

# Health Care Cheat Sheet

## Illesheim Army Health Clinic

### Health Clinic Information:

**Hours of Operation:** Monday-Wednesday & Friday 7:30 a.m. - 4:30 p.m., Thursday 7:30 a.m. - noon  
**Sick Call Hours:** Monday - Friday 7:30-9 a.m.

**Appointment Line:** DSN 371-2622, CIV 0800-914-6133 (toll-free)

My Primary Care Manager is: \_\_\_\_\_

**Behavioral Health Appointments:** DSN 468-7811, CIV 09811-83-7811  
**TRICARE Service:** DSN 467-5108 or 467-5104, CIV 09841-83-5108/5104

**Patient Advocate:** The patient advocate acts on behalf of the clinic commander regarding problems experienced before, during or after a patient's visit to the facility. To reach the patient advocate, call DSN 467-5112/5123/4383, CIV 09841-83-5112/5123/4383 or email [IllesheimPatientAdvocate@amedd.army.mil](mailto:IllesheimPatientAdvocate@amedd.army.mil).

**TRICARE Nurse Advice Line:** Speak with a registered nurse 24 hours a day, seven days a week by calling this toll-free number: 00800-4759-2330. The nurse can answer your health-related questions, recommend a course of action and schedule an appointment for you at the clinic.

**TRICARE Online:** To schedule your medical appointments online, visit [www.tricareonline.com](http://www.tricareonline.com). Once you've registered, you have the ability to schedule your appointments 24 hours a day, seven days a week.

### Medical Emergencies

*A medical emergency is anything that threatens life, limb or eyesight. If you have a medical emergency go immediately to the nearest emergency room or call an ambulance.*

**Ambulance:** DSN 117 or 116, CIV 09841-83-117/116  
**Military Police:** DSN 467-4565/4581, CIV 09841-83-4565/4581

### Host Nation Hospitals:

Klinik Bad Windsheim  
Erkenbrechtallee 45, 91438 Bad Windsheim  
09841-99-0

Klinik Neustadt/Aisch  
Paracelsusstr. 30, 91413  
91413 Neustadt/Aisch  
09161-70-0

Krankenhaus Rothenburg o.d. Tauber  
Ansbacher Str. 131, 91541 Rothenburg o.d. Tauber  
09861-707-0

**TRICARE ISOS:** In a medical emergency, go straight to a Host Nation emergency room. Once you've checked in, please call the TRICARE Eurasia-Africa Call Center to apprise them of your situation. The center is available 24 hours a day and can also provide medical assistance. Toll-free: 0800-1818505.

**Host Nation Patient Liaison Services:** Patient liaisons are available to help patients in emergency and inpatient situations. They can assist with translating and will visit the patient each day they're in the hospital. There is a patient liaison on-call 24 hours a day, seven days a week. In emergency situations, it's especially important to call so they can report to the clinic and potentially the chain of command that you're being treated in a Host Nation hospital.

**HNPLs during duty hours (7:30 a.m. - 4:30 p.m. M-F):** DSN 467-4349, CIV 09841-83-4349  
**After hours:** Call the MP station at DSN 467-4565/4581, CIV 09841-83-4565/4581, 7 days a week.

**Sexual Assault:** If a person is sexually assaulted during normal duty hours, he or she can walk into their local health clinic and receive immediate care. After duty hours, the person should contact their local victim advocate, chaplain or military police. In turn, they will contact the sexual assault response coordinator who will then contact the closest sexual assault medical team.

**For more, visit the clinic's website at:** <http://ermc.amedd.army.mil/illesheim/index.cfm>



**ARMY MEDICINE**  
Bringing Value...Inspiring Trust

