



Branch Health Clinic Souda Bay

Branch Health Clinic Souda Bay, Bldg. 19.

Monday–Friday: 8 a.m. to 4 p.m. (Clinic closes at 12 p.m. on Thursday for training)

Front Desk/Appointments: DSN: (314)266-1590/1591, Commercial: (+30)282-102-1590/1591

Pharmacy: DSN: (314)266-1587, Commercial: (+30)282-102-1587

Pharmacy Hours: Monday to Friday, 8 a.m. to 12 p.m. and 1 to 3:30 p.m.

TRICARE Medical Liaison: DSN: (314)266-1580, Commercial: (+30)282-102-1580

Duty Corpsman: +30-694-043-1226

For emergencies or after-hours care, call Emergency Dispatch

Commercial: (+30)282-102-1911

On base (DSN): 911

If traveling in Europe, please utilize the TRICARE International SOS (+44) 20-8762-8384 for acute care needs.

Branch Health Clinic (BHC) Souda Bay’s primary goal is to ensure Force Health Readiness through high-quality patient and family-centered care. BHC Souda Bay is a branch clinic of the U.S. Navy Medicine Readiness and Training Command (NMRTC) Sigonella, Italy. The clinic is staffed by a Family Medicine physician, a Flight Surgeon, Independent Duty Corpsmen, pharmacy technician, lab tech, general duty corpsmen, a front desk clerk, Occ Health Tech, and a TRICARE liaison. The clinic provides services for service members assigned to NSA Souda Bay and may be available to U.S. civilians and family members on a space available basis.

Outpatient medical services are limited due to the size of the clinic but can support primary and acute care, women’s health, preventive and occupation medicine, basic laboratory services, limited pharmacy, and required immunizations.

Medical imaging, specialty care, and most pediatric care is coordinated through local providers, which does limit the services available in the area.

Dental and Optometry

Dental and optometry services are provided for active duty by US NMRTC Sigonella per the following schedule:

- Dental services are available *four times per year for approximately two weeks.*
- Optometry services are available *twice per year for one week.*

Pharmacy

- The pharmacy is very limited, and medication availability fluctuates with shipments and supply. We may not carry your medication. Shipment via Express Scripts may be an alternative for some medications. Due to geographic location, refrigerated medications cannot be shipped.
- Please ensure you PCS with at least a 3-month supply of all daily medications.

Active Duty Medical Insurance

Active-duty service members and their dependents here on orders are covered under the TRICARE Overseas Program, which is accepted by many local providers.

Active-duty dependents that are not here on orders are not covered under the TRICARE Overseas Program; they can be seen in the clinic but are only covered by TRICARE for emergency care from local providers.

Civilian Medical Insurance

Civilians/GS are required to have insurance prior to moving to Souda Bay. The most widely accepted insurance in the local area is Blue Cross Blue Shield, but others include Aetna, Cigna, GEHA or Mail Handlers. Depending on coverage, you may be limited in local provider options and may be responsible for coordinating much of your own care.

Medical Care in Chania

Medical care in the local area of Chania is delivered through a combination of public and private hospitals and clinics, depending on the need.

- Most emergencies can be handled by the two closest private hospitals; however if there is a need for ICU, Neonatal ICU (Level II), or Trauma care the only capable hospital in the area is Chania General Hospital.
- There is a wide array of specialties available in the area; however, they are limited in the areas of Mental Health, Dermatology, and Endocrinology providers in the area. There are also limited Pediatric specialists in the area.
- If an active-duty service member needs a higher level of care that is not available on the island they will often be referred to Sigonella, Rota, or Landstuhl depending on the need. The clinic will assist in this process.
- If a Civilian needs a higher level of care, they are often referred to a provider in Heraklion or Athens, where they have a more robust medical system. The clinic can assist in scheduling; authorizations are handled by the member through their private insurance.