

Q&A

Q. It's an emergency and the medical centre is closed, what do I do?

A. If members of the community believe that life is in danger or an accident or illness is serious enough to require accident & emergency treatment then they **must at all times** contact the local ambulance service using the national emergency telephone number of **112** or go directly to the nearest A&E Department of your local hospital.

Q. I don't speak German will the ambulance station understand me?

A. As a rule, most ambulance station staff speak English. However, if you are unable to communicate fully with the ambulance control, they will be able to identify your telephone location and send assistance. It would be helpful for you to know your address in German.

Q. When the medical centre is closed who do I call?

A. Call the local medical centre number listed above. If your local centre is closed the call will divert to the Regional Medical Centre, or at night (when all Medical Centres are closed), to the Telephone Advisory Service (TAS) which is centrally located in Bielefeld. You will be taken through a 'question pathway' process to assess and arrange what further treatment is required.

Q. I don't have a phone but want to call the medical centre what do I do?

A. There is no change, if you are at home, call on a neighbour for help. If you need to call your Medical Centre for urgent advice, you can access your nearest Guardroom or RMP police station for telephone assistance.

Q. My Husband is away and I don't drive, how do I get to the medical centre?

A. If you cannot call upon a friend or neighbour to assist or your Guardroom/Welfare Officer cannot provide transport discuss this problem with Staff at your local Medical Centre. Out of Hours discuss this with the TAS Nurse.

Q. I feel my child needs Calpol and I do not have any?

A. If this arises before 2000hrs, ring your local Medical Centre where staff will advise you how best to manage the situation. After 2000hrs, calls made to the Medical Centre will be directly transferred to the TAS nurse who will make an assessment and advise you accordingly.

Q. Can I make or change appointments out of hours?

A. No, the TAS Nurse will be able to make an urgent appointment for the next morning, if the condition warrants this.

Q. I work all day will there be any late night appointments?

A. After the 01 April there will be a review of service demand in each garrison to determine a requirement for after school and work appointments.

Q. What happens if I need emergency contraception?

A. Please call your Medical Centre for advice, even if out of hours.

Q. Will the call centre have access to my medical records?

A. Yes, there are links to the electronic records, which can be accessed by clinical staff on duty in the TAS.

Q. How will my confidentiality be assured when I call the Telephone Advisory Service (TAS)?

A. Access to electronic records is possible only by authorised clinicians who have been issued with an appropriate password. All such access is automatically reported to the local medical centre the next working day.

Q. Where is the Call Centre and will they have access to local information giving me advice on what to access and how?

A. It is located in the Bielefeld area and will have access to your local garrison information, as supplied by your local medical centre.

Q. One of my soldiers has been assaulted and needs to be seen and the local medical centre is closed, what do I do?

A. If there is a medical emergency, dial 112, other wise call the local number to be connected to the appropriate advice.

Q. I have a sick baby and I have 2 other children under the age of 6. How can I make arrangements for the care of my children whilst I am attending the appointment?

A. This remains a welfare issue as now, which your unit welfare office will be able to advise you on.

