

A – Z for Ayrshire Barracks

Accident & Emergency

The Allgemeines Krankenhaus (AKH) Viersen provides 24/7 A&E services for General Medicine including Cardiology, General Surgery, Gynaecology/Obstetrics, Orthopaedics and Urology.

The **Paediatric A&E department** is located in the Kinderklinik (children's hospital) St Nikolaus at the same address (see below) and situated in a building adjacent to the main hospital.

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 AKH Viersen.

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, which has provided contracted Secondary Healthcare Services to the British Forces Community since 1996. The address is:

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

Ante/Postnatal Services

Frau Dr Holtmann will be looking after you during pregnancy and after delivery. She works closely together with the Host Nation Midwife and the Obstetricians of AKH Viersen.

Please note: Should an admission/referral to hospital be necessary during pregnancy or for the delivery of your baby, you will be referred to AKH Viersen.

Appointments

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

Cardiology

A dedicated Cardiology department including a Chest Pain Unit is available at the AKH Viersen.

Car Park

The main car park opposite the hospital can be used if a blue parking disc (Parkscheibe) is displayed and for a limited period of up to 2 hours. There is a free car park with unlimited parking approx. 50 metres away from the hospital (directly across from the flower shop). Free parking is available on Hoserkirchweg but this is very limited.

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 the UK.

Data Protection

All staff have a duty to ensure that personal information, given in confidence, remains confidential. Sharing of information is strictly governed by information protocols and the Code of Practice for confidentiality. These are produced in accordance with the relevant UK and German legislation and good practice and are designed to protect your rights. All staff are required to work within these guidelines.

You may receive care from other professionals and so that all are able to work together for your benefit, information about you will only be passed on to the people who have genuine need for it.

The providers adhere to both the Data Protection Act 1998 and all statutory requirements regarding confidentiality or to the relevant German laws whilst following the appropriate guidelines for information security.

Dermatology

Dermatology is provided by a community based Dermatologist:

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

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

When discharged from hospital make sure you have the following:

- instructions on what to do/not to do after discharge
- a discharge letter
- a prescription for medication, if to be continued after discharge
- a follow-up appointment, if necessary, or, if not sure or unable to arrange prior to leaving hospital, please contact the Hospital Hotline and they will assist you.

Ear, Nose & Throat

Ear, nose & throat services are provided by a community based specialist consultant:

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

Please note: Should an admission to hospital be necessary, you will be referred to AKH Viersen.

Emergency Services

In Germany, Holland or Belgium dial 112 to contact Emergency Services.

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

Your Host Nation GP will be able to advise you and, if necessary, refer you to the relevant provider.

General Medicine

General Medicine, including Cardiology, Diabetology, Gastroenterology and Pulmonology are available at AKH Viersen.

General Surgery

General & Visceral Surgery are provided at AKH Viersen.

Gynaecology & Obstetrics

Outpatient care is provided by a community based Gynaecologist/Obstetrician: Dr Christiane Holtmann, Neue Linner Str. 86, 47799 Krefeld. Tel: 02151 7478750.

Please note: Should an admission/referral to hospital be necessary, you will be referred to AKH Viersen

Hospital Hotline

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

In Germany please call **0800 5889936** - 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 521 305 396 0**.

Host Nation GP

The Host Nation GP for Ayrshire Area is:

Dres Kroker and Mix, Max Reger Str 39, 41179 Mönchengladbach. Tel: 02161 580333.

Host Nation Midwife

The Host Nation Midwife for Ayrshire (Schwalmtal region) is Claudia Wolsing. Tel: 02163 47990. Please contact the Hospital Hotline to arrange an appointment.

Intensive Care/High Dependency Care

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 will refer you to Frau Dr. Schulze-Hagen, Annakirchstr. 33, 41063 Mönchengladbach. Tel: 02161 895003.

Please note: 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 will be sent to your Host Nation GP, who will inform you of the outcome.

Maternity Unit AKH Viersen

“Parents-to-be” can visit the hospital and a tour of AKH Viersen maternity facilities can be arranged on request. Please 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 bill that you believe should be paid by the health services then send it, as soon as possible, to:

Secondary Health Care, 6th Floor, Haus Burgblick, Gilead Hospital, BFPO 39

Civilian address: Secondary Health Care, 6. 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

Neurology including Pain Management is provided by a community-based Neurologist:

Dr H. Schambergen, Lindenallee 9, 41751 Viersen. Tel: 02162 26052.

Obstetrics: see Ante/Postnatal Services

Ophthalmology

Ophthalmology is provided by a community-based ophthalmologist:

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

Oral Surgery

The provider for Oral Surgery is:

Bethesda Krankenhaus, Ludwig-Weber-Str. 15, 41061 Mönchengladbach. Tel: 02161 9810.

Orthopaedics/Trauma Surgery

Orthopaedic and Trauma Surgery is provided by AKH Viersen.

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.

For urgent matters, please contact the Hospital Hotline.

Paediatric Services

Paediatric Services are provided by the children's hospital St Nikolaus Kinderklinik, Hoserkirchweg 63, 41747 Viersen. Tel: 02162 1040. Routine referrals are directed via your Host Nation GP.

In case of an emergency the children's hospital provides a 24/7 A&E service to the community.

Pain Management: see Neurology

Patient Support Services

If you need language support whilst 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 should return to the prescriber for a review.

The provider for Physiotherapy is:

Reha Viersen GmbH, Lindenallee 5b, 41751 Viersen. Tel: 02162 266270.

Pharmacy

If you receive a prescription you should take it to the Löwen Apotheke, Plektrudis Str.9, 41179 Mönchengladbach. Tel: 02161 580210.

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 written instructions in English.

Pre-Admission

AKH Viersen provides 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 should report to the 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 the anaesthetics. You will be asked to consent to surgery and anaesthetics once you have been fully informed about procedures.

Radiology

The majority of radiology services such as X-ray, CT and MRT are provided by AKH Viersen. More specialist services i.e. DEXA scans are referred to a different provider. You will be advised by your GP or the Outpatient Department where to go.

Rheumatology

Rheumatology will be provided by AKH Viersen.

Routine Referrals

Should your Host Nation GP advise that 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.

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

TAS Centre

If you need medical advice out of hours (24/7) you should contact the Telephone Assessment Service (TAS) on 0521 3053961.

Urology

Urology is available at AKH Viersen.

[For all the information you need about BFG and EJSU Healthcare](#)

<http://www.patient-wise.de>
www.facebook.com/gstgermany