

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) to obtain occupational health input to assess the impact on long-term career interests before undergoing surgery.

The Health Visitor for EJSU and Ayrshire Barracks 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.

We value your feedback! Please log on to
www.patient-wise.de

and complete our patient survey and/or leave any comments you may have.

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 588 9936

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



AYRSHIRE BARRACKS

Patient Information Leaflet

Information about Access
to Your Health Services

SSAFA GSTT CARE LLP

July 2015

As a member of serving personnel or entitled family member based at Ayrshire Barracks, you are required to register as a patient at the Brunssum Medical Admin Unit (MAU). This is the closest medical admin facility to Ayrshire Barracks (approximately 45 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 based in Ayrshire Barracks that need a primary care appointment can use Dr Claudia Kroker at the GP Practice which is located at:

Max Reger Strasse 39
41179 Mönchengladbach-Rheindahlen
Tel: 02161 580333

Opening Hours

Monday - Friday 08:00-11:00
Monday, Tuesday, Thursday 15:00-16:00.

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 Kroker. The practice will forward any bills to Brunssum where they will be logged and forwarded to HQ SSAFA GSTT for payment.



If you receive a prescription you can take it to the Löwen Apotheke, which is a 5 minute walk away from Dr Kroker's practice.

Löwen Apotheke:
Plektrudis Str 9
41179 Mönchengladbach
Tel 02161 580210
www.loewen-apotheke-moenchengladbach.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 during your posting to Ayrshire Barracks 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