

## Warrior Care Clinic

### Where should I go if I become ill after clinic hours?

If you have an emergency after clinic hours, visit our Emergency Center.

### What should I do if I have questions about my health and I do not have an appointment?

See your Case Manager if you have questions or care concerns. Your Case Manager offers individualized assistance with a collaborative effort utilizing resources offered on and off post. Some of the resources might include: Chaplains, Behavioral Health, Social Work Services, Army Community Services, Army Wounded Warrior Program, Fisher House, Wounded Warrior Support Group, Traumatic Brain Injury Support Group, Veterans Affairs, Medical Board Services, and medical services.

### How long will I continue my care in the Warrior Care Clinic?

The Warrior Care Clinic provides care to Soldiers until they are found fit-for-duty, end their tour of service, change their duty station, and/or complete the medical board process. Length of time assigned to the Warrior Care Clinic varies among Service members due to the individualized treatment plans. It is our goal to ensure that you receive quality medical care and serve as your patient advocate.

### Mission

*The mission of the Warrior Care Clinic is to offer a sustainable system wherein wounded, injured and ill Soldiers are medically treated and vocationally rehabilitated to prepare them for a successful return to duty or transition to active citizenship.*

### Warrior Care Clinic

Blanchfield Army Community Hospital  
650 Joel Drive  
Located in A Building, 4th Floor  
270-798-8586/8451

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*Blanchfield  
Army  
Community  
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## What happens when I am assigned to the Warrior Care Clinic?

If you should become ill or injured in theater, need prolonged medical care or treatment, or are going through a medical evaluation board, you will be assigned or attached to the Warrior Transition Battalion. Your medical care will be managed through the Warrior Care Clinic at Blanchfield Army Community Hospital. A nurse case manager and a primary care provider will manage your health care until you either transition to civilian life or return to duty.

The Warrior Care Clinic oversees the management of a triad of services to address both the welfare and medical needs of Soldiers and their Families through a nurse case manager, a primary care manager and a squad leader from the Warrior Transition Battalion. In addition to the triad of care, the hospital also teams with Garrison to offer the Soldier and Family Assistance Center (SFAC). The SFAC is a one-stop service which supports short-term childcare while attending medical appointments, Veteran's Administration services, Finance, and DEERS

representation. This service enables a hassle-free environment for the Service and Family Member.

If your care should require medical treatment beyond BACH, your nurse case manager will assist you in scheduling additional medical treatment options either in another military treatment facility or a civilian medical facility.

## When is the Warrior Care Clinic open?

For your convenience the Warrior Care Clinic is open from 7:30 a.m. until 4:00 p.m., Monday through Friday. For acute illnesses, walk-ins are available at 7:30 a.m., Monday through Friday.

## What if I can not get my concerns resolved?

A hotline is available to wounded, injured, or ill Soldiers and their Families to share concerns on the quality of patient care and to provide Army leaders with visibility on medically-related issues so they can properly allocate resources to better serve Soldiers and Families.

### **Soldier and Family Member Hotline**

Local contact 270-798-8045

National Hotline 1-800-984-8523

Email: [BACH.warriorhelp@amedd.army.mil](mailto:BACH.warriorhelp@amedd.army.mil)  
or [wfsupport@conus.army.mil](mailto:wfsupport@conus.army.mil)

## How do I make a follow-up appointment?

Your nurse case manager will assist you in making all your medical appointments. The Warrior Care Clinic support personnel will be happy to schedule you a follow-up appointment immediately following your visit or as needed.

## How do I fill a prescription?

Blanchfield Army Community Hospital's Pharmacy is on the 1st Floor in the hospital, A Building. Pharmacy hours are from 7:30 a.m. until 7:30 p.m., Monday, Tuesday, Wednesday, and Friday and on Thursday, 8:30 a.m. until 7:30 p.m.

The Satellite Pharmacy fills civilian prescriptions written outside the hospital. It is located in the Main Hospital Building A across from the hospital's Dining Facility. Hours Monday-Wednesday and Friday from 7:30—4:15 and Thursday 8:30—4:15. You may have your prescriptions filled at the Main Pharmacy after Satellite hours.

The Refill Pharmacy is located at the PXtra Mini Mall. For refills on your medication, call two working days prior to pick-up your prescription, 270-798-DRUG (3784). Refill hours are from 8 a.m. until 6 p.m., Monday through Friday and from 12 p.m. until 4 p.m. on Saturdays.