

*****Brussels Clinic is not an Urgent or Emergency care facility. All visits are by appointment (no walk-in). We also do not have sickcall services. Same day appointments are available on a first come first served basis. If you are in need of emergency care, call 112 or go to the nearest emergency room.**

Important Contact Numbers

Brussels

Appt / Front Desk: 32-(0)2-686-1515
DSN 566-1515

Dental: 32-(0)2-686-1130
DSN 566-1130

SHAPE

Central Appt: 32-(0)65-44-5886
DSN 423-5886

Dental: 32-(0)65-32-5328
DSN 566-5328

Optometry: 32-(0)65-32-5323
DSN 566-5323

Behavioral Health: 32-(0)65-32-5320
DSN 566-5320

Landstuhl

Central Appt: +49-6371-9464-5762
DSN 590-5762

Billing Office: +49-6371-9464-7400
DSN 590-7400

Overseas Veteran Affairs:

Landstuhl +49-6371-86-8028
Ramstein +49-6314-11-6007

Red Cross

24 Hour Hotline: 1-877-272-7337

Spangdahlem +49-6565-61-6422
DSN 452-6422

****Please visit our website at:**

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

CLINIC OPERATING HOURS

Clinic Hours:

Mon-Wed, Fri: 0730-1145 & 1245-1630
Thurs: 1245-1630

In/Out Processing:

Wednesday: 0800-1100 & 1300-1530

Immunization Hours:

Tue, Thurs: 1300-1600

Pharmacy Hours:

Mon-Wed, Fri: 08:00-1200 & 1300-1630
Thurs: 1300-1630

Radiology Hours:

Mon-Wed, Fri: 08:00-1100 & 1300-1600
Thurs: 1300-1600

Lab Hours:

Mon-Wed, Fri: 08:00-1145

Tricare Office Hours:

Mon-Wed: 0730-1200 & 1300-1630
Thurs: 1300-1630
Fri: 0730-12:00 & 1300-1500

CLINIC CLOSED:

Every Thursday: 0730-1245 (for training)

*All USAREUR and Training holidays

After Hours and Weekend Care

If you are in need of medical care on days the clinic is closed:

- The SHAPE Healthcare Facility offers acute care on Sat & Sun from 0800-1000. Walk-in only.
- For medical question call the Toll-free nurse advice line at 0800-80149 and/or the international ISOS emergency line at 0044-208762-8384.
- For urgent care, proceed to **Universitaire Ziekenhuizen Leuven Herestraat 49, 3000 Leuven**
- For medical emergencies which are life, limb or eyesight CALL 100 OR 112 or proceed to **Universitaire Ziekenhuizen**
- During Weekends or After Hours the on call Patient Liaison can be contacted through the MP DESK 02-717-9769 for non-medical advice.
- Always contact your MTF the next working day after you have been to the ER or admitted to the

BRUSSELS ARMY HEALTH CLINIC



*“Your Health is our
Priority”*



PSC 79 NHC, Box 513
APO AE 09714

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J.F. Kennedylaan 12  
1933 Sterrebeek  
GPS: 50.51.48.68 04.28.53.17

**Appt Line / Front Desk:**  
**CIV: 32-(0)2-686-1515**  
**DSN: 566-1515**

## **Letter from the Brussels Clinic OIC**

The Brussels Clinic is committed to providing the best quality medical care possible. If services are not available at our facility, you may be referred to a Host Nation Preferred Provider, clinic or hospital. This brochure provides information about how to access Host Nation medical care and to hopefully make you comfortable about visiting the healthcare providers we have partnered with in our area. The local Patient Liaison is responsible for coordinating medical care through a local hospital or provider. Please be sure to visit the DEERS office first during in-processing to verify your eligibility and enrollment status. We value your commitment to our Nation and promise to provide access to quality health care and continuity of care commensurate with your service. Please let us know how we can serve you better. We will listen. We have the time.

Clinic OIC  
Brussels AHC

### **Who we serve**

We are dedicated to serve Soldiers, family members, retirees, DOD civilian personnel and DODEA employees.

### **Service Provided**

- Primary Care
- Pharmacy
- Laboratory (limited)
- Radiology (limited)
- Tricare
- Behavioral Health (limited)
- Soldier Readiness

**Secure Messaging:** Now you can communicate with our office at anytime, from anywhere. All you need is a Web browser and a connection to the internet. You can do a number of things, such as:

- Request prescription renewal
- Receive test and laboratory results
- Request appointments and referrals
- Get guidance from your medical team by email
- Consult with your medical team regarding non-urgent health matters
- Avoid unnecessary office visits and telephone calls
- Access valuable health information online

**\*\*\*Must register in person at the Clinic**

### **Patient Center Medical Home (PCMH)**

We are proud to serve as your Patient Centered Medical Home team. PCMH offers you and your family continuity in care with one dedicated team managed by your health care provider.

### **Patient Liaison**

The role of the patient Liaison is to assist you with your medical care in the Belgium Medical system. Our patient liaison is available 24 hours, 7 days a week. The Patient Liaison works closely with your provider.

### **Tricare Enrollment**

All newcomers must go to the clinic to register for Tricare Europe and PCM change. Note: must in-process the DEERS office before in-processing the clinic.



You can make your appointment and view results from the comfort of your home at [tricareonline.com](http://tricareonline.com)



Provide information on your health care benefits while in Europe at [tricare.mil](http://tricare.mil)



Local Medical Facility for after duty and emergency care [uzleuven.be/en/emergencies](http://uzleuven.be/en/emergencies)



Check out our facebook page at [facebook.com/BrusselsHealthClinic](https://facebook.com/BrusselsHealthClinic)



Tell us about your visit to the Clinic by completing an ICE comment card online at [ice.disa.mil](http://ice.disa.mil)



Army's campaign to combat sexual assaults by engaging all in preventing sexual assaults before they occur. [sexualassault.army.mil](http://sexualassault.army.mil)



Your family assistance center. Supporting Commanders, taking care of community. Please visit their website at [brussels.army.mil/ACS.htm](http://brussels.army.mil/ACS.htm)



Military OneSource also offers personal non-medical counseling services online, via telephone, or face-to-face. [militaryonesource.mil](http://militaryonesource.mil)



Provides support for a range of issues including: relationships, crisis intervention, stress management, grief, occupational and other individual and Family issues. For more info call [0497.65.3738](tel:0497.65.3738)