

Health Policy. Please speak to your GP for further information.

Feedback

We value your feedback!

Please visit: www.patient-wise.de and complete our patient survey and/or leave any comments you may have. There is also a comments box in the waiting room.

Complaints

We hope any problems can be resolved locally and informally with the staff in the UK MC SHAPE straight away. However, a Complaints leaflet with more information is available from the reception.

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

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 or to apply online.

Telephone Numbers

In an Emergency call **112**
065 44 3333 (SHAPE only)

For medical advice (24/7) call the
Telephone Assessment Service
0049 521 305 3961

If you attend A&E, or are admitted
to hospital unexpectedly call the
Hospital Hotline (24/7)
0049 521 305 3960

SHAPE Medical Centre
065 44 5824

Pharmacy
065 44 5999

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

www.patient-wise.de

www.facebook.com/gstgermany

SSAFA GSTT CARE LLP



SHAPE

Patient Information
Leaflet

Information about Access to
Your Health Services

SSAFA GSTT CARE LLP

This leaflet provides some information about how to access healthcare in SHAPE for service personnel, entitled civilians and their dependants. Additional information is available on our website: www.patient-wise.de

All patients should register with the UK MC SHAPE **and** the US Medical Administration to allow additional access to x-ray and lab services.

The UK Medical Centre (MC) SHAPE is in Building 401, follow signs to London.
Reception: 065 44 5824.

Opening hours

Monday to Thursday 0800 - 1700
Friday 0800 - 1500

Please note: UK MC SHAPE is **closed** every 3rd Thursday of the month in the morning until 13:30 for staff training.

Urgent appointments are offered within 24 hours and routine appointments within 5 working days. Please help us by being on time for your appointment and cancelling appointments that are no longer required.

We offer health surveillance, occupational medicine, child health clinics, smoking cessation advice, travel advice, minor surgery, well woman/man clinics and a full family planning service.

Please inform reception if you require an appointment for these clinics or have complex needs to ensure you have enough time. If you would like to speak to a Doctor or Nurse, the reception staff can arrange telephone consultations.

SHAPE MC employs:

- * General Practitioners (Military and Civilian)
- * Practice Nurses
- * Pharmacy Technician

- * Translator
- * Medical Administrators

In addition visiting healthcare practitioners:

- * Health Visitor
- * Midwife
- * Community Psychiatric Nurse
- * Speech Therapist
- * Physiotherapist

Referrals to hospital

UK MC SHAPE refers patients to a number of hospitals in the local area. Please visit www.patient-wise.de for comprehensive information. The UK MC SHAPE doctor will discuss options available to you during your appointment.

Medical Advice

You can access the Telephone Assessment Service (TAS) 24 hours a day for medical advice on: 0049 521 305 3961. Your call will be triaged and you will be directed to the most appropriate service.

Hospital admission

If you are admitted to a European hospital you should call the Hospital Hotline number on: [0049 521 305 3960](tel:00495213053960).

This 24/7 service is staffed by Patient Support Officers (PSOs). The PSOs operate as an interface between patients, the hospital, other healthcare professionals and the UK MC SHAPE. They can interpret medical information and provide access to a 24hour translation service.

If you attend Ambroise Paré Hospital during normal working hours you may ask for the assistance of the SHAPE Liaison Officer.

Prescriptions

Prescriptions are dispensed by the UK Pharmacy Technician based in the US Pharmacy in the SHAPE Healthcare Facility.

Opening times:

Pharmacy opening times are advertised in the waiting room and are usually:

Monday - Thursday 0830 - 1700
Friday 0830 - 1530

Repeat prescription requests can be made via telephone (number on reverse), via posting box in the waiting room or handed in at the pharmacy. Please give 5 working day's notice of the requirement.

If you are prescribed medication by a Host Nation Medical Provider, you must contact SHAPE MC so that the Doctor is able to ascertain this medication conforms to UK prescribing practices and records the details in your medical records.

If you pay for prescribed medication from a local pharmacy, you can reclaim the costs by completing a claim form, which can be obtained at the UK MC SHAPE Reception.

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 carried out by local providers. Please forward any bills **immediately** to the Medical Administrator at UK MC SHAPE or email to: shape@shcac.de

Occupational Health

Please be aware all recommendations for hospital care for serving personnel are reviewed in line with the MOD Occupational