

Serving Personnel

The LLP Clinical Referrals Managers (CRMs) liaise directly with the Defence Consultant Advisors (DCAs) 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: Brnssum@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 for further information.

We value your feedback! Please visit our website: 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

0049 521 305 3961

Hospital Hotline (24 Hours)

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

Fax 0455 26 2962

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

SSAFA GSTT CARE LLP



Brunssum

Patient Information Leaflet

Information about Access to
Your Health Services

March 2017

SSAFA GSTT CARE LLP

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:
LLPHealthcare-BRU-0GpMailbox@mod.uk
or : Brnunssum@shcac.de

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 will need to deregister so that your medical records can be forwarded to the NHS and your next military unit.

GP appointments:

Personnel based in Brunssum needing a primary care appointment should use the Dutch Military Medical Centre in Brunssum. For out of hours GP care call the Telephone Assessment Service (TAS).

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

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.

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.

Health Care Advice:

Health care advice can be sought 24 hours a day through the Telephone Assessment Service (TAS) Call Centre. British trained nurses will triage your call and refer you to the most appropriate medical provision. All urgent cases will be seen within 24 hrs. Call 0049 521 305 3961

Prescriptions:

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

Service Apotheek Parkstad
Prins Hendriklaan 376
6443 AE
Brunssum
Tel 045 569 7907

Email 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.

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.

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.

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.

For support 24/7 call the Hospital Hotline
0049 521 305 3960