



European
Joint
Support Unit

Health

Hamburg





HEALTHCARE INFORMATION - OUTLINE

Please also read the Central European Practice Patient Information Leaflet which contains important and relevant information for all CEP locations.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by Healix in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate. Notably, we recognise that in both Brunssum and Geilenkirchen some care may be delivered cross-border. A regional remit for both countries is included on Healix registration for this reason.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix. You should make contact with the the CEP healthcare coordinator who has a office in the UK NSE (currently still in the British clinic offices). They will ensure you are registered and will able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to Healix.

In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

Healix Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

CEP Healthcare Coordinator Brunssum and Geilenkirchen

+31 (0)455 26 2497



Central European Practice - Telemedicine

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message, eConsult and video-consulting are available.

Before use, it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to...

Ignore pop up window saying 'looks like you are overseas' and **continue**

Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705

Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY

If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services

Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)



ACCESSING HEALTHCARE

In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. Primary care services have traditionally been provided to Hamburg by:

Dr Rathjans
Friedrichstrasse
25469 Halstenbek

0049 0410144490
Joachim@rathjens.de



Out of Hours

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on +44(0)208 481 7800 and can also reach the CEP clinical team.



Prescriptions

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

Baumschulen Apotheke Pharmacy

Friedrichstrasse 1a
25469 Halstenbek
0049 04101/41228

Mon - Wed: 0730-1230

Mon: 1400-1900

Tues, Wed, Fri: 1400-1830

Thurs: 0730-0000

Sat 0830-1300



You will receive instructions in English but please ask if written instructions are not automatically offered. You will not be required to pay the Apotheek.

If you are prescribed medication for the first time, the Apotheek is only permitted to issue you with a 15 day supply. Most medication can be supplied for up to 3 months. Personnel who are not exempt from prescription charges, will be required to pay for the initial issue, but not for the supply over the 15 day period. If you have any questions regarding the above please contact the healthcare coordinator on +31 (0)455 26 2497.

Info: 'Apotheke' is German for Chemist please look out for the sign below to find your local Apotheke.



Repeat Prescriptions

Please follow your Apotheke's guidance regarding ordering repeat prescriptions.



CHILDREN

Paediatrician (English spoken)

If your child requires an appointment the following host nation paediatrics service is well known to British personnel and also supports our vaccination program:

Parental and Children's needs will largely be met by German services but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP.

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management and parenting questions

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations.

The nasal flu immunisation is not available in the Netherlands so the intention is to continue visiting clinics for children.

As well as the consultatibureau, the Ease Travel Clinic can offers some of our immunisations.

Notably, children attending *German* Kindergarten or schools must have had chickenpox after the age of one or have the Varicella (chickenpox) vaccination. The measles vaccination is also mandatory for all children attending *German* Kindergarten or schools. Please ensure that your child's red health book is kept current with all vaccinations and assessments.

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.

SPECIALIST SERVICES

Women's health services

Rather like children's health, GPs in Germany rarely manage specific women's health problems. All women's health services, including a full midwifery and obstetric service, are provided by:

Prof. Dr Kai Buhling
Ole Hoop 18
22587 Hamburg
0049040863525



Cervical screening

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided .

It is important, if electing to have your cervical screening in Germany, that you recognise that although the service is of good quality, the continuity of information is less coherent than continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.



Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported after birth.

Your care will be delivered by a community based Frauenarzt (Obstetrician), and a hospital Obstetrician who work in conjunction with a Host Nation midwife. The Frauenarzt for your area is

Health professionals will record your progress in a maternity record. In Germany this is called a Mutterpass. You will be given your Mutterpass and be asked to bring it to each medical appointment, the record will be updated by the Service Provider during your pregnancy. It is important to take your maternity record (Mutterpass) if you go to the UK (or other countries) so if you visit the midwife, hospital or GP whilst you are there, they can access previous information and record their findings.



Occupational Health

Regular clinics will continue in Ramstein, conducted by an MoD GP who is a Military Aviation Medical Examiner.

Preparedness for military employment, deployment and routine medicals, including aircrew and other specialist medicals, is managed between the chain of command and the CEP.

Audiometry will also continue. Immunisation status is now available to commanders and individuals for the operational immunisations but the CEP will also review readiness for role and highlight deficiencies where possible.

Opticians and eye tests

Adults and children aged 16 or over who require routine eye tests:

Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer will refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs - i.e. up to a maximum of c€36.

Please speak to the healthcare coordinator for the CEP who can offer you the correct paperwork in advance. If you are military it is very important that you return the completed FMed79 to the CEP staff to ensure records are maintained.

You may make an appointment with a local optician of your choice.

You may pay for sight test charges incurred but retain an itemised receipt to reclaim the cost of the eye test and send it to the CEP.

Eye Tests for Children

Any child under the age of 16 should be seen by a GP or Health Visitor for advice on sight tests. Any children under the age of 8 (for whom parents or teacher / other have vision concerns) are advised to discuss these concerns with the paediatrician or School Health Team. The maximum claim here is c£70. (see UK HC12).



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



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Main Hospital Sites