

**UNITED KINGDOM  
JOINT SUPPORT UNIT  
RAMSTEIN**

British Medical Centre  
Practice Booklet

JANUARY 2012

*Review Jan 2013*

## CONTENTS

Introduction

BMC Personnel

Using the Services

Clinics and other primary care services

Medical Treatment at ISOSETS

Out of Hours Service

Maps to Local Hospitals

Medical Records

Practice Charter Standards

Complaints procedure

When to Call an Ambulance

Useful Telephone Numbers

Back Cover

## INTRODUCTION

Welcome to the British Medical Centre (BMC), United Kingdom Joint Support Unit (UKJSU) Ramstein. The BMC is co-located with the British Dental Centre (BDC) in Building 2123 near to the American Health Clinic.

The reception telephone number is **06371 477804 or Ext 7804**

The BMC opening hours are:

Monday	0800–1200hrs and 1300-1700hrs.
Tuesday	0800–1200hrs and 1300-1700hrs.
Wednesday	0800–1200hrs.
Thursday	0800–1200hrs and 1300-1700hrs.
Friday	0800–1200hrs and 1300-1430hrs.

Please also note that the BMC is closed at weekends, Bank Holidays, and for staff training on Wednesday afternoons.

All Service personnel posted into Ramstein and at Isodet locations are automatically entitled to medical care at the BMC. Dependants are advised to register with us as soon as possible in order for us to obtain notes from the National Health Service Central Registry (NHSCR). Even if you are located in an Isodet location it is imperative for you to register with the BMC to ensure that any medical bills are dealt with accordingly.

On completion of their spouse's tour, dependants should de-register from the BMC as soon as possible, so that their notes can be returned to the NHSCR for onward transmission to their new doctor with the minimum of delay. This will improve continuity of care.

## **USING THE SERVICES**

### **REGISTRATION**

It is important for you to register as soon as possible after arrival. You will be asked to complete a questionnaire regarding your health and past medical history. This information will be all we have available for several weeks until your medical notes arrive. If you wish, an appointment will be made for you to see the Medical Officer (MO) to discuss your health and any concerns. If you have any ongoing medical conditions, or you are on regular medication, it would be wise to make an appointment as soon as possible.

Please remember to de-register when you are posted so that your notes can be sent on with the minimum delay.

### **TELEPHONE ADVICE**

The BMC staff are available to provide medical advice or guidance over the telephone for personnel unable to attend the BMC. Personnel are to contact the BMC reception to request telephone advice. The receptionist will transfer your call to an appropriate member of staff to discuss your issue.

### **MEDICAL OFFICER CONSULTATIONS**

The BMC runs an appointment system for all daily clinics and routine medical examinations. All appointments can be arranged by contacting the BMC reception. Routine appointments are scheduled for 15 minutes per patient. If a longer appointment is required for multiple or lengthy problems, please inform the receptionist that a double appointment is needed.

Personnel who require a same day appointment should contact the BMC between 0800-0900 hrs. If all routine appointments have been taken, please inform the receptionist of the urgency of the case, so an urgent appointment can be arranged with the MO. Emergency patients will be seen as soon as possible by the MO.

If patients need to cancel any appointments they are to contact the BMC reception to do so.

### **HOME VISITS**

If you are physically unable to attend the BMC and require a home visit, you should contact reception (before 1000hrs if possible), who will arrange for a MO to visit or a car will be sent to collect you. However, patients are to note that the MO may not be able to make a home visit during clinic times. The MO will give appropriate recommendations and advice and may visit later.

### **MEDICAL INSURANCE**

Whilst within the borders of Germany, service personnel and their entitled dependants are covered for emergency medical treatment through the German Health Care System by British Forces Germany (Health Services). This cover does not extend to other European countries.

Private Medical Insurance is strongly advised for those travelling outside the confines of Germany or within Germany whilst on leave. Because arrangements for medical care are provided through BFG (HS) (as explained above) Form EHIC is not valid for use in Germany by

personnel living within the country, however it will provide limited cover in other European countries. Form EHIC is available from any post office in the UK. It is strongly advised that it is obtained prior to arrival in Germany. Further information can be found on the website: [www.dh.gov.uk](http://www.dh.gov.uk) or [www.ehic.org.uk](http://www.ehic.org.uk).

Personnel are to be aware that visiting relatives are not entitled to be seen in the BMC. Please ensure that your visitors are in possession of an EHIC or some form of medical insurance in case of emergencies.

## **PRESCRIPTIONS**

The BMC has its own dispensary, which is open during normal consulting hours. In the event of a repeat prescription being required, the repeat prescription chit given to you with your last issue of medication is to be returned to the BMC. Patients are advised to e-mail the following e-mail addresses with any repeat prescription requests:

[rmsuksu-medjnco@ramsteinfus.afpaa.mod.uk](mailto:rmsuksu-medjnco@ramsteinfus.afpaa.mod.uk)

## **TRAINING**

Continuation training of medical staff is mandatory under current tri-Service Policy. Training takes place on a Wednesday afternoons between 1300-1700 hrs and therefore only emergencies will be seen during this time.

## **EYESIGHT TESTS AND SPECTACLES**

Service personnel are entitled to free eye testing and, if needed, the issue of defence spectacles and respirator lenses. Personnel are to report to BMC to collect the necessary paperwork before a visit to the opticians.

Personnel requiring DSE eyesight testing should make arrangements through their line manager in accordance with current policy. Personnel who habitually wear spectacles should consider having an eyesight test every 2 years. Dependants that are entitled to free eye tests should also report to BMC to collect the necessary paperwork before a visit to the opticians.

People entitled to a free eye test are those who are:

- Under 16 years of age.
- Under 19 years of age in full-time education.
- Over 60 years of age.
- Holders (or partners of holders) of an exemption certificate (HC2).
- People who need certain complex lenses.
- People diagnosed diabetic or with glaucoma.
- People aged 40 or over who are the brother, sister or child of a diagnosed glaucoma patient.

Children under the age of 16 are entitled to approx €120 (dictated by NHS) towards the cost of glasses.

All other dependants are not entitled to a free eye test. Further advice can be sought from the BMC.

## **CLINICS AND OTHER PRIMARY CARE SERVICES**

### **ANTENATAL/POSTNATAL**

These are conducted jointly with the Community Midwives and the MO. When you first think you are pregnant please make an appointment with the MO, ideally about six weeks after your last period, to discuss your antenatal care. Postnatal care is provided by visiting Midwives and Health Visitors.

### **CHILD HEALTH SURVEILLANCE**

Your Health Visitor will advise on the requirements for regular Child Health checks, including developmental checks.

### **CHILD AND ADOLESCENT MENTAL HEALTH SERVICES**

Nurses provide a visiting service at JHQ Medical Centre addressing the mental health needs of children and young adults. Referral is through the MO.

### **CHILDHOOD IMMUNISATION CLINIC**

Childhood Immunisation's are available if required from the BMC Practice Nurse.

### **CHIROPODY CLINIC**

The BMC does not hold a Chiropody Clinic; however Service Personnel, children and individuals with certain medical conditions may be referred to a local chiropodist by the MO. Personnel that are not entitled to this service can attend these clinics at their own expense further advice may be sought from the BMC.

### **COMMUNITY PAEDIATRICIAN**

The Community Paediatrician holds regular clinics at Wegberg. Referral is made through the MO.

### **COMMUNITY PSYCHIATRIC NURSE**

A Community Psychiatric Nurse based at Javelin Barracks visits the BMC once a month. Referral is made through the MO.

### **DIETICIAN**

British Forces Germany Health Services (BFGHS) has one full time Community Dietician based at Wegberg. There is also local access to an American or German dietician. All referrals are made through the MO.

### **NURSE'S CLINIC**

The Practice Nurse holds daily clinics on a number of Illness's/Health issues. Appointments can be made via reception.

## **PHYSIOTHERAPY**

The civilian Physiotherapy clinic is based at Landstuhl; any referrals are made through the MO only.

## **SPEECH AND LANGUAGE THERAPIST**

There is a Regional Speech and Language Therapy service based at Wegberg. Therapists work together with children and adults to overcome speech difficulties. Referrals are made through the MO.

## **SSAFA HEALTH VISITOR**

There are 2 Health Visitors based at JHQ Rheindahlen. A Health Visitor will visit the BMC every 6 weeks. If you would like to see a Health Visitor please contact the SSAFA Clk on ext 5960 Monday, Wednesday & Friday mornings, alternatively if you wish to discuss anything with the Health visitor please ring 02161 472 2955.

## **SSAFA MIDWIFE**

The midwives team are based at JHQ Rheindahlen; however we have a British midwife available locally for BMC patients whose service is currently being utilised by BFG(HS). If you would like to see the midwife please contact the SSAFA Clk on ext 5960 Monday, Wednesday & Friday mornings.

## **REFERRAL MECHANISM**

Referrals to Specialist clinics are arranged by the BMC. Personnel requiring a referral to an external department are to book an appointment with the MO. The referral is raised and passed onto the Hospital Liaison Officer (HLO) to make an appointment with the relevant department at the hospital. The HLO will attend the appointment with the patient if required.

## **MEDICAL TREATMENT AT ISOSETS**

Whilst stationed at an ISOSET, your medical care is provided through the German Health Care System for both your primary (general practice) and secondary (hospital) care needs. The provision of medical care in ISOSETS is complex and as there are over a dozen locations it is therefore difficult to provide accurate details for every location in this format.

### **REGISTRATION**

Service personnel will automatically be registered at the BMC. Military medical records will automatically be sent to us on posting. Dependants must register with the BMC so that their NHS medical notes can be requested from the UK. In addition these notes need to be kept up to date so they are complete when you return to the UK.

### **PRIMARY HEALTH CARE**

The details of these systems differ greatly between different ISOSETS and word of mouth seems to be the best way to establish where and how to best access health care in that particular location. Most families find a local German general practitioner who will treat them for the duration of their tour. In addition, some ISOSETS that are co-located on a German Luftwaffe Kaserne have a German Military medical officer who is usually more than willing to provide medical care to both Service personnel and dependants. ISOSET patients may contact the BMC for a telephone consultation. They can also arrange an appointment in the BMC if they are visiting the Ramstein vicinity.

### **SECONDARY HEALTH CARE**

All patients that require a referral for secondary health care must be referred from a German General Practitioner or you can contact the MO at BMC UKJSU Ramstein for further advice.

### **MEDICAL RECORDS**

It is your responsibility to provide details of any significant medical event, accident, diagnosis, hospital appointment or inpatient stay to the BMC. This is so that your medical records can be kept up to date and are accurate when you return to the UK. This applies both to Service personnel and their dependants, however is especially important for Service personnel so that any administrative action such as temporary downgrading can be carried out. There is no system for German health care providers to inform the BMC of any treatment.

### **ANNUAL PERIODIC AND SPECIALIST MEDICALS**

Service personnel will have to travel to BMC at Ramstein for these examinations. These appointments are held within normal clinic times.

### **BILLS**

When you have been seen by the German Health Care system for either Primary or Secondary Health Care you may have to pay the Medical bill at the time of treatment or the bill may be sent to the patient. It is the responsibility of the patient to forward these bills or any hasteners to the BMC to prevent any delay of payment. Patients that have paid a medical bill or prescription must contact the BMC to arrange the refund of payment. Patients must be aware that the bills are paid by the British Forces Germany Health Services (BFGHS) at Wegberg which can delay the payment process.

## OUT OF HOURS (OOH) MEDICAL COVER AT BMC RAMSTEIN

In the event of medical problems occurring when the BMC is closed the following action should be taken:

- Contact the British Forces Germany Health Service (BFGHS) Advice Line at JHQ Rheindahlen on **02161 472 2969**. You will speak to a qualified and experienced primary care nurse.
- They will advise you about self-help measures you could take, whether it is appropriate to wait until the next working day to see your regular doctor, or whether you should go to Accident & Emergency (A&E). If necessary they can arrange for an English-speaking, UK-qualified General Practitioner to call you back.
- In the event of pregnancy-related problems you should contact the JHQ advice line and ask to speak to the BFG duty midwife.

Patients that require to be seen at an A&E department or have been advised to attend hospital for urgent medical treatment are to use **St. Johannis Hospital in Landstuhl**.

Patients are reminded that whilst attending the German healthcare facility, it is essential that you have your Ramstein ID card in your possession to show entitlement for treatment.

Patients are reminded to inform the BMC at the earliest opportunity that they have attended hospital for medical treatment so the computer system can be annotated and also for billing purposes.

## ST. JOHANNIS HOSPITAL, LANDSTUHL

**Street address:** St Johannis Hospital, Nardinistrasse 30, Landstuhl 66849.

Directions from Ramstein Airbase are as follows:

- Exit base via the west gate.
- Continue straight on at the roundabout and take the second left turn almost at the end of the road.
- Come off the slip road and continue straight on passing through a few sets of traffic lights until you finally come to a T junction. Turn left into Landstuhl
- In Landstuhl the main road bears to the left but you take the road veering to the right signposted Bann.
- Continue on this road, passing signs for the castle.
- At the second set of traffic lights signposted 'St. Johannis Krankenhaus' turn right.
- Take the first turning on your left shortly after the lights.

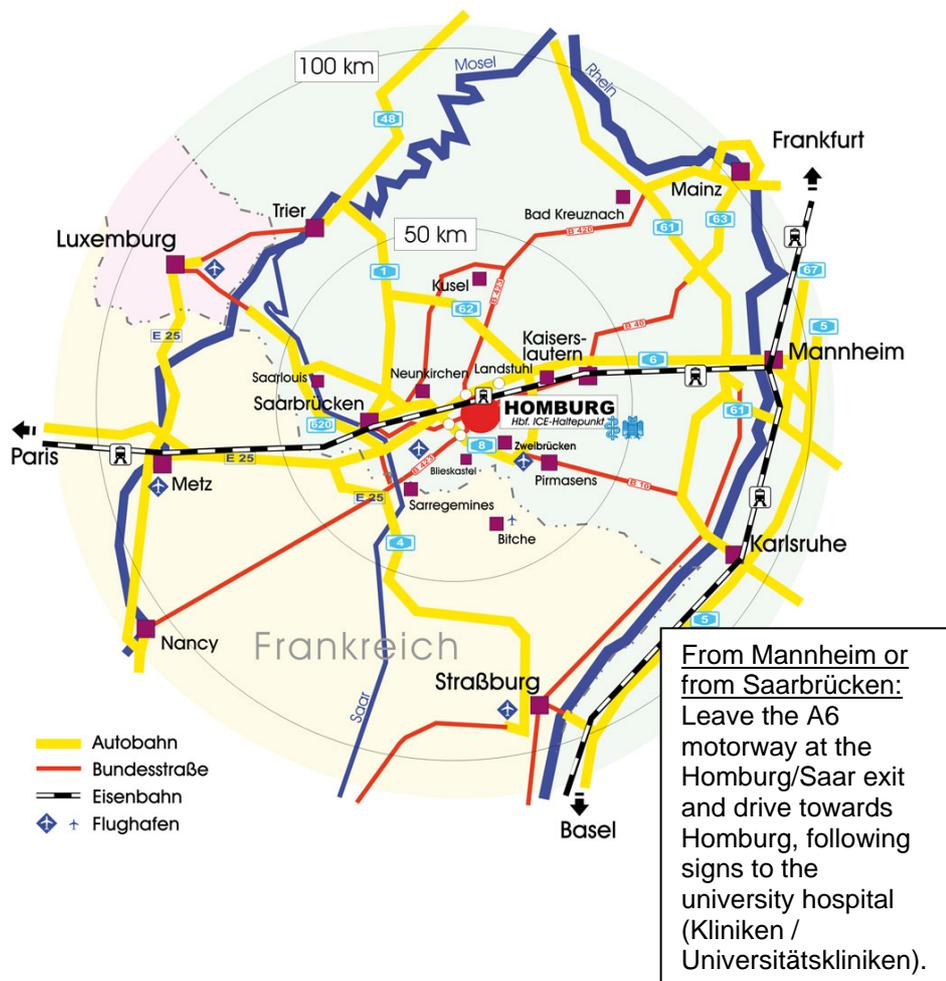
The entrance to the main hospital is at the top of the hill.

## CHILDREN UNDER 14 YEARS OLD TO BE SEEN OOH

Children under the age 14 years old can **only be seen at St Johannis hospital Landstuhl for injuries** and they will be seen in Accident and Emergency. If children under the age of 14 years old are required to see a doctor for a medical problem they can be seen at the kinder clinic at either Kaiserslautern or Homburg Hospitals.

## HOMBURG HOSPITAL

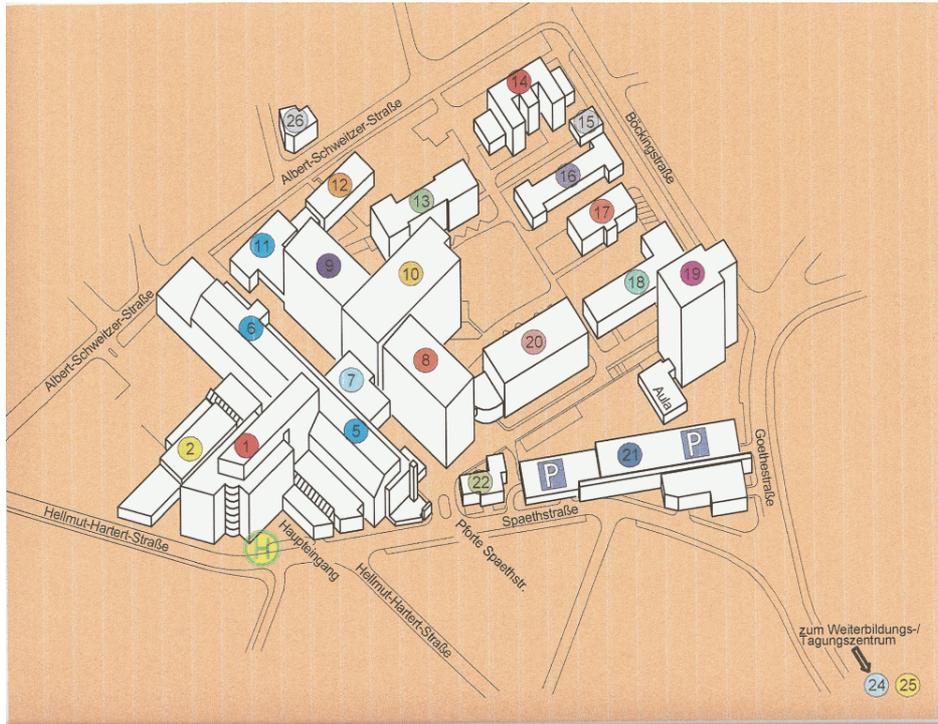
**Street address:** Universitätsklinikum des Saarlandes  
Paediatrics, Building 9  
Kirrberger Strasse  
66424 Homburg/Saar



## KAISERSLAUTERN HOSPITAL

**Street address:** Westfalz-Klinikum  
Kinderklinik, Building 20  
Spaethstrasse  
67655 Kaiserslautern





Arriving at the Westpfalz-Klinikum in Kaiserslautern please park in the parking building (Bldg 21).

The Paediatric Clinic (Bldg 20) is located right behind the parking building.

Patients are reminded if they attend any hospital they must show their military ID card and inform the medical staff that they are from the BMC at Ramstein and they are **NOT a private patient**. All bills are to be sent to the BMC. The patient must also contact the BMC on the next working day to inform them of the situation.

## **MEDICAL RECORDS**

### **CONFIDENTIALITY OF MEDICAL RECORDS DURING VISITS BY OUTSIDE BODIES**

We are committed to providing a high quality medical service to all our patients. To ensure high standards in care are maintained, a formal inspection of each primary and intermediate care facility is carried out annually.

This CAA&I inspection involves examining all aspects of care provision. The delivery of care is measured against national and military targets for services provided such as vaccinations, screening programmes, smoking cessation clinics and occupational assessments.

During these visits, the visiting medical team conducts a quality control check on a proportion of Service and National Health Service medical records. The team are all members of the Defence Medical Services, and are bound by the strict code of medical confidentiality as laid down by the Department of Health. Any confidential medical information about an individual will not be divulged by the visiting team, however, individuals have the right to deny these teams access to their own documents should they so wish.

Service personnel are to advise their dependants that, if they are registered with the BMC, visiting doctors and RAF medical personnel may inspect their medical records. Any individual who does not wish their records to be inspected should inform the Senior Medical Officer in writing.

### **DATA PROTECTION ACT 1998**

The Data Protection Act 1998 came into force on 1 Mar 00 and is the primary act governing an individual's right to access personal information held on them. An application for access to health records under the DPA 1998 is to be made in writing by the individual or the personal representative respectively. The DPA request forms can be obtained from the unit Data Protection Officer (CoS), which in turn will be forwarded to the BMC for action. The individual will be contacted to make an appointment with the MO to discuss the application and gain relevant information if appropriate.

## **PRACTICE CHARTER STANDARDS**

### **Our Responsibilities to you:**

- Patients with a pre-booked appointment shall see the Health Care Professional with whom they are booked within 30 minutes of their appointment.
- Patients without a pre-booked appointment will be seen by a Health Care Professional as soon as practicably possible.
- Patients should wait no longer than 24hrs to see a Doctor for urgent conditions.
- Repeat prescriptions will be available within 48hrs of request.
- Patients will be treated by all members of the Practice staff as individuals and will be given courtesy and respect at all times, irrespective of rank, ethnic origin, religious belief, personal attributes or the nature of their health problems.
- Patients have the right to see their health records, subject to limitations in civil law. Patient's records will be kept confidential.
- Patients will be given full details of their care or treatment. Treatment will not be given without informed consent.
- Complaints can be made to the Practice Complaints Manager. An initial response will be made within 48hrs, with a detailed follow up (where necessary) within 10 working days.

### **In return we ask our patients:**

- Be open in your dealings with us; make sure we know everything we need to know to help you.
- If you make an appointment, keep that appointment or cancel in plenty of time to enable others to use it.
- Treat us with the same courtesy and respect that you expect to receive for us.

### **Any abuse, whether physical or verbal, against any member of staff will not be tolerated.**

- Be patient if we are running late – on another occasion it might be you who needs the extra time.
- Ensure that only one member of the family is booked into one appointment.
- Use the weekend and out of hours services only when necessary and for acute conditions, not for ongoing chronic conditions.
- Order repeat prescriptions in plenty of time.

## **COMPLAINTS**

There is an informal complaints procedure run by the BMC to deal with your concerns. We hope you will use this, as it gives us the opportunity of looking into and if necessary, correcting any problems which may have arisen or mistakes that have been made. Your opinions are important and when appropriate, practice procedures will be modified. Our aim is to maintain and improve the quality of service provided to patients. Please note that we have to respect our duty of confidentiality to patients and patients consent will be necessary if the patient does not make the complaint directly.

If you wish to make a complaint, please contact the Practice Complaints Manager (PCM), either in person, by telephone or letter. Your complaint will be investigated and you will receive further information within 10 working days of receipt.

You will then be offered a meeting with a senior member of staff to discuss the matter. You may bring a friend or relative with you to the meeting if you wish. At the meeting we hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken. We trust that at the end of the meeting you will feel satisfied that the matter has been resolved. If you do not wish to have a meeting, a letter of explanation will be sent to you.

### **WHAT HAPPENS IF YOU ARE STILL NOT HAPPY?**

If you feel that your complaint has not been resolved, the PCM or CoS who will be able to advise you about the next stage, the Formal Complaints Procedure.

Contact details: Sgt Lucy Millward Practice Complaints Manager, BMC, UKJSU Ramstein, BFPO 109. Tel: 06371 473699.

## WHEN TO CALL AN AMBULANCE

Only call an ambulance (**Emergency Number 112**) in the following circumstances:

- a. In a medical emergency.
- b. If the patient needs medical/paramedical attendance during transfer to hospital.
- c. If the medical condition of the patient would be worsened if not lying down.

In all other cases where transport is required to hospital out of hours, alternative arrangements are to be made.

Call BMC during normal working hours to inform us of the incident.

Personnel who do not follow the above regulations will be asked to provide supporting statement before the cost of calling an ambulance is met from public funds.

## USEFUL TELEPHONE NUMBERS

### EMERGENCY TELEPHONE NUMBERS

*(See overleaf for when to call an ambulance)*

**JHQ Advice Line** 02161 472 2969  
**German Ambulance control** 112  
**German Fire control** 112  
**German Police** 110

### OTHER CONTACTS

**Brunssum**  
Dental Centre 0031 45 526 2293

**JHQ Rheindahlen**  
British Forces Social Work Service  
02161 472 4733

Health Visitor 02161 472 3584  
Midwife 02161 472 2968

### BRITISH MEDICAL CENTRE RAMSTEIN CONTACTS

To call the BMC Ramstein from a civilian telephone, dial 06371 47 followed by the extension number.

**Reception** 7804  
Practice Manager 3699  
SSAFA Clerk 5960  
Fax 06371 44321

Dental Appointments 5816