

UK MC SHAPE refers patients to a number of hospitals in the local area.

Please visit [www.patient-wise.de](http://www.patient-wise.de) for comprehensive information. The UK MC

SHAPE Doctor will discuss options available to you during your appointment.

You may receive bills for tests, consultations or treatment carried out by local providers. Please forward these bills **immediately** to the Medical Administrator at UK MC SHAPE or to [shape@shcac.de](mailto:shape@shcac.de)

If you are admitted to a European Hospital, you should call the Hospital Hotline number on

**0049 521 305 3960.**

This 24hour service is staffed by Patient Support Officers (PSO), who will be able to help you. The PSOs operate as an interface between patients, the hospital, other healthcare professionals and 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.

We value your feedback! Please visit our website: [www.patient-wise.de](http://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.

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



## Important Telephone Numbers

TAS Medical Helpline (24 Hours)  
**0049 521 305 3961**

Hospital Hotline (24 Hours)  
**0049 521 305 3960**

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

SHAPE Medical Centre  
**0032 (0) 65 44 5824**

Pharmacy  
**0032 (0) 65 44 5999**

Email: [BFHealthSvcs-SHAPE-Groupmail@mod.uk](mailto:BFHealthSvcs-SHAPE-Groupmail@mod.uk)

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

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# SHAPE

## Medical Centre

### Patient Information Leaflet

Information about Access to Your Health Services

Version 1 March 2015



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

The UK Medical Centre (MC) SHAPE is situated in Building 401, follow signs to **LONDON:**  
0800 – 1700 hrs Monday to Thursday and 0800 – 1500 hrs on Friday

Phone Number for Reception: **065 44 5824**

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

SHAPE MC employs:

- General Practitioners (Military and Civilian)
- Practice Nurses
- Pharmacy Technician
- Translator
- Medical Administrators.

In addition visiting healthcare practitioners include:

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

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 man/woman 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.

In a Medical Emergency you should call **112** (or **065 44 3333** SHAPE only)

You can access TAS Medical Helpline 24 hours a day on **0049 521 305 3961**

The Call Centre Operator will offer to ring you back to reduce call charges. 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 urgent appointments for you with the most appropriate person, at any time of day or night. Please visit [www.patient-wise.de](http://www.patient-wise.de) for more information about TAS and local hospital services.

All Service personnel and their dependants are strongly advised to carry their European Health Insurance Card (EHIC) at all times and especially if you are crossing any international borders. The EHIC will provide you with **emergency** health care whilst travelling within EU member countries but not as an alternative to travel insurance. Apply on line at [www.ehic.org.uk](http://www.ehic.org.uk)

Prescriptions are dispensed by the UK Pharmacy Technician based in the US Pharmacy in the SHAPE Healthcare Facility. Pharmacy Opening Hours are advertised in the waiting room and are usually:

Mon-Thurs	0830 – 1700
Fri	0830 – 1530

Repeat prescription requests can be made via telephone (number on reverse), via the 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 UK MC SHAPE Reception.

Our duty of care protects your personal information under the Data Protection Act (1998). We may use your information to audit medical care, accounts or services.