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THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

FEB 7 1997

MEMORANDUM FOR: SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Policy for Military Treatment Facility (MTF) Hours of Operation

To ensure success and beneficiary acceptance of our TRICARE program, we must maintain a keen focus on improving access to care, particularly for Prime enrollees. Our TRICARE policy guidelines broadly address this issue by stating a responsibility of the Lead Agent is to "ensure timely access to health care services for all eligible beneficiaries."

We recently asked the Lead Agents to provide us the clinic hours of operation at each of our MTFs. The results are attached. As you can see, extended [clinic hours remain the exception](#) rather than the norm. The most recent TRICARE conference has made it very clear that clinic hours are a significant issue, especially with our enlisted personnel and their families. Further, the civilian standard for availability is considerably better and is increasingly mentioned as a comparison. We must change our current practices to ensure access to health care is convenient for our beneficiary population.

The eventual goal of the MHSS should be the provision of appropriate clinic services for TRICARE enrollees in four evening sessions and, if needed, on Saturday morning. This is the current civilian benchmark. The DoD policy will be to move aggressively toward this goal and to assure active duty and their dependents enrolled in TRICARE are aware of the clinic hours available at MHSS clinics.

The Service Surgeon Generals will be responsible for the development and implementation of a plan for their Services' facilities. This plan should provide for appropriate phasing of additional clinic hours, staff and business practice changes needed to effect this policy, the determination of appropriate clinics to include with expanded clinic hours, and educational efforts directed at active duty and their dependents. An effort should also be made to determine if more accessible clinic locations might be feasible.

The implementation of this policy should greatly enhance access for all TRICARE Prime enrollees. Each Surgeon General is requested to submit a plan to implement this policy NLT 10 Mar 1997. Health Affairs point of contact for this issue is CDR Peggy Allard at extension (703) 614-4705.

Edward D. Martin
Stephen C. Joseph, M.D., M.P.H.

Enclosure
As stated

cc:
Surgeons General

HA POLICY 97-028

**CLINIC HOURS OF OPERATION
SUMMARY**

Region 1

| | |
|-----------------------------------|---|
| # of MTFs/Clinics | 28 |
| # reporting extended hours | 13 |
| Rader Army Health Clinic | Evening hours until 2000 Sat, Sun, Hol 1000-1700 |
| Kimbrough ACH | Evening hours until 2200 Sat, Sun, Hol 1000 - 1600 |
| Carlisle Barracks AHC | Evening hours until 1900 Sat 0730 - 1600 |
| Ft Monmouth Patterson ACH | Evening hours until 1900 Sat, Sun, Hol 0700 - 1700 |
| Bethesda (Acute Care Clinic) | Evening hours until 2000 Sat, Sun, Hol 0730 - 1430 |
| Quantico | Evening hours until 2000 Sat, Sun, Hol 0730 - 1400 |
| Ft Belvoir | Evening hours until 2000 Sat, Sun, Hol 0700 - 1400 |

| | |
|-------------------------------|---|
| NH Groton (Acute Care Clinic) | Evening hours until 2000 Sat, Sun, Hol 0900 - 1800 |
| Bolling AFB Clinic | Evening hours until 1830 |
| Dover (Acute Care Clinic) | Evening hours until 1830 Sat, Sun, Hol 0900 - 1500 |
| Hanscom | Sat, Sun, Hol 0800 - 1000 |
| Ft. Dix | Evening hours until 2200 Sat, Sun, Hol 0730 - 2200 |
| NH Newport | Evening hours until 2000 |

Region 2

| | |
|-----------------------------------|--|
| # of MTFs/Clinics | 11 |
| # reporting extended hours | 6 |
| Portsmouth Naval Hosp | Evening hours until 1900 Sat, Sun 0700 - 2300 |
| Langley AFB | Sat, Sun 0800 - 1200 |
| Ft. Eustis | Evening hours until 2000 Sat, Sun 0800 - 1700 |
| Ft. Monroe | Evening hours until 2000 |
| Seymour-Johnson AFB | Evening hours until 1830 |
| Cherry Point (Acute Clinic) | Sat, Sun 0730 - 1630 |
| Camp Lejeune (Acute Clinic) | Sat, Sun 0800 - 2000 |

Region 3

| | |
|-----------------------------------|---|
| # of MTFs/Clinics | 18 |
| # reporting extended hours | 5 |
| Ft Stewart | Evening hours until 1900 |
| Hunter Army Airfield | Evening hours until 2000 Sat 0900 - 1800 |
| McDill (Fam Prac & Peds) | Evening hours until 1900 Sat 0900 - 1300 |
| Kings Bay(Duty Crew Only) | Evening hours until 2000 Sat, Sun 0800 - 1200 |
| Charleston NH | Evening hours until 2200 Sat, Sun, Hol 0900 - 1700 |

Region 4

| | |
|-----------------------------------|-----------|
| # of MTFs/Clinics | 11 |
| # reporting extended hours | 6 |

| | |
|----------------|--|
| Maxwell | Evening hours until 2100 Sat 0800 - 1600; Sun 1300 - 1700 |
| Ft Rucker | Evening hours until 2000 |
| Pensacola | Evening hours until 2300 Sat, Sun 0800 - 2300 |
| Eglin/Hurlburt | Evening hours until 2000 Sat, Sun 1200 - 1600 |
| Tyndall | Evening hours until 2000 Sat, Sun 0900 - 1500 |
| Columbus | Evening hours until 2000 Sat, Sun 1000 - 1600 |

Region 5

| | |
|-----------------------------------|--|
| # of MTFs/Clinics | 5 |
| # reporting extended hours | 5 |
| Ft Campbell (Urgent Clinic) | Evening hours 1700 - 0100 Sat, Sun, Hol 1000 - 2200 |
| Ft Knox | Sat, Hol 0630 - 1300 |
| Great Lakes | Evening hours until 2000 Sat, Sun 0730 - 1200 |
| Wright-Patterson | Evening hours until 1815 |
| Scott | Sat, Sun 1100 - 1430 |

Region 6

| | |
|-----------------------------------|---|
| # of MTFs/Clinics | 19 |
| # reporting extended hours | 7 |
| Wilford Hall | Evening hours until 2200 Sat, Sun 1000 - 2200 |
| Ft Hood | Evening hours until 2000 Sat, Sun, Hol 0800 - 1700 |
| Barksdale | Evening hours until 1900 Sat, Sun 0800 - 1200 |
| Ft Polk | Evening hours until 2030 |
| Brooke AMC (Peds only) | Evening hours until 2000 |
| Dyess AFB (Extended Care) | Evening hours until 2000 Sat, Sun, Hol 0900 - 1500 |
| Little Rock AFB | Evening hours until 2000 Sat, Sun, Hol 0900 - 1300 |

Region 7

| | |
|---|---|
| # of MTFs/Clinics | 10 |
| # reporting extended hours | 4 |
| William Beaumont (Peds only) | Evening hours until 1900 Sat, Sun 1200 - 1600 |
| Cannon (Acute Care Clinic) | |
| Evening hours until 2000 Sat, Sun, Hol 0900 - 2000 | |
| Holloman (Acute Care Clinic) | Evening hours until 1900 Sat, Sun, Hol 1000 - 1900 |
| Luke (Acute Care Clinic) | Evening hours until 1900 Sat 0900 - 1900 |

Region 8

| | |
|-----------------------------------|---|
| # of MTFs/Clinics | 17 |
| # reporting extended hours | 6 |
| Malstrom | Evening hours until 1930 Sat, Sun, Hol 0800 - 1300 |
| USAF Academy (OB/GYN only) | Evening hours until 2100 |
| Grand Forks (Acute Care Clinic) | Evening hours until 2200 |
| Ft Worth (Acute Care Clinic) | Evening hours until 2100 |
| Whiteman | Sat, Sun, Hol 0800 - 1200 |
| Evans (Acute Care Clinic) | Sat, Sun 0830 - 1430 |

Region 9

| | |
|-----------------------------------|---|
| # of MTFs/Clinics | 8 |
| # reporting extended hours | 4 |
| San Diego | Evening hours until 1900 Sat, Sun, Hol 0800 - 1600 |
| Camp Pendleton | Evening hours until 2000 Sat, Sun, Hol 0800 - 1600 |
| Edwards | Evening hours until 2000 |
| 29 Palms | Evening hours until 2000 Sat 0800 - 1630 |

Region 10

| | |
|-----------------------------------|---------------------------|
| # of MTFs/Clinics | 5 |
| # reporting extended hours | 1 |
| Beale (Acute Care Clinic) | Sat, Sun, Hol 0800 - 1200 |

Region 11

| | |
|-----------------------------------|--|
| # of MTFs/Clinics | 7 |
| # reporting extended hours | 2 |
| Madigan (Peds only) | Evening hours until 2000 Sat 0900 - 1530; Sun 1000 - 1600 |
| Fairchild | Evening hours until 2200 Sat, Sun 0900 - 1930 |

TRICARE Europe

| | |
|-----------------------------------|---------------------------|
| # of MTFs/Clinics | 43 |
| # reporting extended hours | 7 |
| Schweinfurt | Sat, Sun, Hol 0800 - 1200 |
| Vicenza | Sat, Sun, Hol 0800 - 1700 |
| Katterbach | Sat 0800 - 1200 |
| Grafenwoehr | Sat, Sun, Hol 0900 - 1200 |
| Bamburg | Sat, Sun, Hol 0900 - 1300 |
| Baumholder | Sat, Sun, Hol 0900 - 1200 |
| Butzbach | Sat, Sun 0900 - 1300 |

TRICARE Pacific

| | |
|-----------------------------------|--|
| # of MTFs/Clinics | 23 |
| # reporting extended hours | 5 |
| Tripler AMC HI | Evening hours until 2100 Sat, Sun 0800 - 1800 |
| Pearl Harbor Naval Base HI | Sat, Sun, Hol 0800 - 1230 |
| Hickam AFB HI | Sat, Sun, Hol 0900 - 1100 |
| Kadena AFB, Japan | Sat, Sun, Hol 1000 - 1600 |
| Elmendorf AFB Alaska | Evening hours until 2100 Sat 0900 - 1645 |

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Last update: 1/11/1999