

### Health Visitor:

The health visitor is based in SHAPE but will visit Brunssum on a needs led basis. She can be contacted via SHAPE Medical Centre on: 003265445824. She will liaise with host nation services to ensure that your children receive immunisations locally in the Brunssum area. Telephone consultations can be arranged.

**The contracted hospital** for your location is AKH Viersen, Hoserkirchweg 63, 41747 Viersen, Germany. Tel: 0049 2162 1040. In an emergency you may be admitted to the nearest local hospital.

### Hospital Support

To advise that you are in hospital or for help with any issues or questions 24/7 in any hospital call the Hospital Hotline on 0049 521 305 3960.

### Serving Personnel

The LLP Clinical Referrals Manager liaises directly with the Defence Consultant Advisors for occupational health purposes to assess the impact of any surgery/treatment on your long term career interests before you undergo any surgery.

### Bills:

If you receive bills directly from Health Care providers during your posting to Brunssum please send or email **immediately** to the MAU for payment: Brunssum@shcac.de

### 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](http://www.ehic.org.uk) for further information.

### Feedback

We value your feedback. Please visit [www.patient-wise.de](http://www.patient-wise.de) and complete our patient survey.

## Telephone Numbers

In an Emergency call  
**112**

### Telephone Assessment Service

For medical advice call 24/7  
0049 521 305 3961

### Hospital Hotline (24/7)

If you attend A&E, are referred as an outpatient or admitted to hospital call from the **Netherlands or Belgium**  
0049 521 305 3960  
**from Germany**  
0800 588 9936

### Medical Admin Unit (MAU)

Tel: 0455 26 2497  
Fax: 0455 25 1246

### Dutch Military Medical Centre

Tel: 088 950 2717

### GP Practice Dr Roos

045 525 2217

For more information

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

[www.facebook.com/gstgermany](http://www.facebook.com/gstgermany)

April 2019

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## Brunssum

## Patient Information Leaflet

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As a member of serving personnel or entitled family member based in Brunssum, you are required to register as a patient with the British Medical Admin Unit (MAU). You can do this in person, by telephone or email:

British Medical Admin Unit  
Building H501  
JFC HQ Brunssum  
BFPO 28  
Tel: 0455 26 2497  
Email: [Brunssum@shcac.de](mailto:Brunssum@shcac.de) or:  
[LLPHealthcare-BRU-0GpMailbox@mod.uk](mailto:LLPHealthcare-BRU-0GpMailbox@mod.uk)

### Opening hours

Monday-Thursday: 09:00-12:00 & 13:00-16:00  
Friday: 09:00-12:00 closed pm.

After you register, the MAU will request your medical records from the GP practice or military medical centre where you were last registered. If you do not register with the MAU we will have problems in contacting you and in verifying your entitlement if we receive bills from host nation health care providers.

We will hold your medical record and update it with any reports received from host nation services. When you leave on posting you need to deregister so that your medical records can be forwarded to the NHS and your next military unit.

### GP appointments:

Military personnel and their dependants needing a primary care appointment have the option to either use the Dutch Military Medical Centre in Brunssum **or** the GP Practice Dr Roos. **You cannot be registered with or use both practices. UKBC's have to register with Dr Roos.**

Dutch Military Medical Centre  
Building H308, JFC, HQ Brunssum  
Rimburgerweg 30  
6445 PA Brunssum  
Tel: 0889 502 717

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### Opening hours:

Mon - Fri 08:00-17:00.

### Parking:

When visiting the Dutch medical centre, please park in the car park behind UK MT. The Dutch medical centre (H308) is the first building to the far right of the car park. Please enter via the door on the right hand side at the end of the building and go immediately upstairs. The Dutch military medical centre staff will ask you for a letter to confirm that you are entitled to attend which will be provided when you register. You will be offered a summary of your medical records that you can take with you when you use the Dutch MC.

Huisartsenpraktijk (GP Practice) Dr Roos  
Prins Hendriklaan 376 (1st Floor)  
6443 AE Brunssum  
Tel: 045 525 2217

### Opening hours:

Mon - Fri 08:00-17:00.

The practice is **closed** Thursday afternoons. If you decide to register with Dr Roos please contact the MAU to obtain a registration form and **entitlement card** which must be presented when you attend the practice or pharmacy.

If a Dutch doctor refers you for **non urgent hospital care** it is important that you contact the MAU. The MAU will provide you with an entitlement letter and consent for you to sign. The entitlement letter will ask the health care provider to send the bill for care to the MAU rather than to your home address. The consent form asks you to sign to consent that the host nation health care provider can send the outcome report of treatment or investigation to the MAU. Without your consent we will not receive this information, or be able to maintain a complete record of your medical care with host nation health care providers.

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### A&E:

If you feel you need to be seen urgently out of hours between 1700-0800 please call Nightcare Heerlen on 045-577 8844. By calling first you will avoid lengthy waiting times. Nightcare employ local GPs who treat patients that need urgent medical care and work from the A&E department at the Zuyderland Hospital in Heerlen. You will be triaged via the telephone.

### Prescriptions:

If you receive a prescription for medication from a Dutch doctor you can take it to:

Service Apotheek Parkstad  
Prins Hendriklaan 376 (1st Floor)  
6443 AE Brunssum  
Tel: 045 569 7907  
Email [APOTHEEK.BRUNSSUM@EZORG.NL](mailto:APOTHEEK.BRUNSSUM@EZORG.NL)

The staff at the Apotheek will dispense the medication and explain how to take, and provide you with written instructions in English. If you do not receive these instructions in English then please ask at the time. You will not be required to pay at the point of receiving the medication, however, if not exempt from prescription charges you will be invoiced by the MAU subsequently.

### Health Care Advice:

Health care advice can be sought (24/7) through the Telephone Assessment Service. You will be directed to the most appropriate medical provision. Call 0049 521 305 3961.

### Occupational Health Clinics:

Occupational health clinics will be offered to military personnel in Brunssum on a monthly basis. You will be reminded to attend for your routine appointments for immunisations, hearing tests and medical boards by the MAU.