

ACCESSING HEALTHCARE SERVICES AT KENNER ARMY HEALTH CLINIC

Under the *new* TRICARE contract call:

- **1-866-MIL-HEALTH (645-4584)**, the TRICARE Appointment Line, to schedule an appointment. For Ft. Lee Kenner Clinic appointments call [1-866-533-5242](tel:1-866-533-5242).
- **1-877-TRICARE (874-2273)** to speak with a customer service representative who can assist you with questions regarding TRICARE Prime, Standard, Extra, and TRICARE For Life enrollment, claims, or benefits. You may also find information at www.healthnewfederalservices.com.
- Kenner's routine operating hours are **0700-1800 Monday through Friday**. Kenner is closed Saturdays and Federal Holidays. After hours, Kenner patients have access to an on-call Primary Care Manager (PCM) by calling the Administrative Officer of the Day (AOD) at **804-734-9000**. The on-call PCM is available every night including weekends and holidays. When you call, select the option to speak to the AOD on duty. The AOD will note your information and contact the on-call PCM. The PCM will return your call and assist you in getting the proper care.
- The on-call provider will instruct the unit leadership of one of the following courses for after hours soldier care. COA include: (1) Send soldier to Urgent Care (Patient First Chester open until 2200 daily & Healthcare Plus open until 2000 daily); (2) Have soldier report to BAS at 0600 next clinic day; (3) Sent soldier to ER (Southside or John Randolph). *Note: ALL urgent care and ER visits must be authorized by provider! All soldiers must report to the BAS after receiving care with their results to be reviewed by a provider.*

Additional information for accessing care at Kenner

- Sick Call
 - To seek care all soldiers must be present with a sick call slip signed by unit leadership.
 - All soldiers are triaged and provided appropriate level of care, either self-care or seeing a provider.
 - Military ID cards are required to receive care.
- Shuttle Services for students
 - Ft. Lee every 30 minutes from 0630-1700 to travel from the BAS to Kenner for services.
 - Portsmouth/Eustis/Langley departs at 0600 M-F, excluding federal holidays.
 - Walter Reed departs at 0500 on M, W, or F, excluding federal holidays.
 - Call Kenner Information Desk at 804-734-9000 to sign-up.
- Civilian pharmacy Locations—Students are able to show military ID card to get prescriptions filled free of charge at these locations
 - Walgreen's (24/7 w/Drive-Thru at 3201 Boulevard in Colonial Heights) or (until 2200 daily at 3298 S Crater in Petersburg).
 - Rite-Aid (2305 & 5210 Oaklawn Blvd in Hopewell until 2100 M-Sa & 1800 Su).
- Specialty Care
 - Students may be assisted in scheduling appointments for specialty care at the Referral Center in Kenner from 0800-1630.
- Physical Exams
 - Part 1 is scheduled by calling 804-734-9460 M, W or F between 1300-1600 and is completed at TMC inside Kenner on Tu or Th morning.
 - Part 2 is complete at BAS at 1300 on the same day as Part 1.
 - **Medical Records are required.**