

Health Care Cheat Sheet

Katterbach Army Health Clinic

Health Clinic Information:

Hours of Operation: Monday, Tuesday, Wednesday and Thursday 7:30 a.m. – 4:30 p.m.,
Fridays: 7:30 – 11:30 a.m.

Sick Call Hours: 7 – 7:30 a.m. (active duty only)

Appointment Line: DSN 590-3600, 06371-9464-3600

My Primary Care Manager is: _____

Behavioral Health Appointments: DSN 590-3600, 06371-9464-3600

TRICARE Service: DSN 590-3600, 06371-9464-3600

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 590-3600, 06371-9464-3600 or email

KatterbachPatientAdvocate@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. 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 116 or 09802-83-116

Military Police: DSN 114 or 09802-83-114

Host Nation Hospitals:

Ansbach Klinikum
Escherichstrasse 1, Ansbach 91522
0987-4840

Klinik Neuendettelsau
HeilsbronnerStrasse 44, Neuendettelsau 91564
09874-85233

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: 0800-859-1599.

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 (Mondays – Fridays 7:30 a.m. - 4:30 p.m.): DSN 590-3600, 06371-9464-3600

After hours: Call the HNPL directly at DSN 0162-2968049.

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: <https://ermc.amedd.army.mil/katterbach/index.cfm>



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