



## Welcome to Managed Care at Landstuhl Regional Medical Center!

*Greetings and Welcome to Landstuhl Regional Medical Center (LRMC). We hope that this guide is an informative resource and will be utilized. This document provides information on what to expect during your stay at our Medical Transient Detachment (MTD) and amenities available at LRMC. Although this document may not answer all of your questions, we hope that it will answer many of them.*

Landstuhl Regional Medical Center (LRMC) is proud to provide a cost-effective means of facilitating the best health care for all Service Members throughout the CENTCOM, EUCOM and AFRICOM footprint by providing no cost lodging to Active Duty Patients receiving health care at LRMC. Only Active Duty Patients and Active Duty Medical Escorts/Attendants are authorized this option.

The following information should prove helpful during your stay:

**Digital or hard copy of DD Form 1610 or appointment slip is mandatory for your stay!** All patients and escorts must bring a DD 1610 or DTS printout with them (digital or hard copy). NO Meal cards are issued, so per diem should be authorized by your unit. You can email DTS orders to the email below prior to your stay. \*Note, if you cannot get your orders finalized before showing up, please come to the MTD on your set date with your appointment slip and you can work on having your orders completed prior to leaving.

Email: [usarmy.landstuhl.medcom-ermc.mbx.lrmc-mtd-billeting-request@mail.mil](mailto:usarmy.landstuhl.medcom-ermc.mbx.lrmc-mtd-billeting-request@mail.mil)

### **REPORT TO BUILDING 3752**

**The front desk is manned 24/7 to receive patients.**

**Uniform of the Day (UOD):** All Service Members are required to be in their service-specific uniform during duty hours (Mon-Fri, 0600-1700). During off-duty hours, patients are authorized to be in civilian clothes that adhere to the MTD policies. Patients will also be required to sign out/in as required by MTD policy for accountability.

**If arriving by Shuttle Bus (available to & from Vicenza Italy, contact that installation for details):** Upon arrival to Landstuhl, you will be dropped off outside the ER. Follow the path next to the green fence and between buildings 3756 and 3757, this path will lead you to the Medical Transient Detachment (BLDG 3752).

**Entering Landstuhl American Installation by Vehicle (POV or TMP):** The only entrance to the installation of Landstuhl is Gate 3. The GPS address to LRMC is: Dr Hitzelberger Strasse, zip code 66849. After entering Gate 3, go to the T-Intersection (Munson Circle) and make a

right. Follow Munson Circle past the gas station on the right & heliport on the left, and continue past the warehouses on the right. You will see the Fire Station to your right-front, the Medical Transient Detachment (BLDG 3752) is across the street on Munson Circle, on your left.

**Entitlements:** When you report to BLDG 3752, you will be in processed and issued a room, including linens. Please arrive with a DD 1610 or with your DTS prepared (see your unit representative). Your billeting is covered; however, your meals are not, so you will need to have per diem authorized. LRMC has a dining facility (DFAC, a la carte) and food court within the hospital.

### **Amenities within Landstuhl Regional Medical Center**

#### **MTD Notes:**

- Movies through Comfort for America's Uniformed Services Digital Entertainment Library (CDEL)
- Chaplain and USO day trips available after appointments are completed
- Landstuhl Library provides books, videos, and books on MP3 players
- Rooms have a TV, dorm size refrigerator, microwave, and computer with internet
- Laundry rooms provided in building
- Wi-Fi access
- Free telephone service in common areas
- General order #1 is in effect for MTD patients
- Guests are not authorized in MTD rooms
- Service members must be in uniform during duty hours (0600-1700)
- Base gym is located nearby and available for use
- Bring phone #'s for POC's at your unit
- Bring your Military ID and passport
- Bring personal hygiene items, civilian weather appropriate clothing, medications, 220 adapter

#### **Lodging options for Family or Visitors**

- Ramstein Inn DSN 314-480-4920 or Commercial 049-6371-45-4920
- Fisher House, visit <https://Fisherhouse-landstuhl.org> for details.

#### **ATMs**

There are ATMs in the main hospital, both near the DFAC. One machine (a Service Credit Union ATM) is directly across from the DFAC. The other (a Community Bank ATM) is down the hall from the DFAC and across from Heaton Auditorium.

There are also Community Bank ATMs at the Landstuhl Community Club and the gas station shoppette (in a small hut next door to the shoppette).

#### **USO**

The USO Warrior Center (BLDG 3750) is available for your use. Staffed by faithful volunteers, it is a place to relax and catch a movie, snack, and maybe even a meal! There is always a friendly face ready to assist you. There are also computers with internet and Skype access, but

no printers. There are 6 international phones and 2 DSN lines. Wi-Fi is also available. The USO's hours are M-F 1000 -2200, weekends 1300-2200.

### **Exchange Services**

Within the main hospital there is a food court, open Monday-Friday, 0630-2000, Saturday-Sunday 1000-1700, with a Burger King, Anthony's Pizza and Subway, and an Exchange Shoppette open Monday-Friday, 0730-1800. There is also an Exchange Gas Station/Shoppette outside the main hospital.

## **Flight Arrivals and Departures**

### **Airport Shuttles**

**If you arrive to Germany via FIA (Frankfurt International Airport)**, there are shuttle services you can take that will transport you to LRMC, BLDG 3752 (MTD), for a fee. Be sure to get a receipt from the driver for reimbursement through your travel claim. Popular shuttle services can be found on the Find It Guide website at <http://www.finditguide.com/business/airport-shuttle-service>. Shuttles are often outside of arrival gates to pick up personnel, but if a service member arrives and cannot locate a shuttle, they should speak with airport information.

## **Additional Information**

### **Telephone Instructions**

Germany (CET) is 6 hours ahead of the East Coast (EST) and 9 hours ahead of the West Coast (PST). When dialing to Germany use 011 +49 + the number you are calling, eliminating the 0 at the beginning of each in country number. Ex. 011-49-6371-865-564. When using Autovon (DSN), the prefix to Germany is 314, dialed before the 7 digit number.

The MTD team looks forward to serving and supporting you in your health care needs. For any questions or concerns, please contact Landstuhl Managed Care Division at: DSN 590-6443, Commercial 06371-9464-6443 or email [usarmy.landstuhl.medcom-ermc.list.lrmc-referral-management@mail.mil](mailto:usarmy.landstuhl.medcom-ermc.list.lrmc-referral-management@mail.mil).