



DUNHAM
US ARMY HEALTH CLINIC

July 2011





Patient Handbook

<http://dunham.narmc.amedd.army.mil>

IN CASE OF EMERGENCY

Dunham US Army Health Clinic DOES NOT have an emergency room and is not equipped to accept emergency patients. If an emergency occurs, you are urged to call 911 and ask for assistance. Patients presenting with a life, limb, or sight threatening emergency will be stabilized and transported to the nearest available emergency room.

Ambulance.....	911
Carlisle Borough Rescue Squad	911
Cumberland County Rescue Squad.....	911
West Shore/Harrisburg Rescue Squad	911
Carlisle Regional Medical Center Emergency Department.....	960-1695
Fire Department (Carlisle Barracks).....	245-4419
Military Police (Routine Calls)	245-4115
Carlisle Regional Medical Center Switchboard	249-1212
(For Directions—see MAP ON PAGE 51)	
American Red Cross (Carlisle).....	243-5211
Child Abuse (ACS)	245-4357
Child Abuse Hotline	1-800-932-0313
Crisis Intervention (Carlisle)	243-6005

FREQUENTLY USED CLINIC CONTACTS

*All numbers below are Pennsylvania Area Code (717)

Clinic Call Center	245-3400
Appointment Cancellation	245-3325
Medical Officer of the Day	245-4047
DDC Health Clinic, New Cumberland, PA.....	770-7281
FIG Troop Medical Clinic, Ft. Indiantown Gap, PA	861-2091
LEAD Health Clinic, Chambersburg, PA	267-8416
Physical Exams (Active Duty)	245-3723/4500
Behavioral Health	245-4602
Social Work Services.....	245-4602
Army Substance Abuse Clinic	245-4694
Dental Clinic	245-4542
Inclement Weather Hotline	245-3700
HealthNet Federal Services (TRICARE)	1-877-874-2273
Toll Free Clinic Information	1-877-787-2569
Pharmacy Refill Line	1-800-248-6337

WELCOME

On behalf of the staff of the Dunham US Army Health Clinic, welcome to Carlisle Barracks and to our clinic.

The Dunham Health Care Network includes clinics at Carlisle Barracks (Dunham US Army Health Clinic), the Defense Distribution Center in New Cumberland, the Letterkenny Army Depot in Chambersburg, and the National Guard Training Center at Fort Indiantown Gap. The Network provides care to more than 5,700 retirees and their family members and over 4,900 active duty Soldiers and their family members, a total of approximately 10,600.

The primary mission of the Dunham US Army Health Clinic is to provide family-oriented, outpatient health care services. In January 1989, the Dunham US Army Health Clinic was designated as a Family Medicine Center. Our providers have been trained to provide personal, professional, and comprehensive care to the entire family.

We also offer a variety of medical specialty care services in addition to Family Medicine. These services include pediatrics, gynecology, optometry, immunizations, and wellness programs. Our patient care mission is well supported by an accredited laboratory, radiology complete with mammography, pharmacy, and a medical logistics branch.

The programs developed by the professionals on our staff are designed to maintain and restore your health. Our primary goal is to provide quality health care and service to you and your family. We would like very much to work in partnership with you.

The Army Medical Department has served with distinction at Carlisle Barracks since 1777. All of our staff at Dunham are proud to be a part of that long tradition of excellence and to serve your health care needs.

STEPHANIE C. WILCHER
Colonel, MC
Commanding

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THE HISTORY OF DUNHAM US ARMY HEALTH CLINIC

Dunham, then known as US General Hospital 31, was organized on 3 August 1918 under its first Commander, MAJ A. C. Beckmeyer. It was housed in the buildings formerly used by the Indian School. In 1920 the Medical Field Service School was established. From 1921 to 1946 the School graduated some 30,000 medical officers and corpsmen trained in field operations. On 6 December 1961 the hospital was designated the Dunham US Army Hospital in honor of MG George C. Dunham and moved into a newly constructed 25-bed modern facility. The hospital was redesignated as Dunham US Army Health Clinic and converted to a primary care facility in 1976. Major renovations have included redesign of the Radiology Section in 1998, and Lab refurbishment and an addition to the Outpatient Clinic in 1994. A three-phase construction/renovation project began in the Fall of 1999 and was completed in the Fall of 2002.



CLINIC
MISSION & VISION
STATEMENTS

Mission

To deliver quality and timely healthcare and services to the United States Army War College and the greater central Pennsylvania region. Providing Service to the Finest.

Vision

A leader in Patient and Family centered ambulatory care, promoting wellness in a primary care setting while ensuring a seamless partnership with the local healthcare network.

DIRECTIONS
TO DUNHAM

The Dunham US Army Health Clinic is located at Carlisle Barracks in Carlisle, Pennsylvania. Carlisle Barracks is approximately 18 miles west of Harrisburg, Pennsylvania and 27 miles north of Gettysburg,

Pennsylvania. It is about 2 miles west of the Carlisle interchange of the PA Turnpike/Interstate 76 and Interstate 81.

The address for Dunham US Army Health Clinic is:

450 Gibner Rd.
Carlisle, PA 17013

****REMINDER**** When traveling to Carlisle Barracks, please allow time for security checks during which you will need photo identification for everyone in the car, as well as vehicle registration and proof of vehicle insurance. The main/visitor entrance to post is via the Claremont gate entrance off Claremont Road.

When traveling from I-81 or I-76

- Take US Route 11 South.
- From the Turnpike interchange, travel 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight).
- Turn right at the Carlisle Barracks road sign onto Claremont Road.
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left. Once through the Security Checkpoint:
 - First left onto Sumner Road
 - First left onto Forbes Avenue
 - Go straight past the Fire Station (on left).
 - Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic.

From Philadelphia and Points East

- I-76 (PA Turnpike) to exit 226 (Carlisle)
- South on Route 11 toward Carlisle - 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight).
- Turn right at the Carlisle Barracks road sign onto Claremont Road.
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left. Once through the Security Checkpoint:
 - First left onto Sumner Road
 - First left onto Forbes Avenue
 - Go straight past the Fire Station (on left).
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From Baltimore

- Route 70 to Route 15 North:
- Pass Gettysburg. At Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- In Carlisle, at Y intersection, turn left onto 641 for one block
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into Security Checkpoint area. Once through the Security Checkpoint:
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic.

From Washington, DC

- Route 270 to Route 15 North
- Pass Gettysburg. At Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle.
- In Carlisle, at Y intersection, turn left onto 641 for one block.
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into Security Checkpoint area. Once through the Security Checkpoint:
 - First left onto Sumner Road
 - First left onto Forbes Avenue
 - Go straight past the Fire Station (on left)
 - Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic.

PATIENT RIGHTS

QUALITY CARE: You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin, or religion.

RESPECT AND DIGNITY: You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

PRIVACY AND CONFIDENTIALITY: You have the right to privacy and confidentiality concerning medical care. That includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

IDENTITY: You have the right to know the name and professional status of the individuals who provide your

care and which practitioner is primarily responsible for your care.

INFORMATION: You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives prior to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

REFUSAL OF TREATMENT: You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

ADVANCE DIRECTIVES: You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney) and to take part in ethical discussions pertinent to your care.

RESEARCH: You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

SAFE ENVIRONMENT: You have the right to care and treatment in a safe environment and the right to protective services in cases of abuse.

CLINIC RULES AND REGULATIONS: You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

PAIN MANAGEMENT: You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

JOINT COMMISSION: You have the right to address a concern regarding the care received. We encourage you to report it to your PCM, or you may contact the Patient Advocate at 717-245-3911. If your concerns are not addressed to your satisfaction you may also report a complaint to The Joint Commission:

E-mail: complaint@jointcommission.org

Phone: 800-994-6610

Mail: The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

PATIENT RESPONSIBILITIES

MAINTAIN POSITIVE HEALTH PRACTICES: You have the responsibility to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships, and stress management.

PROVIDING INFORMATION: You have the responsibility to give your physicians and health care providers accurate and complete information about your illness, the presence of pain, medical history, and medications. You have the responsibility to communicate to your health care provider your understanding of your treatment and what is expected of you.

COMPLIANCE WITH MEDICAL CARE: You have the responsibility to follow your physician's and health care provider's recommendations to the best of your ability, to ask questions if you have problems or concerns, and to work out alternative plans. You are responsible for keeping appointments, filling prescriptions, following through on health care instructions,

and adhering to the guidelines of the clinic.

SUPERVISION OF UNDERAGE CHILDREN: There are inherent dangers in leaving children under 12 years of age unsupervised in the waiting areas of the clinic, including injury to the child or other patients. You have the responsibility to arrange adequate child-care for your underage family members during your medical appointments.

RESPECT AND CONSIDERATION: You are responsible for treating our staff and other patients with respect and consideration.

SMOKING POLICY: You will refrain from smoking while in the facility or within 50 feet of the building.

LATE ARRIVAL POLICY: In order to provide quality care in a timely manner, we request that you arrive and check in on time. If you check in 10 minutes past your scheduled appointment time, you may be asked to wait until an appointment becomes available, or if

the health issue is not urgent, you may be asked to reschedule. We appreciate your cooperation.

MEDICAL RECORDS: All medical records documenting care provided by any military medical treatment facility (MTF) are the property of the US Government. All medical records are required to be maintained at a MTF.

REPORTING OF PATIENT COMPLAINTS: You are responsible for helping the Command provide the best possible care to all beneficiaries. You should report any recommendations, questions, or complaints to the designated patient advocate.

FINANCIAL OBLIGATION: You are responsible for ensuring that the cost of your health care is promptly paid.

MAKING CHOICES: You have the responsibility to make choices in your own best interest based on a

clear understanding of your medical care, its costs, risks, and alternatives. You have the responsibility to ask for information on your illness, work with your health care provider to develop a treatment/pain management plan, to learn what you can, and to do what you can to help maintain the best health possible.

PATIENT SAFETY: “Speak Up” to improve the quality of your health care.

S peak up if you have questions or concerns.

P ay attention to the care you are receiving.

E ducate yourself about your diagnosis, medical tests, and treatment plan.

A sk a family member or friend to be your advocate.

K now what medications you take and why you take them.

U se a health care organization that is certified by The Joint Commission.

P articipate in all decisions about your treatment.

NATIONAL PATIENT SAFETY GOALS

NATIONAL PATIENT SAFETY GOALS:

The National Patient Safety Goals (NPSG) are designed to stimulate organizational improvement activities for several of the most pressing patient safety issues that all health care organizations are struggling to manage effectively. If we fail to perform any of the following NPSG initiatives during your visit, most importantly verifying your name and date of birth every step of the way, please inform our staff immediately. With your assistance, together we will improve the safety of the care delivered at Dunham.

Improve the Accuracy of Patient Identification:

- Use at least 2 patient identifiers whenever providing care, treatment or services.

Improve effectiveness of communication among caregivers:

- For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete

order or test result by having the person receiving the information, record and “read-back” the complete order or test result.

- Standardize a list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout the organization.

- Measure, assess and, if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical results and values.

- Implement a standardized approach to “hand off” communications, including an opportunity to ask and respond to questions.

Improve the safety of using medications:

- Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.
- Label all medications, medication containers (e.g., syringes, medicine cups, basins), or other solutions on and off the sterile field in peri-operative and other procedural settings.
- Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.

Reduce the risk of health care-acquired infections:

- Comply with current Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines.
- Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-acquired infection.

Accurately and completely reconcile medications

across the continuum of care:

- There is a process for comparing the patient's current medications with those ordered for the patient while under the care of the organization.

- A complete list of the patient's medications is communicated to the next provider of service when a patient is referred or transferred to another setting, service, practitioner, or level of care within or outside the organization. The complete list of medications is also provided to the patient on discharge from the facility.

Reduce the risk of surgical fires:

- Educate staff, including operating licensed independent practitioners and anesthesia providers on how to control heat sources and manage fuels with enough time for patient preparation, and establish guidelines to minimize oxygen concentration under drapes.

Encourage patients' active involvement in their own care:

- Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.

Universal Protocol:

- Conduct a pre-operative verification process as defined in the Universal Protocol.
- Mark the operative site as described in the Universal Protocol.
- Conduct a "time-out" before starting the procedure as described in the Universal Protocol.

ELIGIBILITY

Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure that their family members are enrolled in DEERS. Initial registration and any necessary updating of information such as change of address, phone number, or duty station,

should be done at the Carlisle Barracks Military Personnel Office, Anne Ely Hall, 1st floor, 46 Ashburn Dr. Sponsors and family members who may have questions regarding their benefits or DEERS enrollment can contact the DEERS Beneficiary Telephone Center from 0800-2000, Monday through Friday, 1-800-538-9552.

A valid Uniformed Services Identification and Privilege Card is issued by DoD to verify eligibility for care at military medical facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD patient care facility or pharmacy.

Children under 10 years old are treated without an ID card. The parent's ID card is sufficient evidence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to the Outpatient Records Desk to determine if you are eligible to receive care.

PATIENT
CENTERED
MEDICAL HOME
(PCMH)

Effective 2010, Dunham will comply with a mandate from the Secretary of Defense to implement a best practice standard of care that focuses on patient satisfaction. This patient-centered model for Primary Care delivery is being rolled out across the Military Health System. The National Council for Quality Assurance (NCQA) provides health and safety performance guidelines to assist ambulatory health care facilities in implementing PCMH. Dunham will implement these guidelines as directed by the Army Medical Command.

PCMH is widely used in the civilian health care community and is supported by major health care organizations such as: the American Medical Association (AMA), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and the American College of Physicians (ACP). It provides

a "Team-Based" delivery of healthcare to our soldiers, retirees and family members.

Important points of PCMH include:

- Improved Access to Primary Care: increased availability of same-day appointments and appropriate access for chronic and preventive care. Streamlined phone and electronic appointment scheduling (web-based health education and beneficiary information).

- Emphasis on Continuity of Care: each patient is assigned a Primary Care Provider and each provider is part of a Patient-Centered Team.

- Emphasizes Patient-Centered Care: encourages active participation of patients to maintain good health by utilizing preventive health care strategies. Care is integrated, coordinated and patient focused. Patients get what they need as close to the time they need it as possible.

YOUR MEDICAL TEAM

A team of military and civilian professionals stands ready to coordinate your health care needs. Additional consultations with military and civilian health care providers and services are available in the local community and throughout the military health care system. Our provider staff includes board-certified family practitioners, general medical officers, a pediatrician, GYN nurse practitioner, family nurse practitioner, and physician assistants. Augmenting the providers, military and civilian registered nurses, licensed practical nurses, nursing assistants and military medical personnel work together to meet your health care needs. Other members of the health care team include the medical clerks who handle the clerical duties, the logistical technicians who procure and stock medical supplies, and housekeepers who clean the clinic areas. If a staff person cannot answer your question or assist you, he/she will refer you to the appropriate person or office.

ACCESS TO CARE STANDARDS

To ensure that beneficiaries who use the Department of Defense (DoD) Military Health System receive medically necessary care when they need it, DoD leadership developed access standards for TRICARE Prime enrollees. What's important is ensuring that access to care is easy, fast and logical. TRICARE's standards for access are:

- 24 hours or less for urgent care
- 7 days for routine care
- 28 days for specialty or wellness care
- 30 minutes or less in the provider's waiting room
- 30 minutes or less travel time to the primary care provider's office

Emergency services are available and accessible within the TRICARE Prime service area 24 hours a day, seven days a week. In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room.

PATIENT
APPOINTMENTS

CLINIC SERVICES

HOURS:

0730—1630 Monday—Wednesday & Friday

0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

To make or cancel an appointment, call 245-3400 or Toll Free 1-877-787-2569. The peak hours for the phone lines are 0730-0930 and 1500-1600. If you are scheduling a routine, follow-up, or specialty appointment, it is best to call outside of these times. Telephones for patient use are located in the central corridor. You can also go to TRICARE On Line (TOL) at www.tricareonline.com to make an appointment. There is a computer at the information desk to register for TOL or make an appointment.

You can also cancel a scheduled appointment by calling the 24-hour cancellation line at 245-3325.

Please leave a message which includes your name, date and time of appointment, and the name of the

date and time of appointment, and the name of the provider you were scheduled to see. We ask that you cancel your appointment at least 24 hours in advance.

The Managed Care Program provides outpatient medical and optometry appointment services. When scheduling an appointment, please have the following information available when you call: patient's name, date of birth, nature of problem, sponsor's social security number, and a daytime phone number where you can be reached.

AFTER HOURS
CARE /
MEDICAL
EMERGENCIES

If you have a medical emergency you do not need a referral. Dial 911 or go to the nearest ER (in Carlisle, go to Carlisle Regional Medical Center, see page 51 for map). After normal clinic hours, if you have medical questions or need to be seen in an Urgent Care Center, contact the on-call provider at 717-245-4047. For patients to avoid out-of-pocket expenses, the on-call provider will submit a referral to be seen in an Urgent Care Center.

PRIORITY FOR
SCHEDULING
APPOINTMENTS

- Warriors in Transition (WT)
- Active Duty personnel
- Active Duty Family members enrolled in TRICARE Prime.
- Retirees and their Family members and survivors enrolled in TRICARE Prime/Plus
- Active Duty Family members NOT enrolled in TRICARE Prime
- Retirees and their Family members and survivors NOT enrolled in TRICARE Prime/Plus, to include TRICARE For Life members not enrolled in TRICARE Plus.

Non-enrolled persons eligible for military health care may be seen at military hospitals and clinics on a space-available basis.

ACTIVE DUTY
ACUTE (SICK CALL)
APPOINTMENTS

The clinic sees all patients, to include service members, by appointment instead of a walk-in sick call. Please call for an appointment (245-3400 or by dialing 435 for the Quality Improvement Office). The

APPOINTMENTS

106 from any Carlisle Barracks office phone). The Clinic typically schedules patients the day that they call. Accommodations will be made to book the appointment around the academic schedule if possible.

ACCESS
STANDARDS

PRIME/PLUS ENROLLEES:

Wellness Appointments Within 28 days

The Clinic typically schedules patients for appointments for the day that they call (same day access). This is part of the Army Surgeon General's initiative to better serve patients. This initiative is directed towards performing "Today's work today." Priority scheduling will be with one's Primary Care Manager. Advanced appointments can be scheduled, but will be less available. (Allowed advanced appointments include wellness visits for pap smears/optometry, procedures, physicals, specific follow-ups.) Appointments will be available in military clinics at both Carlisle (Dunham) and Harrisburg (DDC/New Cumberland).

ONLINE
APPOINTING AT
DUNHAM

Appointments can also be scheduled by phone and online.

NON-ENROLLED BENEFICIARIES: Access is on a space available basis only.

TAKE COMMAND OF YOUR HEALTH CARE

www.tricareonline.com

Forget to call and make an appointment for a follow up or wake up in the middle of the night with a sinus headache? Hoping to remember to call later or waiting for the clinic appointment line to open to make those appointments? Wait no more! TRICARE Prime and T-Plus patients now have the access to make their own appointments and avoid the telephone appointment system. TRICARE Online (TOL) allows beneficiaries to schedule routine, follow up, and acute appointments 24 hours a day, 7 days a week. Appointments scheduled using TOL

days a week. Appointments scheduled using TOL can also be cancelled using the system.

The main objective of TRICARE Online Appointing is to improve healthcare services and benefits to our patients through the use of the internet. TRICARE online interfaces with the Composite Health Care System (CHCS) and the Defense Enrollment Eligibility Reporting System (DEERS) to determine eligibility. TRICARE Online pulls appointments directly from CHCS. It does not reduce the number of appointments available via central telephone appointments, but simultaneously offers another method for beneficiaries to access those same appointments.

In order to take advantage of TOL each beneficiary must register and create an account using unique identity information. This information is validated by DEERS to ensure that the user is eligible for care. Each family member is required to have their own personal username and password, but the password can be the same. Sponsors are able to see

Family members under their login. You will be prompted to change passwords every 150 days for each user. The types of appointments offered to patients is based on their choice of the “reason for visit” in a dropdown box. Open Access (OPAC) appointments will be designated for patients who require an office visit with the Primary Care Manager (PCM) for a new or urgent health care problem. The established appointments will be pulled up for patients requesting a follow-up appointment with the PCM. Wellness appointments will be pulled for patients requesting a first time PCM appointment.

When the beneficiary logs onto the system, the user will be able to initiate a search for available appointment slots based on the TOL “Visit Reason” selected from the dropdown box of predefined reasons. User selects the urgent care “Visit Reason” code to use for booking OPAC appointments. The OPAC appointments become available 24 hours prior to the day the appointment is needed. A list of available slots will

be displayed for the patient to make a selection. Once the user has selected an appointment the request is transmitted to CHCS. A confirmation is displayed for users informing them that their appointment is made. A confirmation message can be printed as a reminder of the appointment. Users may view their current web-booked appointments and cancel one or more of them by clicking the 'Cancel this appointment' link that appears under each appointment. A confirmation message will also appear when the appointment has been successfully cancelled in CHCS.

TRICARE Online also has more than 18 million pages of health and wellness information and disease management tools for military beneficiaries. Beneficiaries are able to access the Military Treatment Facility (MTF) clinic and provider web pages, create a personal health journal, and access RX checker for potential medication side effects and interactions.

PHARMACY
SERVICES

HOURS:

0730—1630 Monday, Wednesday & Friday

0730—1900 Tuesday

0730—1200 Thursday

PHONE: 245-3400 (option 3)

CLOSED: Thursday p.m., Weekends and Holidays

BUSIEST TIMES:

1000—1400 Tuesday—Friday

(Please allow extra time for prescription pick up between these hours.)

Refill Pick-up at the PX Mall is open Monday—Friday 1000-1400 (currently excluding refrigerated and controlled items).

Patients are always encouraged to phone (717) 245-3400 (option #1 for touch tone, option #3, then #1) before driving long distances to ensure the Pharmacy is open and the prescription is ready to pick up.

Patients are encouraged to phone (717) 245-3700 for closure/delays due to severe weather.

MANDATORY ID CHECKS: Patients must have their ID card for Pharmacy services. A MEDDAC Form 757, Authorization to Release Medications to Third Parties, signed by the patient with an expiration date indicated, is necessary to pick up another person's prescription. The MEDDAC Form 757 is available at the pharmacy and can be found on our Web site: <http://dunham.narmc.amedd.army.mil> under Services, Pharmacy.

MEDICATION LIST (FORMULARY): The National Capital Area Formulary can be accessed at: <http://www.pharmacyonesource.com/fos/default.asp?L=69216&q=1>.

REFILLS: Mandatory call in refills: It takes 2 business days to process your refills; please plan accordingly. Refills may be phoned to 1-800-248-6337 (24 hours a day), select #4 for facilities in Pennsylvania,

then option #1 for the PX Pick-Up Location, option #2 for DDC in New Cumberland, option #3 for Troop Medical Clinic at FIG, and option #4 for Dunham Army Health Clinic. Patients may request refills online via: <http://dunham.narmc.amedd.army.mil> or via the Walter Reed Web site: www.wramc.amedd.army.mil. Refill requests may be dropped off at the Pharmacy (ready in 2 business days). Please allow 10 business days for refill requests mailed to the Pharmacy.

Prescriptions not picked up within 14 business days will be returned to stock. Patients may request refills or have renewals filled after their current prescription is 75 percent consumed. Same day refill service is only provided for active duty.

NEW PRESCRIPTIONS:

- Patients should not mail new prescriptions to the Dunham Pharmacy, but physically bring prescriptions to the pharmacy and they will be filled at that time

time.

- Civilian physicians/providers must hand sign the prescription in ink. Hand stamps are not honored at MTFs.
- Instructions to patients that state “Use as directed” are not acceptable for patient safety reasons.
- Prescriptions will be filled as written up to a 90 day supply.
- Faxed and phoned in prescriptions are not accepted.
- The Pharmacy accepts outside providers written prescriptions for drop-off before 1400 to be picked up after 2 hours. Drop-offs after 1400 will be ready the next business day.

TRICARE PHARMACY PROGRAM: Information is available at (toll free) 1-877-363-1303 or via www.express-scripts.com/TRICARE. The contractor is Express Scripts, Inc. The formulary, Prior Authorization forms and other information are also available at www.pec.ha.osd.mil/TMOP/TMOPhome.htm. The prescription is \$3.00 generic or \$9.00

brand name (higher co-pays may apply to some medications) for up to **90 day supply** (30 days for controlled substances), with additional refills as authorized by the provider. Military providers may also write prescriptions to be submitted to TMOP (must have their own DEA number for controlled substances). Medications are mailed directly to the address specified by the patient and include APO and FPO addresses world-wide. Allow up to 14 days for processing.

RETAIL PHARMACY NETWORK: Nearly all pharmacies in the area are participating TRICARE network pharmacies. Co-pay \$3.00 for generic/\$9.00 brand for up to **30-day supply** (higher co-pay and deductible apply at non-participating pharmacies). Valid patient military ID card is required. For information call 1-866-363-8779. Prescription transfers from the retail network are now accepted. Please provide your labeled prescription for the transfer.

FAMILY MEDICINE
CLINIC

HOURS:

0730—1630 Monday, Wednesday, Friday

0730—1900 Tuesday

0730—1200 Thursday

CLOSED:

1200—1300 Daily

Thursday p.m., Weekends and Holidays

APPOINTMENT NECESSARY? Yes, call 245-3400 or Toll Free 1-877-787-2569. Please wait through the silence for additional selections. There are no walk-in appointments available.

Our patients are empanelled to one of our many primary care providers. The Clinic typically schedules patients for appointments for the day they call (same day access). Priority scheduling will be with one's Primary Care Manager (PCM). If your PCM is not available on the day of the call, you may choose a future appointment, or another provider will be

offered to provide services that day. Appointments can be made by calling 245-3400 starting at 0730 each day.

Patients wishing to discuss a medical matter with their provider may call the Clinic and leave a message for the provider and/or discuss the situation with a nurse. Please do not leave messages about urgent matters. Allow 3 duty days for action to be taken on your call.

ALLERGY &
IMMUNIZATION
CLINIC

HOURS:

0730—1630 Monday, Wednesday & Friday

0730—1830 Tuesday

0730—1200 Thursday

CLOSED:

1200—1300 Daily

Thursday p.m., Weekends and Holidays

PHONE: 245-3608

LOCATION: Corridor A

APPOINTMENT NECESSARY? No. Walk-in appointments only. Patients must allow for extra time to be observed after receiving immunization or allergy shots.

A provider's order is necessary for anyone other than active duty personnel (PPD is an exception). All children must be seen by a health care provider prior to receiving immunizations. Certain immunizations are given on specific days of the month; i.e., meningitis and yellow fever. Flu shots are available during the fall season, with special times and days announced annually to facilitate this program. Personnel relocating to another installation or assignment should check with the Allergy and Immunization Clinic to determine if special requirements apply for their next duty station. If you have questions about immunizations, please call the Clinic directly.

LABORATORY

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-3400 (option #1 for touch tone, option #3, then #3)

LOCATION: Adjacent to the Atrium

APPOINTMENT NECESSARY? No. Patients are seen on a walk-in basis. Must have orders in the computer from their healthcare provider or a script from an outside provider who is currently licensed to practice in PA. Reports are faxed to outside doctors; a current fax number must be provided.

Many tests require that the patient be “fasting” (no food or drink except water for 10-12 hours beforehand); the ordering provider should inform the pa-

tient if this requirement is necessary.

Some tests must be performed within a short period after being collected and, therefore, will not be drawn if there is not sufficient time left in the working day; examples: PT/INR not past 1600.

We ship more complex tests to Walter Reed and/or a reference lab. Results for these tests are usually back within 7-10 days.

Please contact your provider or Medical Records for results. The Lab can not give results directly to patients.

RADIOLOGICAL
SERVICES

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-3143

LOCATION: Adjacent to the Atrium

APPOINTMENT NECESSARY? No; however, an x-ray request from your provider is required.

The Radiology Section provides diagnostic, routine services for x-ray requests from Primary Care Managers. Dunham does not have an assigned radiologist. A local network provider and radiology contractor conduct special procedures and interpretation of the films, respectively.

Some appointments for specialty procedures are

scheduled through the radiology receptionist. Digital mammography services are available at Dunham by obtaining a referral from a Primary Care Manager. Appointments for mammograms are scheduled by calling the Patient Appointment Service at 245-3400. Self referrals are accepted and mammograms can be obtained on a walk-in basis subject to scheduling availability.

SCHOOL PHYSICALS

Prior to the beginning of each school year, there are designated blocks of appointments set aside to provide your children with school physicals. If you have any questions or need to schedule a school physical, please contact Patient Appointments at 245-3400 for assistance. Please ensure all required forms are completed and brought to the appointment. Forms can be obtained from the school districts. Pennsylvania Department of Education requires students to have a physical on initial entrance into school (kindergarten or 1st grade), 6th grade and 11th grade. Sports physicals are required for all children.

BEHAVIORAL
HEALTH & SOCIAL
WORK SERVICES

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-4602

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes, call 245-4602
to schedule

A variety of clinical counseling services are available for Active Duty personnel, Family members of Active Duty, and other TRICARE Prime enrollees. Various therapeutic interventions are used to include cognitive behavioral therapy, insight-oriented therapy, play therapy, marital therapy and other alternative therapies jointly agreed upon between therapist and patients. Specific therapies proven to be successful

with combat stress and reintegration are available.

All services are provided by licensed (Masters level and Doctorate level) Clinical Social Workers, Counselors, and Psychologists. Psychiatric consultation and medication management are available for appropriate patients through the use of telemedicine with Walter Reed Army Medical Center. Comprehensive evaluations are completed to accurately assess a situation or problem and to assist the patient and/or Primary Care Manager in identifying appropriate services.

All of these services are designed to help resolve personal and interpersonal conflicts and to deal with stresses that interfere with a person's functioning and well-being. Referrals of patients to appropriate military or civilian resources are coordinated as needed or when services are unavailable through this office.

ARMY FAMILY
ADVOCACY
PROGRAM

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-4602

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes, call 245-4602

Specialized treatment services are also provided through the Army Family Advocacy Program to address child and spouse abuse, including families who are at risk of violence. Individualized prevention programs are developed. Referrals are made into community programs when appropriate.

ARMY SUBSTANCE
ABUSE PROGRAM
(ASAP)

HOURS:

0730—1630 Monday through Friday

PHONE: 245-4694

LOCATION: Building 632

APPOINTMENT NECESSARY? Yes; however, walk-ins are seen if the clinical director is available.

ASAP provides screening, assessment and treatment for alcohol and drug abuse. This program is designed to help individuals abstain from the use of alcohol and other drugs and develop and maintain a sober lifestyle. Treatment is individualized to meet each patient's specific needs and is provided on an outpatient basis via individual and/or group counseling. A physician provides medical oversight for the program and consultation for patients with medical issues related to alcohol and other drug use.

The program coordinates referrals for more intensive treatment to a residential or inpatient program as needed, and offers aftercare upon return. A family program for those affected by someone else's alcohol or drug abuse is available. Couples and family counseling related to alcohol and other drug abuse can be provided. ASAP is a command program whose mission is to help ensure the combat readiness of Soldiers and strengthen the overall fitness and effectiveness of the Army's total workforce. Priority is given to Active Duty personnel. Services are offered on a space available basis to Department of the Army civilian employees as well as Active Duty and retiree Family members age 18 and over. Confidentiality for patients is maintained in accordance with Federal and Army regulations.

0730—1615 Monday—Wednesday & Friday
0730—1200 Thursday
Sick call hours: 0730—0830

CLOSED:

1200—1300 daily
Thursday p.m., Weekends and Holidays

PHONE: 245-4542

LOCATION: Bldg. 450, adjacent to Health Clinic

APPOINTMENT NECESSARY? Yes, for routine treatment; no appointment required for emergency treatment.

The Dental Clinic provides general dental services to authorized Active Duty personnel. Patients with emergency cases such as pain, swelling, or bleeding will be seen in the Dental Clinic on a walk-in basis during sick call hours.

OPTOMETRY
CLINIC

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED:

1200—1300 daily
Thursday p.m., Weekends and Holidays

PHONE: 245-3056

LOCATION: Central Corridor, Room 600

APPOINTMENT NECESSARY? Yes, call 245-3400

EYE EXAMINATIONS: Provided on an appointment basis for Active Duty personnel and TRICARE Prime enrollees. Optometry appointments for non-enrolled beneficiaries can be booked 2 hours in advance, on a space available basis. If there are no available optometry appointments within 2 hours, the patient may call back and check for an available appointment later in the day. Children 5 years of age and above

may be scheduled for a routine optometry exam; those below age 5 require an appointment with their pediatrician, who will determine the appropriate referral route for vision care. Eye examinations include a complete assessment of the health of the visual system and determination of spectacle prescription. Vision testing for driver's license renewal forms requires a routine eye examination appointment.

CONTACT LENS: Services are limited to prescription updates for patients who currently successfully wear contact lenses, who have the lenses for assessment of proper fit, and who have contact lens prescription information to identify all necessary lens parameters. Initial fits and contact lens insertion and removal training are not offered at this clinic.

MILITARY SPECTACLES: Fitted, ordered, adjusted, and repaired for Active Duty and retired service members. Retired service members having a current spectacle prescription (less than 1 year old) from a civilian eye doctor may order military spectacles by

bringing the prescription to the Optometry Clinic during normal hours. Referrals are not required.

VISION READINESS SCREENING: All US Army soldiers are required to complete an annual vision readiness screening. This screening is available on a walk-in basis during normal clinic hours. Soldiers are required to bring all current military eyewear (glasses and protective mask inserts) to the screening. This is not a comprehensive eye exam and those determined to have deficient vision and spectacles are required to schedule a routine appointment.

REFRACTIVE SURGERY PROGRAM: For information go to the Walter Reed Army Medical Center Web site at www.wramc.army.mil under the Patient Services column, click on Clinical Departments, then Surgery - Ophthalmology Refractive Eye Center. This site will explain all current policies and procedures concerning US Army Refractive Surgery. Those Active Duty Soldiers interested in requesting

OCCUPATIONAL
HEALTH

refractive surgery must schedule a routine appointment with Dunham Optometry. All necessary forms will be furnished and completed during the appointment.

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED:

1200—1300 daily
Thursday p.m., Weekends and Holidays

PHONE: 245-3410

LOCATION: Corridor F

APPOINTMENT NECESSARY? Yes, call
245-3410 for routine appointments.

For acute job-related injury/illness, no appointment is necessary; however, a phone call in advance with a brief description of the event is appreciated if time allows.

Occupational Health (OH) provides and manages programs designed to reduce or eliminate preventable injuries and potential health hazards in the work place, promote good health and wellness with emphasis on prevention, and provide proper medical care for job-related injuries or illnesses to eligible Military and Federal Department of Army (DA) civilian employees.

All eligible Military and Federal DA civilian employees are required to process initially through OH for appropriate job-related medical surveillance and periodically if indicated by OSHA law, Army regulation, and prudent occupational health medical practice.

Appropriate vaccinations are offered based on job

hazards or if required for official foreign travel as recommended by current guidelines from the Centers for Disease Control (CDC) and Army regulations.

Medical treatment for a job-related injury or illness may be provided at Dunham U.S. Army Health Clinic by a provider within their scope of practice or by a civilian physician or medical treatment facility of employee's choice. Treatment for non-job-related injuries or illnesses is not authorized for civilians.

Civilian employees of U.S. Government contractors are not eligible for routine OH services as those are the responsibility of their employer, except for initial evaluations from a blood-borne pathogen exposure. All patients who present with conditions that are a threat to life, limb, or eyesight will be appropriately assessed and stabilized regardless of patient beneficiary status.

PHYSICAL EXAM
SECTION

Active Duty Personnel ONLY

HOURS:

0730—1630 Monday—Wednesday & Friday

0730—1200 Thursday

CLOSED:

1200—1230 daily

Thursday p.m., Weekends and Holidays

PHONE: 245-4500/3723

LOCATION: Central Corridor, Room 325

APPOINTMENT NECESSARY? Yes, call
245-3723/4500

The Physical Examination Section provides routine periodic (IAW AR 40-501) physical examinations, pre - and post-deployment health assessments, and PHAs for active duty, AGR, and other eligible military

personnel. All physicals are scheduled through the Physical Examination Section.

Individuals who are retiring should call and schedule their retirement physical at least 6 months in advance of their final out processing to allow time for any further evaluations that may be necessary.

TRICARE SERVICE
CENTER

PATIENT SUPPORT SERVICES

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 1-877-TRICARE (1-877-874-2273)

LOCATION: Central Corridor, TRICARE Service
Center, Room 500

APPOINTMENT NECESSARY? No, walk-in basis

TRICARE was implemented in this region (the North-

east United States) in June 1998. Congress mandates that under TRICARE, eligible beneficiaries have the choice to enroll into TRICARE Prime which guarantees access to all of the Clinic's services and reduces the cost of care at civilian medical facilities. Enrollment into TRICARE Prime is free for Active Duty service members and their Families. If you are coming from another region or just have general questions regarding the program, please stop by the TRICARE Service Center.

REFERRALS

TRICARE Prime enrollees are assigned a Primary Care Manager (PCM) who will manage your care. Your PCM will initiate the referral process if you require specialty services not available at Dunham. Seeking care without prior referral or authorization from your PCM will result in high deductibles (\$300.00 individual and \$600.00 family) and out of pocket expenses, 50% cost share after the deductible is met. Please visit <http://www.tricare.mil/> for more information or call the Health Benefits Advisors at (717) 245-4112.

HEALTH BENEFITS
ADVISORS**HOURS:**

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: (717) 245-4112

LOCATION: Central Corridor, TRICARE Service Center, Room 500

APPOINTMENT NECESSARY? No, walk-in basis

Health Benefits Advisors are available to help you navigate the TRICARE system. If you are unsure what TRICARE program would be best for you and your family, they can explain the benefits of each plan and help you select one to best suit your needs. Additionally, if you have received debt collection notification on TRICARE related medical bills, they can assist you in resolving those issues as well. You may reach our Health Benefits Advisors by visiting the TRICARE Service Center or by calling the Health Benefits line at (717) 245-4112.

PRIVACY
OFFICER

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-3911

LOCATION: Atrium, Room 200

APPOINTMENT NECESSARY? No

The privacy officer coordinates all activities with privacy implications. The privacy officer advocates and protects patient privacy by serving as a key privacy advisor for patients and staff, handling disputes, and managing patient requests regarding Protected Health Information.

If you believe your privacy rights have been violated, you may submit a written complaint to our privacy officer.

PATIENT
ADVOCATE

cer or with the Secretary of the Department of Health and Human Services (HHS) by going to the HHS Web site and follow the complaint and inquiry process at www.hhs.gov/ocr/disform.html.

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-3911

LOCATION: Atrium, Room 200

APPOINTMENT NECESSARY? No, walk-in basis

The advocate's primary role is to act as liaison between patients and the Clinic staff. The patient advocate is available to assist patients and their Families in obtaining additional information or solutions to problems, needs, or concerns.

FOR THE
HANDICAPPED

EXCEPTIONAL
FAMILY MEMBER
PROGRAM

If you have a recommendation or suggestion that will help improve the Clinic, please contact the patient advocate or complete a comment form and place it in one of the suggestion boxes located throughout the Clinic. You may also e-mail any comments or non-urgent, non-appointment related questions to dunham.clinic@us.army.mil.

Special parking is available in the Clinic parking lot. Patients in need of wheelchair assistance should call 245-3400 prior to their arrival. Handicapped rest rooms are available.

HOURS:
1230—1600 Tuesday

PHONE: 245-4574

LOCATION: Corridor A

APPOINTMENT NECESSARY? Yes, call 245-3400

APPOINTMENT NECESSARY? Yes, call 243 3400
or Toll Free 1-877-787-2569

The Exceptional Family Member Program (EFMP) is a program designed to assist Active Duty personnel and their Families with Exceptional Family Members who have special physical, emotional, developmental, or intellectual needs. As of 5 June 1990, enrollment in EFMP is mandatory for all Soldiers who have Family members with chronic medical or educational needs. This benefits the entire Family by allowing accurate assessments of career and Family needs during assignment decisions. All sponsors enrolled in EFMP are still subject to worldwide assignments. EFMP works with other military and civilian agencies to provide comprehensive and coordinated community support, educational, housing, personnel, and medical services to Families with special needs. This office will assist Soldiers and their Families in obtaining appointments with the appropriate health care providers and ensure completion of the enrollment process.

SUPERVISION OF CHILDREN

If there are dual military Families, both Soldiers must enroll. Enrollment is based upon medical and educational requirements of Family Members of Active Duty military personnel. Enrollment updates are required every 3 years or if the condition changes.

Children must be supervised at all times by an adult. Parents may not leave children unattended during their appointment. It is encouraged that you only bring the child with the appointment to the Clinic. Maximum use of the Child Development Center (CDC) is encouraged as safety concerns of your child and other patients may lead to your appointment being rescheduled.

CDC HOURS:
0630—1730 Monday—Friday

CDC PHONE: 245-3701

LOCATION: Child Development Center (Bldg. 455)

Carlisle Barracks operates a day care center staffed with trained attendants to care for children between the ages of 6 weeks and 5 years. The center is open Monday through Friday. A fee is charged based on a sliding scale according to rank and number of children. All children must be registered with the day care center prior to using it.

THIRD PARTY
COLLECTIONS
PROGRAM

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: 245-4513/3401/3431

LOCATION: Central Corridor, Room 510

APPOINTMENT NECESSARY? No, walk-in basis

The Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA) established the Third Party Collection Program. Under this program Military Medical Treatment Facilities are authorized and obligated to bill your private health insurance company policy. This program does not include Active Duty members who are covered under private insurance plans. Dunham US Army Health Clinic must comply with this law, and we need your help to make this

program successful. Under the law, we are required to determine if the Government's cost of your care can be recovered from companies providing group and individual health insurance. All non-Active Duty patients receiving services are required to complete a DD Form 2569, Third Party Collection Program—Record of Other Health Insurance. This form must be completed yearly for each Family member whether they have other health insurance or not. The information on this form is verified with insurance carriers and this enables the Clinic to submit a claim to your insurance. Money collected from your insurance company for your health care is used for enhancement of patient care services and to purchase items to help improve our community's medical services.

Most insurance plans have deductibles that must be met before the plan starts to pay. When we file claims, the amount billed will be applied toward the patient's deductible. Therefore, if the patient visits us

a few times and the deductible is met, they will have less out-of-pocket expenditures should they have to visit a civilian health care provider or facility. They will actually spend less money out-of-pocket. The obligation to pay medical care costs applies only to the insurance carrier. **You will not be sent a bill for amounts not covered by the carrier.** Dunham US Army Health Clinic is entitled to obtain the same benefits for its health care services as any other medical care provider would receive. Your insurance company will pay benefits directly to us, and **you will not be billed for uncollected charges.** The billing of your health insurance company will not affect your premiums or coverage provided under the insurance plan.

Outpatient Itemized Billing was implemented at every Military Treatment Facility in 2002. This methodology parallels the industry standards used by civilian providers and hospitals. The charges reflect the actual care and procedures received during an outpatient

encounter and the cost of prescription medication dispensed here.

In most cases, Dunham US Army Health Clinic is no different than other health care providers who need insurance information. Please have your health insurance identification card with you every time you come to the Clinic.

PAIN MANAGEMENT

All patients have the right to appropriate assessment and management of pain. Therefore, the relief of any pain and suffering is integral to the mission of Dunham US Army Health Clinic. The goal of pain management is to relieve the physical and psychosocial symptoms associated with pain while maintaining the patient's level of function, promoting optimal recovery and healing. To this end, the Command has made the relief of pain a priority for the organization. Please speak to your Primary Care Manager for more information about pain management.

OUTPATIENT
MEDICAL RECORDS

HOURS:

0730—1630 Monday—Wednesday & Friday
0730—1200 Thursday

PHONE: 245-4579/3117

LOCATION: Atrium

APPOINTMENT NECESSARY? No

The Medical Records Section is responsible for maintaining, tracking, and safeguarding all records for patients using Dunham as their primary care facility. Personnel assigned to the section ensure that every medical record is maintained in order as prescribed by regulation and is readily available for the health care provider. The medical record is the property of the US Government and must be maintained by the military treatment facility from which you receive your primary care. In 2004 medical facility commanders were directed to implement changes to ensure the ability to retrieve documentation of care

ensure the ability to retrieve documentation of care provided to every patient. To comply with this directive, we "closed" the medical record system effective 1 April 2004. Patients are no longer permitted to sign out their personal medical record or the records of any of their family members. All patients may request copies of their records, but the original record will remain within the clinic and will be mailed to your next duty station upon receipt of a request from the gaining facility. However, patients presenting with orders for a permanent change of station overseas will be permitted to sign out their medical records. Please provide medical records with a copy of the orders at least 7 days prior to picking up the records.

Copies of laboratory results, radiology results, or other pertinent medical information will be provided to patients upon request. We will need a 14 day notice to copy the entire record. In addition, we will maintain the capability to fax pertinent information to referring providers and other medical treatment facilities as required.

Those requesting to pick up medical information for beneficiaries over the age of 18, married and/or pregnant, or high school graduates will be required to present a completed DD Form 2870, Authorization for Disclosure of Medical or Dental Information. This form can be obtained at the Medical Records Section or clinic's Information Desk. This is to ensure we maintain compliance with the requirements set forth under the Health Information Portability and Accountability Act.

This is a significant change in culture and the way the Army Medical Department has done business in the past, but converting to a "closed" medical record system will facilitate tighter control of patient confidential information. It requires your understanding and the foresight to request copies of medical information well in advance of needing them. As we continually implement newer technologies and complete the transition to the electronic medical record, there will be fewer and fewer reasons to actually hand carry medical re-

cords in the future.

Your ID card is required for all appointments or any medical care provided at Dunham.

LIVING WILL/
ADVANCE
DIRECTIVE

Advance Medical Directives are legal documents that state a patient's decisions regarding his/her health care. Advance medical directives become effective when the patient is unable to make health care decisions. There are two types of advance medical directives: a living will and a durable health care power of attorney. A living will is a legal document prepared by a person when the person is competent that instructs physicians and health care workers to administer, withhold, or withdraw life-sustaining treatment in the event of a terminal, incurable, or irreversible medical condition.

A durable power of attorney for health care (also known as “medical power of attorney”) is a legal document in which the patient names an individual to act as his/her agent with legal authority to make health care decisions when the patient is unable to do so. The patient can designate anyone (a spouse, relative, or good friend) as his/her agent. In addition to “agent,” this named person is frequently referred to as “proxy” or “surrogate decision-maker.”

Where can I obtain information about a living will/advance directive?

- Dunham’s Patient Advocate
- Dunham’s Outpatient Medical Records Section
- Post Judge Advocate’s Office, Building 45

The Judge Advocate General (JAG) will also assist all beneficiaries requesting legal advice. JAG’s hours of operation are 0800-1600 Monday-Friday. Please call 245-4940 for further information.

SMOKING POLICY

Smoking is PROHIBITED in all DoD buildings. This includes hallways, clinics, waiting areas, etc. It is requested that all patients, staff, and visitors abide by this guideline.

In accordance with Army Regulation 600-63, smoking is also prohibited within 50 feet of the clinic entrance. Please extinguish your cigarettes in our designated receptacles before approaching the clinic.

INCLEMENT WEATHER POLICY

During winter weather conditions, please call the Post Operations Line at 717-245-3700 for updates regarding base/clinic delays and closures before departing your home for an appointment. If travel becomes unsafe for patients and employees, medical appointments may be affected. You can also access this information at www.facebook.com/usawc. When the post is closed due to winter weather conditions, the clinic will be closed as well.

CLINIC CAFE &
VENDING
MACHINES

CLINIC CAFÉ

HOURS:

0730—1330 Monday—Wednesday & Friday

0730—1200 Thursday

LOCATION: Atrium

The Clinic Café is currently not operational. Plans are underway for a replacement vendor. Please consume food and beverages in the atrium before or after your appointment. For health reasons, you will not be allowed to take food and beverage items into the examination rooms.

VENDING MACHINES

Vending machines are located in the Central Corridor off the Atrium.



LETTERKENNY
ARMY DEPOT
(LEAD)
OCCUPATIONAL
HEALTH CLINIC

OUTLYING CLINICS

HOURS:

0615—1600 Monday—Wednesday & Friday

0615—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: (717) 267-8416

LOCATION: 1 Overcash Avenue
Building 322
Chambersburg, PA 17201

APPOINTMENT NECESSARY? Yes, call 267-8416.

Their mission is to provide occupational health services for the military and federal civilians located at Letterkenny Army Depot. The Occupational Health

mandate is prevention. We follow applicable OSHA Standards and Army regulations as well as prudent occupational health medical practices.

All military located at Letterkenny must process through the clinic to determine the need for medical surveillance while at the job site and to provide orientation to Clinic services.

Services include medical surveillance, fitness for duty, pre-placement, disability, retirement and termination physicals, case management for workers' compensation, treatment of work-related injuries and Travel Medicine. They are equipped to do visual acuity tests, electrocardiograms, pulmonary function tests and phlebotomy for certain lab studies. Required immunizations are provided to those workers going OCONUS, Td updates are provided when necessary, and the annual flu program is provided to those who want to participate.

FORT INDIANTOWN
GAP (FIG)
TROOP MEDICAL
CLINIC

Providing health promotion and education to the Federal workers is another vital role for their clinic. Questions regarding their services and capabilities can be addressed to their Clinic Manager at 267-8017.

HOURS:

0800—1630 Monday— Wednesday & Friday
0800—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: (717) 861-2091/2716

LOCATION: Bldg. 4-114 FIG
Anville, PA 17003-5031

APPOINTMENT NECESSARY? Yes, call 861-2091.
Sick Call is for soldiers on Annual Training (AT) or-

Sick Call is for soldiers on Annual Training (AT) orders and short-term ADOS orders. Sick Call hours are Monday through Friday 0800-0900 hours. All others must make an appointment.

Their mission is to support year round annual training exercises of Reserve and National Guard military personnel. Additionally, the mission is to provide primary care to active duty and active guard reserve soldiers of the installation and their families. Department of the Army civilian employees receive acute care for emergency. National Guard civilian technicians are eligible for emergency care only.

The clinic has on-site routine diagnostic x-ray and electrocardiograph services. Some adult immunization services are available. Limited laboratory and pharmacy services are available for acute care treatment; more extensive services are available through courier services to Dunham Army Health Clinic.

DEFENSE
DISTRIBUTION
CENTER (DDC)
HEALTH CLINIC

HOURS:

0730—1630 Monday, Wednesday & Friday
0730—1930 Tuesday
0730—1200 Thursday

CLOSED: Thursday p.m., Weekends and Holidays

PHONE: (717) 770-7281/7282

LOCATION: Building 400, G Avenue
Defense Distribution Center
New Cumberland, PA 17070

APPOINTMENT NECESSARY? Yes, call 770-7281/7282. Active Duty Sick Call by appointment only.

The DDC Health Clinic has a dual mission, providing both primary care services for all ages as well as occupational health services to Federal workers located on the Defense Distribution Center located in New Cumberland, PA. For more information, please call (717) 770-7281/7282.

Cumberland. Some of the services that are offered include GYN, lab, immunizations, and a limited pharmacy with more extensive services available daily by courier. A Health Benefits Advisor is also available every Wednesday from 0800-1630.

You can obtain additional information on services provided by the DDC Health Clinic by contacting them by telephone.

CARLISLE REGIONAL MEDICAL CENTER

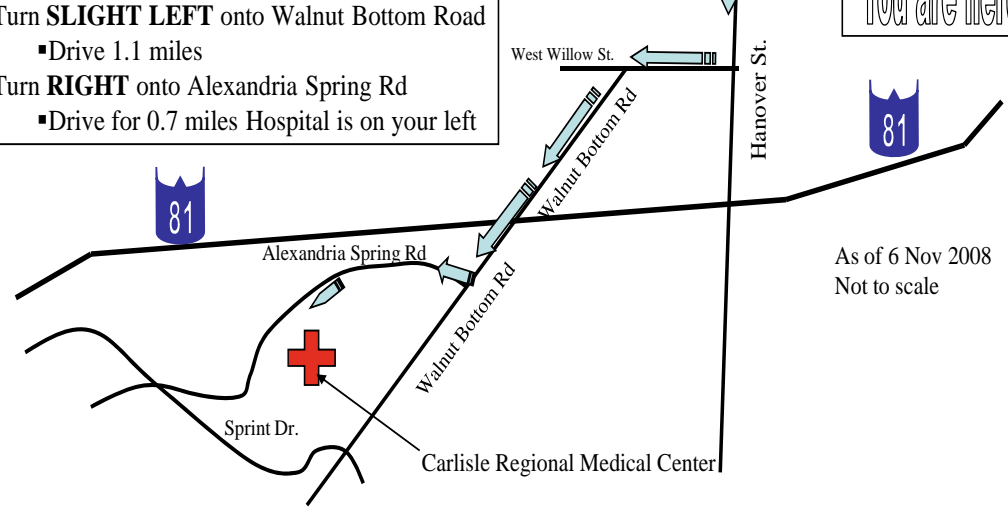
IF THIS IS AN EMERGENCY CALL 911
Directions to Carlisle Regional Medical Center
Phone number (717) 249-1212

Carlisle Regional Hospital
361 Alexander Spring Rd
Carlisle, PA 17013

- Exit Ashburn gate turning
LEFT onto North Hanover Street
 - Drive 1.4 miles
- Turn **RIGHT** onto West Willow Street
 - Drive 0.2 miles



- Turn **SLIGHT LEFT** onto Walnut Bottom Road
- Drive 1.1 miles
- Turn **RIGHT** onto Alexandria Spring Rd
- Drive for 0.7 miles Hospital is on your left



As of 6 Nov 2008
Not to scale

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