



Regional Health Command- Europe

10 March 2016

- RHC-E provides responsive, reliable, quality health services influencing health, wellness, improving readiness, and saving the lives of those we are privileged to serve.

Serving To Heal.....Honored To Serve



Health Services Topics



- **Access to Care**
- **Exceptional Family Member Program (EFMP)**
- **Education and Developmental Intervention Services (EDIS)**
- **Veterinary Services**



Access to Care



- **Access to Care Information:**

- PCMH focuses on total health of the patient versus episodic care
 - Health may be addressed via appointment or telephonic or electronic communication
 - Appointment Line
 - TRICARE Online
 - Relay Health (Secure e-mail)
- After hours health questions
 - TRICARE Nurse Advice Line
- Emergent Conditions (Example: Immediate danger to life, limb, or eyesight)
 - Landstuhl Regional Medical Center is the only military facility with an ER
 - TRICARE Service Center can provide list of local Host Nation Emergency Rooms
 - If seen by a local Host Nation ER, notify TRICARE Service center and your PCMH the next working day
- Pharmacy Services
 - Pharmacy Prescription Transfer form – complete to have any military or civilian prescriptions transferred from previous assignment to OCONUS Army MTF/AHC pharmacy. **VA does not participate
 - Medication refills can be accomplished through automated Call-in Refill System, TRICARE Online, or Will Call Request Form.
- DoD Civilians Not TRICARE Eligible
 - Seen on a Space-Available basis at Army Health Clinics
 - TRICARE Service Center can provide a list of local Host Nation Providers



Exceptional Family Member Program



- **Exceptional Family Member Program (EFMP)**
 - Per AR 608-75 consists of medical, educational, community support and resources for Army Family Members who have special needs
 - Criteria – Family members who have physical, emotional, or educational disabilities that require ongoing counseling, training, therapy or treatment, or special education
 - Enrollment is mandatory for AD Army, Army Reserve (AGR), and Army National Guard (AGR under Title 10)
 - DA Civilians who accept positions OCONUS are not enrolled in EFMP, however are obliged to identify any Exceptional Family Members during their OCONUS assignment process.
 - If enrolled, update is mandatory every 3 years.
 - EFMP has two components that operate independently and provide separate (and complimentary) services
 - EFMP Medical Services are provided through the Army Health Clinic
 - EFMP Case Coordinators – assist soldiers and their family members with the EFMP process. **Notify the Case Coordinator of any Exceptional Family Member status changes.
 - Special Needs Advisors – provide guidance to the EFMP Case Coordinators and process enrollments and updates
 - EFMP Community Support and Liaison assistance is provided through Army Community Service (ACS)



- **Education and Developmental Intervention Services (EDIS)**

- If child is determined to need services, through Developmental Screening and Evaluation, they are enrolled into EFMP.
- Services are provided to military and civilian Families in the DoD who:
 - Have a child <3 years old with a developmental delay, or diagnosed medical condition that places the child at high risk for developmental delay
 - AND**
 - Live on a military installation in the U.S. with a DoD elementary and/or secondary school
 - OR**
 - Live in an overseas area with the DoD sponsor on a “command-sponsored” tour
- Services are provided where the children and family spend their time (Home, Day Care Center, etc.) by Occupational Therapist, Speech Therapist, or Physical Therapist, or combination.
- If the child needs continued services after 3 years of age, then child is provided EDIS related services through their school Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP).



Veterinary Services



- Veterinary facilities services offered may include:
 - Vaccinations
 - Routine Surgery
 - Radiology
 - Health Certificate
 - Routine Health Checks
- Most veterinary emergency cases are best served through a full service civilian veterinary hospital. List of civilian veterinary hospitals with emergency services can be obtained at the installation veterinary facility.
- Upon receipt of orders the family should:
 - Call the air carrier to schedule pet travel
 - Call the on-post veterinary facility for a Health Certificate appointment for their pet



Reference Information



For more information, please contact
the Regional Health Command - Europe
Sponsorship Liaison at DSN 590-3624



SINCE 1775