Patient Information Guide

Your guide to services coordinated through U.S. Naval Hospital Rota, Spain
The Referral Management/Medical Translations Office is located in the TRICARE Office near the Quarterdeck on the first floor of the Naval Hospital.

- Referral Management/Medical Translations Office
- PSC 819, Box 18
- FPO, AE 09645

Your care and comfort are very important to us.

Contact us if you have questions or concerns.
Introduction

Welcome to Spain!

U.S. Naval Hospital Rota has a long history of providing medical services for active duty, family members, retirees, DoD civilians, and contract employees in the Rota community.

- We provide inpatient and outpatient services, and ancillary services that include laboratory, pharmacy, physical therapy, and radiology.
- Outpatient clinics provide primary care with specialty support in aviation medicine, dental, internal medicine, obstetrics/gynecology, optometry, orthopedics, pediatrics, psychiatry, physical therapy, dermatology, urology, and general surgery.

Though we have robust services, we rely on the Spanish network for support when services required for your medical care are not available at U.S. Naval Hospital Rota.

In order to provide you the most appropriate medical services available, it may be necessary to transfer your inpatient or outpatient care to a Spanish medical facility within the Preferred Provider Network (PPN) off-base. Our team will collaborate with the Spanish facilities to support your medical care.

International SOS (ISOS) is the insurance carrier for the Eurasia Africa region. TriCare Overseas program is coordinated through ISOS, routine referrals and emergency care will be administered through them.
**Mission**

To ensure readiness while providing world class care.

**Access to Care**

Access to care at U.S. Naval Station Rota is based upon your role. Active duty (AD) and dependents have full access to care at Naval Hospital Rota. All others will be on a space available basis, and receive assistance with care coordination.

**Managed Care**

Inpatient and outpatient care will be managed with the collaborative efforts of our providers, nurses, corpsmen, case managers, referral managers, and translators.

**Referral Network**

Patients referred to the Preferred Provider Network (PPN) may receive an inpatient admission, outpatient appointment, and/or follow up appointment with a specialist, laboratory, or radiological services.
Emergency and After-Hours Care

**Emergency Department:**
- DSN: 727-3307
- Cell: 956-82-3307

**Nurse Advice Line:**
- Toll Free: 888-835-0925
- On base: 900-931-193

**Quarterdeck:**
- DSN: 727-3305
- Cell: 956-82-3305

**TRICARE Overseas Program (International SOS):**
- +44-20-8762-8384 *(Overseas)*
- 1-877-678-1207 *(Stateside)*
- 900-812-193, option 1 *(Toll free from a Spanish phone number)*
  
  tricarelon@internationalsos.com

**Off Base Emergency: Dial 112**

- Most clinics at U.S. Naval Hospital Rota are closed after 1630.
- The Emergency Department (ED) is open 24/7, 365 days a year, to support your emergent and urgent care needs.

**ED Transports to Preferred Provider Network (PPN) Facilities**
- Active Duty and Dependents enrolled to U.S. Naval Hospital Rota will have a staff translator accompany the patient to the facility, if needed.
- Retirees, DOD Civilians, and Non-TRICARE Enrolled patients will be given referral management resources prior to the transport.
Naval Hospital Rota’s Referrals Management (RM) department will assist all enrolled and non-enrolled patients with making their initial appointment.

**Day of Appointment**

If translation services are required, our translations staff will personally assist all enrolled beneficiaries at the PPN facilities. The patient will be either offered to accompany the interpreter to the facility, or can meet them directly at the location.

If translation services are not required, Referrals Management staff will provide the patient with an informational booklet to include: directions to the facility, Spanish translation of the referral, needed support documentation, and the authorization for care from International SOS (ISOS).
Outpatient Referrals

Active Duty and Dependents do not pay upfront costs, but must have ISOS authorization.

Retirees, DOD civilians and contractors may be provided telephonic interpreting assistance. They may be required to pay upfront cost for network services and submit a claim to their insurance company for reimbursement.

- Following the appointment, reports from the PPN visit are forwarded to U.S. Naval Hospital Rota’s translation office and are prioritized based on urgency of the referral requested.
- Reports are translated and uploaded into the patient’s Department of Defense electronic health record and the referring provider will be notified. It is the patient’s responsibility to schedule follow up appointments with their Primary Care Manager.
Patient Responsibilities

Please do not miss your scheduled appointment.

If you need to cancel your appointment, **24 hour** notice is requested.
For sleep studies, nuclear medicine studies and surgeries, a **48 hour** notice is requested.

If two scheduled appointments are missed or rescheduled, your referral will be cancelled. You will need to contact your Primary Care Manager to initiate a new referral.

During Outpatient or Inpatient Care

While in the Spanish hospital, you will have the responsibility to:

- Comply with the rules established by the hospital.
- Treat everyone in the hospital with respect.
- Treat the hospital equipment with care.
- Cooperate with the staff.
- Sign the voluntary discharge form if refusing to receive treatment.
- Complain in writing or make suggestions, if need be.
Patient Liaisons

Case Management (CM) services are available for active duty and enrolled dependents.

Referral Management services are available as well. The Referral Management staff’s mission is to provide each patient with a seamless, well-coordinated continuum of care.

Referral Management and Case Management staff work closely with the primary and specialty care teams to bridge the gap between care provided in the Preferred Provider Network and at the Military Treatment Facility.
Inpatient Care in the Network

Up Front Cost

Private Hospital:

AD & Dependents: No up front cost with ISOS authorization.

Retirees: Depending on reason for admission, may have to pay anywhere from 25% of total bill to the $3,000 catastrophic cap.

Civilians/Contractors: Pay 100% of the bill at time of discharge at the network facility's billing office.

Public Hospital:

AD & Dependents: No up front cost with ISOS authorization.

Retirees/Civilians/Contractors: No up front cost, but will have to go to the billing office at the Spanish hospital to request the bill before leaving the hospital. The bill will be sent a few months later.
General Information About Public and Private Hospitals in the Local Area

Public hospitals in Spain are usually very big and busy. In the province of Cadiz, there are several general hospitals where specialty care is provided, and family care clinics (called Ambulatorios) in each town depending on the population.

The hospitals we utilize most often are Cadiz Hospital Universitario Puerta del Mar (public), Hospital de Jerez Puerta del Sur ASISA (private), Puerto Real Hospital (public), and Hospital Universitario de Jerez de la Frontera (public).

General Medical Inpatient Wards
- The General Medicine Wards are staffed full time by medical specialists and subspecialists.
- Visiting hours are typically from 1000 to 2000 daily, though every patient can have ONE support person who is allowed, and highly recommended, to stay the night at the hospital in a provided recliner chair or sofa bed.
- The hospital provides a pajama gown, however personal clothes can be brought as well as toiletries and comfort items such as magazines, books, cards, etc.
- Hospital meals are offered three times a day following the typical Spanish eating schedule: breakfast 0830-0900, lunch 1300-1330, merienda (snack) 1630-1700, and dinner 2000-2030. Your support person should bring you bottled water.

Intensive Care Units
- These are state-of-the-art units, although the apparent age of medical equipment may vary.
- The visiting hours are set differently in every hospital and are determined locally.
- Medical updates from the local provider are typically given around 1100-1200 daily.
**Inpatient Care in the Network**

**What You Can Expect...**

**Communication Challenges:**

- Spanish is the primary language and most of the local Spanish healthcare team will not speak English.
- For help with communication, contact our duty translators (after hours), CM, or translations office so that they can assist you.
- Spanish doctors are highly trained and will inform you about the general care that they provide. However, you may find that they spend less time explaining the care plan than you may be accustomed to.
- In addition to duty translators, our CM is available and able to provide clarity on your care plan, should there be a medical question requiring their assistance.

**Bedside Care:**

- The Spanish are accustomed to having a patient’s family assist with basic care activities such as eating and bathing, and providing other comforts (snacks, water, extra pillows/blankets). Depending on your medical situation, some of these items may not be permitted, please inquire before using.
- Nurses are providing skilled care for many patients and it is encouraged to have a family member or command support person with you to assist with those activities you are not able to manage yourself.
Inpatient Care in the Network

**Appearances and Room Environments:**

- Although the apparent age of medical equipment may vary, rest assured they function in a safe and appropriate manner and meet our standard of care.
- Hospitals may not have televisions, or you may need to pay a fee for their use.
- Sharing a room and a bathroom with another patient is not uncommon.

**Noise:**

- Due to differences in speaking volume and later bedtime routines, it can remain noisy until 2200 or later.
- Because of extended family presence, visitors may create heavy traffic in patient rooms.
- If noise becomes a problem, do not hesitate calling the nurse for help.

**Hygiene:**

- Europeans typically do not use washcloths and will not provide them at the hospital.
- Nurse assistants will wash you if you are bed-bound with special semi-dry sponges, dermatologically tested and used in the pediatric ICU.
- Once you are allowed to take a shower, the hospital can provide you with basic toiletry items.
- Typically, patients prefer to bring in their own toiletry products.
- The hospital will provide you with the adequate hospital clothing. You may use your own robe and slippers while walking in the halls, when permitted.
- Please let the CM know if you are unable to secure the essentials you need.
Medications

- Nurses will give you the medication prescribed by the doctor. It is important to take the oral medication yourself as they will not watch you take it.

- If you choose not to take the medication provided, it is important to communicate this as well with the PPN provider.

- Please inform the doctor if you are taking any treatment at home.

- Take all your medications with you to the hospital and provide them to your doctor so he/she is aware of your current medications.

- Some of your medications may not be available in Spain.

- Notify any drug allergies, or allergies in general, to your doctor and nurse.

- Upon your discharge home, you may have recommendations for a medication treatment from the Spanish provider.

- Be sure to be provided with the appropriate prescriptions and buy your medications at one of the pharmacies in the area. (Information provided on the next page).
There are three local Preferred Provider Network Pharmacies:

**In Rota**
“Farmacia Sanchez Mejia”
Address: Av. Maria Auxiliadora, 35, 11520 Rota, Cadiz
GPS Coordinates: 36.623629, -6.362980

“Farmacia Domingo Sanchez”
Address: Calle Juan de Austria, 4, 11520, Rota, Cadiz
GPS Coordinates: 36.628346, -6.360512

**In Puerto de Santa Maria**
“Farmacia Nicolas Garcia-Maiguez Lopez”
Address: Av. Juan Melgarejo, 3, 11500 El Puerto de Santa Maria, Cadiz
GPS Coordinates: 36.600733, -6.252357

Prime patients: If medication(s) costs more than 40 euros, patients do not have to pay upfront to the pharmacy. If the prescription is less than 40 euros, patient will have to pay up front, but can submit a form to TRICARE for reimbursement, be sure to keep the receipt. The translations office will gladly assist with filing your claim. Please bring your prescription and bill to the translations office.

All others: Must pay in full upon receiving medication and submit for claim to your insurance provider.
Inpatient Care in the Network

**Host Nation Hospitals**

Hospital de Jerez Puerta del Sur ASISA, Jerez, Cadiz (Private Hospital)
**Address:** Av. Puerta del Sur, s/n, 11408 Jerez de la Frontera, Cadiz, Spain
**GPS Coordinates:** 36.683888, -6.135250

Cadiz Hospital Universitario “Puerta del Mar” (Public Hospital)
**Address:** Av. Ana de Viya, 21, 11009 Cadiz, Spain
**GPS Coordinates:** 36.509000, -6.278254
Host Nation Hospitals

Hospital Universitario de Jerez de la Frontera (Public Hospital)
Address: Ronda de Circunvalación, 11407 Jerez de la Frontera, Cadiz, Spain
GPS Coordinates: 36.698680, -6.148034

Puerto Real Hospital (Public Hospital)
Address: Carretera Nacional IV, Km. 665, 11510 Puerto Real, Cadiz, Spain
GPS Coordinates: 36.520461, -6.151481
Pain medications are typically prescribed less frequently in the Spanish hospitals.

It is important that you communicate with your Spanish doctor and healthcare team about your needs, including pain management.

Keep in mind that the duty translator and CM are available to assist in communication efforts if needed.

Patients are often asked to rate their pain on a scale from 1-10. Mild (1-4), moderate (5-6), and severe (7-10).
Inpatient Care in the Network

Spanish Hospital Patient’s Bill of Rights and Responsibilities

(This is a direct translation of an official document that the Spanish Government gives to all the Social Security hospitals in Spain.)

When admitted to a Spanish hospital, you will have the right:

- To receive the necessary medical care for your condition, in an efficient manner, based on the existing capabilities of the medical treatment center.
- To the respect of your personality, human dignity, and privacy. You will not be discriminated against for social, economical, or ideological reasons.
- To privacy of all documents related to your admission, including the reason for your stay in the hospital, except for legal proceedings if requested by the courts.
- To receive continued complete information, oral and written, including diagnosis, treatment possibilities, risks, and prognosis. In cases where the patient cannot or does not want to receive such information about their case, these will be provided to the relatives or guardians legally responsible.
- To decide among different treatment options offered. Consent will be necessary except when: it is urgent that cannot wait; not receiving treatment can be risky for public health; or one is incapable of making decisions, in which case the family will do so.
- To refuse treatment, except in cases listed above. If treatment is refused, you may be asked to sign a voluntary discharge form.
- To know whom your doctor is. In his absence another doctor will cover.
- To have the entire process documented, including the clinical history and all tests performed.
- To not have any experimental procedures performed without having been previously informed about the method, risks, and purposes. Nothing can be done without the patient’s consent in writing. The doctor will also have to comply with the Helsinki Rules.
- To correct the functioning of the administrative and assistance services.
- To good hygiene, habitability, food, safety, and respect for your privacy.
- To as many visits as possible, in the case of hospitalization.
- To receive as much information as possible concerning the assistance processes that might affect you.
- To ask information about internal communication chains within the hospital.
- To know how to file a complaint, make suggestions, and in general communicate with the Front Offices of the Hospital. You also have the right to receive a written reply.
- To leave the hospital at any moment, after signing the voluntary discharge form (except in those cases listed above).
- To request all possible and reasonable methods to fight your disease. The Hospital will provide all necessary help in preparation to face death, both in spiritual and in material ways.
- To receive from the Hospital correct technical assistance, with qualified personnel.
- To demand that your rights are respected.
Common Words/Phrases Illustrations

- **Sí / No**
  - Yes / No

- **Qué hora es? / What time is it?**

- **¿es de día o de noche? / is it day or night?**

- **Contento / Happy**
  - Triste / Sad

- **Asustado-nervioso / Scared-nervous**
Por favor, apaga la luz
Please, turn off the light

Por favor, enciende la luz.
Please, turn on the light

Por favor, llame a el/la enfermera/o.
Please, call the nurse

Por favor, silencio
Please, silence

Por favor, abre la puerta
Please, open the door.

Por favor, cierre la puerta
Please, close the door.
Necesito vomitar
I need to throw up

diarrea/estreñimiento
Diarrhea/constipation

Tengo dolor
I am in pain

Necesito dormir
I need to sleep

Estoy muy cansado
I am very tired

Me duele el vientre
My stomach hurts

Tengo fiebre
I have a fever

Tengo náusea
I have nausea
Me duele la espalda  
My back hurts

Me pica  
It itches

Me mareo  
I am dizzy

Me duele el pecho  
My chest hurts

Tengo frio/escalofrios  
I am cold/I have chills

Tengo tos  
I have a cough

Tengo insomnio  
I have insomnia

Me duele la cabeza  
I have a headache
Tengo sed
I am thirsty

Tengo hambre
I am hungry

¿Puedo beber zumo?
Can I have some juice?

Antiácidos
Antacids

Necesito lavarme
I need to wash

Necesito jabón
I need soap

Necesito afeitarme
I need to shave

Necesito peinarme
I need to comb my hair.
I need a towel

I need a toothbrush

I need toilet paper

I need slippers.

I need a cover/blanket

I need a softer/harder pillow

It's too tight/loose
Traductor
Translator

Capellán
Chaplain

Enfermera
Nurse

Médico
Doctor

Medicamento
Medicine

Medicamento/comida por via intravenosa
IV Medicine/food

Rayos X / TAC / RM
X-rays / CT / MRI

Prueba diagnóstica
Diagnostic procedure
Por favor, hable más despacio.
Please speak slowly
To continually improve the health care you receive, *we need your feedback!*

Please consider completing the below survey....

To submit a comment about the Referral Management/Medical Translation Office

https://ice.disa.mil/

If you would like to learn more about your TRICARE Overseas benefits, please use the following link:

http://www.tricare-overseas.com/beneficiaries