

Occupational Health

Please be aware all recommendations for hospital care for serving personnel are reviewed in line with the MOD Occupational Health Policy. Please call the Clinical Referrals Team on 0521 77277892 for further information.

Women's Health

(Cervical Cytology, Breast Screening, Bowel Screening and Contraceptive Services) are provided by Dr. Mader and Dr. Oender at the Nardini Klinik in Landstuhl. Please contact the Ramstein MAO to arrange an initial appointment – you do not need to see a GP first.

Midwifery

A full midwifery and obstetric service is provided by the Nardini Klinik in Landstuhl. For aftercare please speak to the MAO or SHAPE reception.

Health Visiting

A Health visiting service is provided in Ramstein every 8 weeks. Your Health Visitor is always available for telephone support and works closely with Dr. Schmitt to deliver care/screening for your child/children.

Mental Health

For appointments please contact the MAO staff on [06371401 435/436](tel:06371401435).

Feedback

We value your feedback! Please visit: our website www.patient-wise.de and complete our survey.

Complaints

We hope any problems can be resolved locally and informally straight away. However, a Complaints leaflet is available from the staff in the Ramstein MAO.

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. Further information is available in our Privacy Statements via: www.patient-wise.de/About-us/Publications

Telephone Numbers

In an Emergency call **112**

For medical advice 24/7 call the
Telephone Assessment Service
0521 305 3961

If you attend A&E, or are admitted
to hospital unexpectedly call the
Hospital Hotline (24/7)
0800 5 88 99 36

Ramstein Medical
Administration Office
Tel: 06371 401 435/436
Fax: 06371 401438

Dr Nikolaus
Tel: 06371 598480

For more information on your health care
please visit our website:

www.patient-wise.de

www.facebook.com/gstgermany

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Ramstein

Patient Information Leaflet

Information about Access to
Your Health Services

This leaflet will give you some general guidance to services available in Ramstein, but if you are unsure please call us and we will give you specific advice.

Medical Advice

You can access the Telephone Assessment Service (**TAS**) 24 hours a day for medical advice on: [0521 305 3961](tel:05213053961)

Your call will be triaged and you will be directed to the most appropriate service. The British trained TAS nurses have access to the information about your local medical services and can make appointments for you with the most appropriate person, at any time of the day or night.

Support

You can call our Medical Administration Office (MAO), where our experienced bilingual administrators will assist you during routine office hours. [Tel: 06371 401 435/436](tel:06371401435436)

GP Services

Our local GP is Dr Nikolaus. He and his Practice Manager, Frau Silke Schirra speak English.

Dr. Nikolaus
Marktstrasse 32
66877 Ramstein - Miesenbach
[Tel: 06371 598480](tel:06371598480)
www.praxis-dr-nikolaus.de

Opening hours

Monday to Friday 0800 - 1130
Monday & Thursday 1500 - 1730.

Routine appointments are offered within 5 working days and urgent appointments will usually be available within 24 hours. You can make appointments directly with the practice. Please call them on [06371 598480](tel:06371598480)

We also work with the American Urgent Care and Rehabilitation Centre in Landstuhl. Please call them to make an appointment on [06371 495021](tel:06371495021) before attending the Urgent Care Centre, unless it is an emergency.

Specialist referral

If your GP suggests you should be routinely referred to a specialist you will be given a referral. Please take this referral to the MAO. They will organise authorisation and book the appointment for you.

Hospital admission

If you are admitted to hospital you should call the Hospital Hotline number on: [0800 5 88 99 36](tel:08005889936)

This 24/7 service is staffed by Patient Support Officers (PSOs), who will be able to help you. The PSOs operate as an interface between patients, the hospital, other healthcare professionals and the Ramstein MAO. They can interpret medical information and provide access to a 24hour translation service.

Children

For routine health screening & immunisation please make an appointment at the Children's clinic Dr Schmitt & Seipenbusch.

Dr Schmitt & Seipenbusch
Schulstrasse 4
66877 Ramstein
Tel.: 06371 50398

Opening Hours

Mon, Tue, Wed, Thu	08:00 - 11:30
Mon & Thu	14:30 - 18:00
Tue	14:30 - 17:30
Fri	08:00 - 13:00.

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Emergencies

In an emergency children need to be seen at Westpfalzkrlinikum Kaiserslautern Hellmut-Hartelt-Strasse 1 67655 Kaiserslautern.

Pharmacy

Hubertus Apotheke
Landstuhler Strasse 2
66877 Ramstein Miesenbach
[Tel: 06371 50708](tel:0637150708)

This Pharmacy has English speaking staff. They will dispense any medication without upfront charges to customers.

Please sign the prescription to indicate that you have received the medication. We will pay the pharmacy bill for you. We strongly recommend you use this pharmacy if you are based in Ramstein.

If you collect medication from a different pharmacy, you will have to pay and reclaim the costs. A form can be obtained from the Ramstein MAO.

Prescription Charges:

If you are not entitled to free prescriptions you will be sent an invoice to make payment for the prescription charges.

Bills

You may receive bills for tests, consultations or treatment, or receive reports from local providers. Please forward any bills or reports **immediately** to the Ramstein MAO. You can also email them to: ramstein@shcac.de

Routine Medicals & Military Immunisations will be undertaken by a visiting team at the Dr. Nikolaus Praxis and the records administration carried out in SHAPE. Consultations from the GP or hospitals will be incorporated in to your medical record.