 Duisburg, Tel: 0203 288333.

Dr. M Winterscheidt, Moselstr. 23, 41751 Viersen-Dülken, Tel: 02162 952222.

Emergency Cases: Helios Klinikum Krefeld, Lutherplatz 40, 47805 Krefeld, Tel: 02151 32 0.

DCA Opinion:

It is important for serving personnel to contact the Hospital Hotline, when referred to Hospital for investigation and/or treatment. Your referral will be reviewed and where required discussed with the relevant Defence Consultant Advisor to ensure the proposed treatment does not have an Occupational Health impact on your career.

Discharge

Make sure you have been briefed and understand any further care that is required or restrictions on activity before you leave hospital. When you leave, you should be provided a discharge letter for your GP. You may also receive, a prescription, if medication is to be continued after discharge. Also make sure you receive a follow-up appointment, if necessary, or, if not sure or unable to arrange prior to leaving hospital, please contact the Hospital Hotline to assist you.

Ear, Nose & Throat:

Elective/Routine Cases: Ear, Nose & Throat services are provided by community based specialist consultants, your Host Nation GP will refer you to one of the specialists below:

Dr S. Jacobs, Wiesenstr. 27, 47574 Goch, Tel: 02823 2298.

Dr A. Keller, Steinstr. 15, 47574 Goch, Tel: 02823 9751498

Dres. Loehmer & Fischer, Praxisklinik Bethesda Krankenhaus, Ludwig-Weber-Str. 15, 41061 Mönchengladbach. Tel: 02161 566270.

Emergency cases: In an emergency/out of hours please report to the St Antonius Hospital Kleve.

Emergency Services:

In Germany to contact Emergency Services dial 112.

European Health Insurance Card (EHIC):

This card covers the bearer for urgent and unforeseen treatment only in an EEA country outside the country of residence (posting). In an emergency, the EHIC provides only the minimum level of local state treatment. The EHIC is available on-line at: <http://www.ehic.org.uk> or by calling the Application Line on 0044 300 330 1350. This is an answer-phone but you can let it continue to ring for personal assistance.

Family Planning:

Please contact your local community based Gynaecologist Dr Kauling, Wiesenstr. 28, 47574 Goch, Tel: 02823 1646 for an appointment.

General Medicine:

Elective/Routine Cases: General Medicine, including Cardiology, Diabetology, Gastroenterology and Pulmonology is available at AKH Viersen.

Emergency Cases: All three hospitals St Antonius Hospital Kleve, Wilhelm Anton Hospital Goch and Marienhospital Kvelaer provide 24/7 Emergency cover.

General Surgery:

Elective Cases: General & Visceral Surgery are provided at AKH Viersen.

Emergency Cases: All three hospitals St Antonius Hospital Kleve, Wilhelm Anton Hospital Goch and Marienhospital Kvelaer provide 24/7 Emergency cover.

Gynaecology & Obstetrics:

Outpatient care is provided by a community based Gynaecologist/Obstetrician: Dr. Kauling and Dr Tahtaci, MVZ Karl Leisner, Wiesenstr. 28, 47574 Goch. Tel: 02823 1646.

Please note: Should an admission/referral to hospital be necessary you will be referred to St Antonius Hospital Kleve.

Emergency Cases: In case of an emergency please report to St Antonius Hospital Kleve.

Hospital Hotline:

The Hospital Hotline is available 24/7 to entitled patients attending hospital.

In Germany please call **0800 588 9936** - free phone from a landline within Germany, but if you use your mobile your provider may charge for the call. In Belgium and Holland call **0049 521 305 3960**.

Host Nation GP:

The Host Nation GP for the Goch area is Dr Th. Krause and partners, Gartenstr. 4, 47574 Goch. Tel: 02823 25250.

Host Nation Midwife

The midwife practice "Rundum" provides services in Goch, Klever Str. 41, 47574 Goch. Tel: 02823 9755633; in Kleve, Albersallee 43, 47533 Kleve. Tel: 02821 46421 and at the St Antonius Hospital Kleve where they work in close cooperation with the obstetric team of the hospital. Please discuss with your doctor or contact the Hospital Hotline to arrange an appointment.

Intensive Care/High Dependency Care:

All three hospital mentioned above St Antonius, Wilhelm Anton and Marienhospital are equipped with Intensive Care Units. The responsibility of the Intensive and high dependency care team is to support vital functions during critical health conditions. This is provided by a specially trained team of doctors and nurses. Visiting times are restricted, and can be arranged with the team looking after the patient.

Language Line:

Linguistic support for languages other than English is available. Please contact the Hospital Hotline for further information.

Mammography Screening:

Your Host Nation GP/Gynaecologist will refer you to one of the following community based Radiology Practices:

Dr. Rainer Weidner, Karl/Leisner Str 2, 47533 Kleve. Tel: 02821 77880.

Dr. Angelika Mosch-Messerich, Willibrordstr. 9, 46446 Emmerich am Rhein. Tel: 02822 731810.

Dr. Mechthild Schulze-Hagen, Annakirchstr. 33, 41063 Mönchengladbach. Tel: 02161 895003.

Please note if referred to Dr Schulze-Hagen: The mammography is taken at the Radiology Department of the Maria Hilf Hospital, Sandradstr. 43, 41063 Mönchengladbach. They will forward the images to Frau Dr Schulze-Hagen to review and a report sent to your Host Nation GP/gynaecologist to inform you of the outcome.

Maternity Unit St Antonius Hospital Kleve

"Parents-to-be" can visit the hospital and a tour of the maternity facilities can be arranged on request. Please talk to your Host Nation Midwife or call the Patient Support Services during working hours who will be happy to make the necessary arrangements for you.

Medical Admin Unit:

Your Medical Admin Unit is located at JFC HQ Brunssum, BFPO 28.

Civilian address: British Medical Admin Unit, JFC HQ Brunssum, Rimbürgerweg 30, 6445 PA Brunssum, The Netherlands.

Medical Bills:

If you have received a hospital bill that you believe should be paid by the health services then send it, as soon as possible, to: Compliance Department, Secondary Health Care, 7th Floor, Haus Burgblick, Gilead Hospital, BFPO 39.

Civilian address: Compliance Department, Secondary Health Care, 7. Etage Haus Burgblick, Bethesdaweg 10, 33617 Bielefeld.

Please note that private rooms, telephone and TV charges will not be paid on your behalf.

Neonatology: see Paediatric Services

Neurology:

Elective/Routine Cases: Neurology including Pain Management is provided by a community based Neurologist: **Dr H. Schambergen**, Lindenallee 9, 41751 Viersen, Tel: 02162 26052.

Emergency Cases: The St Antonius Hospital Kleve as well as the Marienhospital Kevelaer provide Neurology services including a Stroke Unit.

Obstetrics: see Ante/Postnatal Services

Ophthalmology:

Elective/Routine Cases: Ophthalmology is provided by community based ophthalmologists and your Host Nation GP will refer you to one of the practices listed below:

Dr Toonen, Altkalkarer Str 22, 47546 Kalkar. Tel: 02824 977787.

Dr Naser Brovina, Bruecktor 3, 47533 Kleve. Tel: 02821 18515.

Dr. Sonja Schaefers, Lindenstr. 21, 41747 Viersen. Tel: 02162 24505.

Emergency Cases: Helios Klinikum, Lutherplatz 40, 47805 Krefeld. Tel: 02151 32 0.

Oral Surgery:

The provider for Oral Surgery is Bethesda Krankenhaus, Ludwig-Weber-Str. 15, 41061 Mönchengladbach. Tel: 02161 9810.

Orthopaedics/Trauma Surgery:

Elective/Routine Cases: Orthopaedic and Trauma Surgery is provided by AKH Viersen.

Emergency Cases: Both Marienhospital Kevelaer and St Antonius Hospital Kleve provide 24/7 A&E cover.

Outpatient Department AKH Viersen:

The Outpatient Department (OPD) AKH Viersen is responsible for outpatient clinics including those at external providers. They can be contacted on 02162 104 2313 – please be aware that the office is not permanently manned but you can leave a message on the answer phone and they will contact you.

In urgent matters, please contact the Hospital Hotline.

Paediatric Services:

Paediatric services are provided by your Host Nation GP.

Emergency Services:

The St Antonius Hospital Kleve provides a 24/7 Paediatric A&E service to the community.

Pain Management: see Neurology

Patient Support Services: If you need language support while in hospital, please call the bilingual Patient Support Team via the Hospital Hotline.

Physiotherapy:

Your Host Nation GP or the hospital clinician can prescribe 6 sessions of physiotherapy.

If further physiotherapy is required, you will have to return to the prescriber for a review.

The provider for Physiotherapy is depending on your needs and your Host Nation GP may refer you to one of the providers listed below:

Melanie Boehmer, Wiesenstr. 43, 47574 Goch. Tel: 02823 3428.

Van Rennes, Wiesenstr. 36, 47574 Goch. Tel: 02823 41276.

Pharmacy:

If you receive a prescription you should take it to the Bahnhof-Apotheke, Bahnhofstr. 31, 47574 Goch. Tel: 02823 2246. You will be asked to show the letter to confirm your entitlement and to sign confirming the

receipt of the medication. The staff will explain how to take it and provide you with verbal information on cautions, contra-indications, side effects and any other safety information relevant to the medication.

Pre-Admission:

Some hospitals provide a pre-admission clinic for all planned surgery. If surgery is indicated and a date has been agreed, you will also be given a date for a pre-admission appointment. You will have to report to admission office to register. A nurse will prepare relevant documentation and take blood, if necessary. You will then see the consultant where you have the opportunity to ask any questions you may have about the procedure and aftercare. The anaesthetist will inform you about anaesthetics. You will be asked to consent to surgery and anaesthetics once you have been fully informed about procedures.

Should you have been given a date for surgery by any of the contracted health care providers and not sure if a pre-admission appointment is necessary, please contact the Patient Support Team via the Hospital Hotline.

Radiology:

Your Host Nation GP will refer you to one of the local Radiology Providers, the most commonly one used are: Dr Weidner, Karl Leisner Str 2, 47533 Kleve. Tel: 02821 77880.

Dr. Angelika Mosch-Messerich, Willibrordstr. 9, 46446 Emmerich am Rhein. Tel: 02822 731810.

Rheumatology:

Rheumatology will be provided by AKH Viersen.

Routine (Elective) Referrals:

Should your Host Nation GP consider you require a routine referral to the Hospital for investigation and/or treatment they will refer you to the relevant departments of AKH Viersen or community based practices.

Military referrals will be reviewed and where required discussed with the relevant Defence Consultant Advisor to ensure the proposed treatment does not have an Occupational Health impact on your career.

Your GP will liaise with the Medical Admin Unit (MAU) at Brunssum, to organise your referral to the Outpatient Department AKH Viersen. Once a referral has been received they will contact you to confirm appointment time and location.

Telephone Assessment Service (TAS)

If you need medical advice out of hours you should contact the TAS on 0521 3053961.

Urology:

Your Host Nation GP will refer you to one of the community based specialist clinics:

Dr. Bjoern Backhaus, Borselstege 9, 47531 Kleve. Tel: 02821 12220.

Dr K.-D. Fluch, St Antonius Hospital Kleve, Albersallee 5 – 7, 47533 Kleve. Tel: 02821 490 0.

Dr. Ommeln, AKH Viersen, Hoserkirchweg 63, 41747 Viersen. Tel: 02162 104 0.

Emergency Cases: The St Antonius Hospital Kleve provides Urology Services, however, you would need to report to the Central A&E department (ZNA).

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