

## Winter Weather Appointment Policy Update

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### Distribution:

-GLWACH Webpage at

[http://glwach.amedd.army.mil/news\\_info/archives/articles/20121127\\_WinterWeatherAppointmentPolicyUpdate.pdf](http://glwach.amedd.army.mil/news_info/archives/articles/20121127_WinterWeatherAppointmentPolicyUpdate.pdf)

-Guidon

-GLWACH daily update

-GLWACH Facebook page

-Media announcement for release: GLWACH Winter Weather Appointment Policy and Guidelines

## Winter Weather Appointment Policy and Guidelines

Inclement weather can be extremely hazardous and is often a reality of winters in Missouri. Accordingly, General Leonard Wood Army Community Hospital (GLWACH) will follow Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees. Despite adverse weather conditions, GLWACH's emergency services and inpatient services are always open and providing health care.

Closure decisions are made for public and patient safety, and they are not made lightly. The most important person in heeding safety guidelines is the individual patient. GLWACH asks patients consider clinic delays or closures before departing to appointments when the weather and/or road conditions are poor, and recommends the following steps to arrive alive:

### **Confirm if GLWACH is open or experiencing clinic delays / closures:**

-Check the Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the website at [http://www.wood.army.mil/wood\\_cms/](http://www.wood.army.mil/wood_cms/) (click on the link at the top right corner). This report informs the public of the installations roadway conditions and post services closures.

-Follow the GLWACH Facebook page for announcements:

<http://www.facebook.com/GLWACH>

-Local radio or TV stations typically maintain up-to-date information on our closures:

-TV: KY-3, KOLR-10 and KSPR-33

-Radio: KJEL at 103.7 FM; KFBD, 97.9 FM; KJPW, 102.3 FM; or KTTR/KZNN, 1490 AM or 105.3 FM

-Contact the appointment line at (573) 596-1490 or 1-866-299-4234. Listen to the opening announcement which will advise of any clinic closures or delayed starts.

### **Support the Rescheduling Policy:**

In the event clinic delays or closures, GLWACH will work diligently to ensure timely access to care as follows:

Delays in opening clinic: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit. Emergent services are always available at the Emergency Department.

Early Closure: Patients will be contacted to reschedule at earliest possible time, and if urgent care is needed they may call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated. Emergent services are always available at the Emergency Department.

All day closure: Patients will be contacted to reschedule at earliest possible time. If care is urgently needed patients may contact the appointment line to see if acute capability is available that day. Patients with emergent needs may report to the Emergency Department.

### **Provide feedback and engage:**

GLWACH is committed to providing beneficiaries access to care and will give priority assignment to all patients appointment affected by weather closure. This policy, however doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care. Patients are encouraged to utilize the 24/7 information services listed above to heighten situational awareness and plan ahead. If patients experience unique needs, GLWACH asks you engage and communicate, ideally before you put yourself on unsafe roads.

For more information contact Clinical Support Division by email: [glwachcsd@amedd.army.mil](mailto:glwachcsd@amedd.army.mil) or at telephone (573) 596-0727/0451.