

PATIENT INFORMATION: OFF-BASE SPECIALTY CARE

DSN: 632-5792 COMMERCIAL: +39 0434 30 5792

AREA 1, BUILDING 121 ROOM GD04



ONCE A REFERRAL IS PLACED, HOW WILL I KNOW WHAT TO DO NEXT?

All referrals are activated by default within one business day - you do not need to call Referral Management to activate your referral.

At activation the referral is sent to InternationalSOS for authorization.

Once an authorization for care has been issued by International SOS, your referral is ready to be booked.

Appointments are booked by the Referral Management Center (RMC) or by Network Providers (see flow chart on back for more details).

If you have not been contacted by the RMC staff (please note that RMC incoming calls can appear as "unknown caller") or by the Host Nation provider within 2 weeks from the authorization date, please feel free to call RMC staff or the Host Nation provider for an update.

WHAT DO I NEED TO BRING TO MY APPOINTMENT?

Ensure you bring relevant medical records pertaining to your appointment for the off-base provider's review.

You can obtain a copy of all medical records from Outpatient Records.

Will my medical records be translated to English and put in my Medical Record?

Official translation of medical records is done by 31 MDG Patient Liaison Office or International SOS.

You may drop off Italian documents to the Patient Liaison Office to be translated (please review flow chart on back of this form to see details). If you want a copy of the translated records, you can pick up the English translation from Outpatient Records.

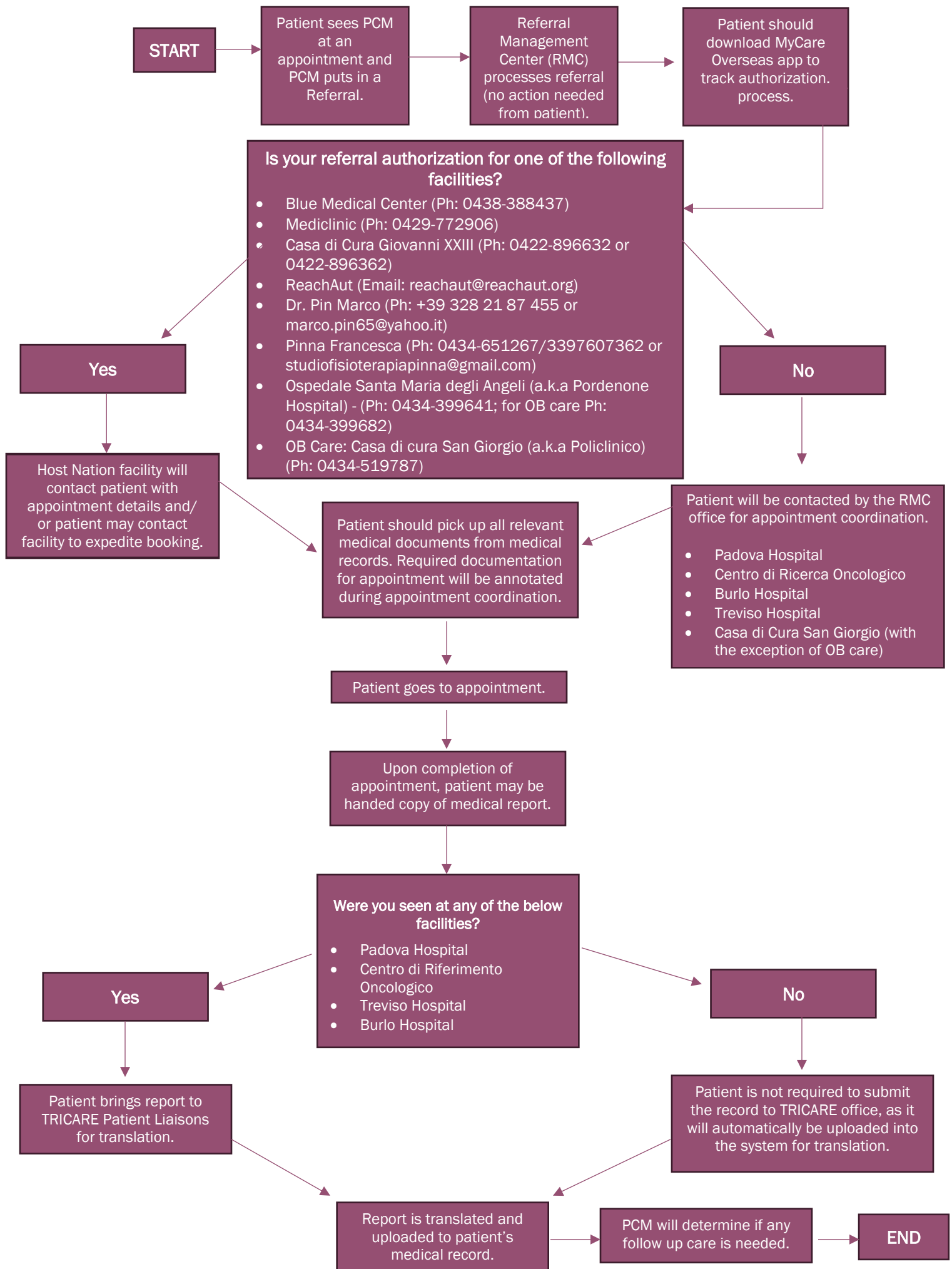
MYCARE- OVERSEAS

INTERNATIONAL SOS APP



Use the QR code to download the MyCare Overseas app to enhance your health care experience! Services on the app include:

- Connecting you with 24/7 assistance to the local Near Patient Team
- Upcoming Referrals and Referral Authorization info
- Location of off base facilities
- Ability to set up appointment reminders
- Verifying TRICARE covered services
- ChatBot feature that provides you with immediate answers to Frequently Asked Questions



START

Patient sees PCM at an appointment and PCM puts in a Referral.

Referral Management Center (RMC) processes referral (no action needed from patient).

Patient should download MyCare Overseas app to track authorization process.

Is your referral authorization for one of the following facilities?

- Blue Medical Center (Ph: 0438-388437)
- Mediclinic (Ph: 0429-772906)
- Casa di Cura Giovanni XXIII (Ph: 0422-896632 or 0422-896362)
- ReachAut (Email: reachaut@reachaut.org)
- Dr. Pin Marco (Ph: +39 328 21 87 455 or marco.pin65@yahoo.it)
- Pinna Francesca (Ph: 0434-651267/3397607362 or studiofisioterapiapinna@gmail.com)
- Ospedale Santa Maria degli Angeli (a.k.a Pordenone Hospital) - (Ph: 0434-399641; for OB care Ph: 0434-399682)
- OB Care: Casa di cura San Giorgio (a.k.a Policlinico) (Ph: 0434-519787)

Yes

No

Host Nation facility will contact patient with appointment details and/or patient may contact facility to expedite booking.

Patient will be contacted by the RMC office for appointment coordination.

- Padova Hospital
- Centro di Ricerca Oncologico
- Burlo Hospital
- Treviso Hospital
- Casa di Cura San Giorgio (with the exception of OB care)

Patient should pick up all relevant medical documents from medical records. Required documentation for appointment will be annotated during appointment coordination.

Patient goes to appointment.

Upon completion of appointment, patient may be handed copy of medical report.

Were you seen at any of the below facilities?

- Padova Hospital
- Centro di Riferimento Oncologico
- Treviso Hospital
- Burlo Hospital

Yes

No

Patient brings report to TRICARE Patient Liaisons for translation.

Patient is not required to submit the record to TRICARE office, as it will automatically be uploaded into the system for translation.

Report is translated and uploaded to patient's medical record.

PCM will determine if any follow up care is needed.

END