



Headquarters British Forces Germany Health Service

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HOSPITAL HOTLINE – KEEP THIS NUMBER HANDY

By calling the Hospital Hotline 0800 588 99 36, members of the BFG community who are admitted to hospital or attending A&E, anywhere in Germany, can get in touch with a Hospital Liaison Officer (HLO).

The HLOs are fluent in German and English and can assist patients with verbal communication to ensure they understand their condition and proposed treatment. They are also familiar with procedures and practices within German hospitals and can help patients overcome any concerns and make their stay as comfortable as possible. The HLOs will also liaise with the patients Unit and the relevant welfare agencies so that visits can be arranged and the appropriate welfare support initiated promptly.

Monique Jones, Patient Support Manager for BFG HS says: "Going to hospital is a difficult time so the sooner we know a patient is admitted to hospital, the sooner we can start to provide relevant support. I would encourage everyone, especially those planning to travel around Germany this winter, to keep the Hospital Hotline number in their mobile phone, as well as a Unit or Next of Kin contact number so we can get the appropriate support organised quickly and efficiently."

The Hospital Hotline number to call is 0800 588 99 36. The service is available 24 hrs / 7 days a week / 365 days a year via telephone. The Hospital Hotline is free for calls made from a landline. Calls made from a mobile phone may be charged.

Information leaflets are available for download from the BFG HS homepage

<http://www.bfgnet.de/bfghs/bfghs.html>

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