



**KILLEEN
MEDICAL HOME**

For more information
about the Killeen Medical Home
check out our website at:

<http://www.crdamc.amedd.army.mil>

Telephone us:
254-553-6001 or 254-553-6002



**HARKER HEIGHTS
MEDICAL HOME**

For more information
about the Harker Heights Medical Home
check out our website at:

<http://www.crdamc.amedd.army.mil>

Telephone us:
254-553-5901



**COPPERAS COVE
MEDICAL HOME**

For more information
about the Copperas Cove Medical Home
check out our website at:

<http://www.crdamc.amedd.army.mil>

Telephone us:
254-553-5801



**MEDICAL HOME
CLINICS**

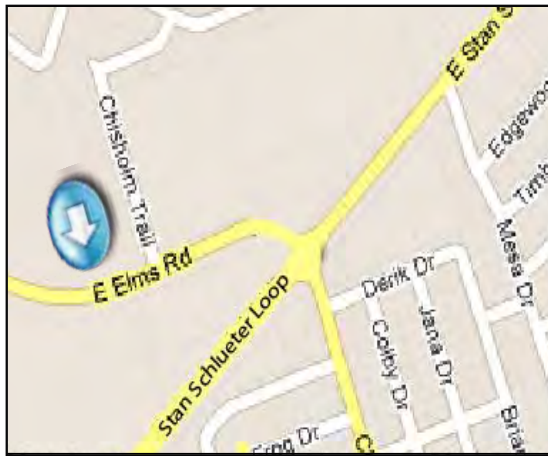
*Great healthcare here...
near where you live...*



- Killeen
- Harker Heights
- Copperas Cove

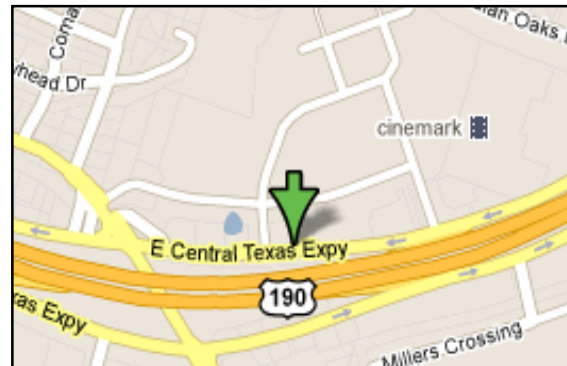
Hours of Operation

8 a.m. to 5 p.m.
Monday through Friday



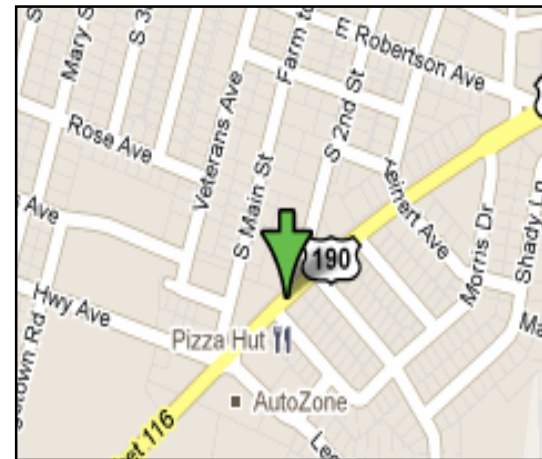
**3404 Kaydence Court
Killeen, Texas 76542**

Located west of the
Stan Schlueter Loop and Elms
Road intersection, off Elms Road



**201 E. Central Expressway,
Suite 200,
Harker Heights, Texas 76548**

Located across from the theater in
the Market Heights Shopping Mall



**458 Town Square
Copperas Cove, Texas 76522**

Located in the Town Square Mall

Carl R. Darnall Army Medical Center
Public Affairs Office
CRDAMC HO 862
1 March 2012



Welcome to the Medical Homes

We are part of Army Family Healthcare, the way healthcare should be. Your clinics are Army-run even though they are not on Fort Hood. They are located in Killeen, Harker Heights or Copperas Cove so that you will have more convenient access to healthcare when you need it.

Here you will be partnered with a primary care clinician and nurses who take responsibility for your health and coordinate care with an extended team of behavioral health professionals, pharmacists, subspecialists and others.

Your core team works with you over time to take care of new health concerns as they arise, ensure delivery of preventive screening and services, manage chronic health problems, and promote a spirit of health and wellness. This relationship - between you and your health care team - is the heart of the Medical Homes.

We encourage you to take an active role in your healthcare by asking questions, participating in the decisions that affect you and your family's health. So that your team is always aware of your health problems, please let them know when you receive care outside of your Medical Home. To that end, we will go the extra mile to ensure that when you need care, you get care from your own healthcare team - the doctor and nurses who know you and your family.

Your team nurse plays a greater role than you might be used to. Your nurse will spend more time listening to your concerns, help you communicate those concerns to your doctor, and then make sure that you understand the care plan and that all of your questions are answered.

Our Services

We are committed to providing you convenient access and the right healthcare options to meet the needs of your family. In addition to your face-to-face visits with your family provider, we offer group visits, enhanced telephone communication, and web-based communication.

These options allow us to follow up on health issues and concerns, share and update health information, and coordinate care delivery. Ask our staff if one of these access options is better suited to fit your needs.

We also offer:

Women's Health: routine appointments for pap smears, well woman exams, gynecological problems, and contraceptive counseling. Women who are pregnant are seen in the Women's Health Center at Carl R. Darnall Army Medical Center.

Well Baby and Child Exams: Pediatric care for children from birth to 18 years of age is available. Children receive a comprehensive examination and immunizations during well child visits.

Sports Physicals and School Immunizations: Appointments are available two weekends each summer for school children (Watch the paper for dates and times in the local newspapers.).

Minor Surgery: Treatment of boils, abscesses, warts skin biopsies are examples of just a few minor surgical procedures available. Check with your healthcare team.

Pharmacy: Your provider will prescribe only medications available in our pharmacy. If you require other medications, they can be picked up at Carl R. Darnall Army Medical Center. Refills are picked up in the Copperas Cove Medical Home Pharmacy. Pharmacy hours are from 8:30 a.m. - 5:30 p.m.

Laboratory Services: - Basic laboratory services are available within the clinic. Special tests are done at CRDAMC's laboratory.

Weekends: Walk-in care is available at the Thomas Moore Health Clinic Saturday and Sunday from 8 - 10 a.m. and from 1 - 3 p.m.

Hours and Appointments

Monday - Friday, from 8 a.m. - 5 p.m.

We will make every effort to ensure you get an appointment when you want it - including same day appointments. We strive to provide same-day access with your healthcare team so that you won't have to rely on urgent care centers or the emergency room for your primary care. Call the Patient Appointment Service, 254-288-8888, from 7 a.m. - 4 p.m.

Emergencies

If you need emergency care, go directly to the emergency room at the nearest hospital, or call 911. True emergencies are considered to be a sudden and unexpected medical condition or the worsening of an existing condition that is a threat to life, limb or sight, and requires immediate treatment. It can also be defined as a sudden, extremely painful condition that requires immediate treatment to alleviate suffering. If you do go to an emergency room or receive care outside of your Medical Home, contact your Medical Home team as soon as you can. By keeping your healthcare team informed you help the team better coordinate your care and ensure that you get the follow-up that you need.



Enrollment is currently offered to military Families living in the Killeen zip codes of 76542, 76547, and 765497; Harker Heights 76548; Nolanville 76559; Belton 76513; Salado 76571; Copperas Cove 76522; Gatesville 76528; Kempner 76539; and Lampasas 76550.

You may also change your enrollment online:

- Visit www.humana-military.com
- Click on "Beneficiary", "Enrollment", and "Changing your PCM" and follow the online instructions.
- After your paperwork is submitted, please continue to be seen at your current clinic.

Traveling/Emergency Care

- Urgent Care Authorization 1-800-305-6421
- Go to the nearest Emergency Room and keep your receipts.

Nurse Advice Line 1-254-553-3695
Military One Source 1-800-342-9647