



# CRDAMC Now

*Initiatives to improve your health care*

**Carl R. Darnall  
Army Medical Center**

Fort Hood, Texas

October 2010

## Soldiers' families get a health care bonus

New community-based clinics offer care near home and work

Family members of active-duty Soldiers stationed in and around Fort Hood will soon see changes in the way they receive their medical care when three new community-based clinics open next year.

The clinics will be based in Killeen, Harker Heights, and Copperas Cove and are among 16 clinics the Army is opening near 11 Army installations across the U.S. and Hawaii.

They are designed to provide a long-term clinical presence in the communities where active-duty family members reside and work and serve as an extension of the quality care provided at Carl R. Darnall Army Medical Center.

"Our goal is to have the right provider, providing the care at the right time, using the right venue that's best for the Soldiers' families by providing quality healthcare out in our local communities," said Col. Steve Braverman, commanding officer of CRDAMC.

The Fort Hood community is currently the only installation receiving funding for three clinics

while the majority of other Army communities will receive funding for one clinic.

"This initiative advances our patients' access to primary care. The community-based clinics will help family members avoid using the emergency room for routine health care needs," Braverman said.

"We are committed to increasing access to care. The clinics ensure access to primary care near where our patients live and work," he added.

The Harker Heights clinic is scheduled to be the first community-based clinic to open in the area and is expected to start patient care by mid-January. Active-duty family members in the Harker Heights community will receive notification letters providing detailed information for enrollment. Priority placement for enrollment is for family members of active-duty Soldiers.

"This model will broaden access to primary care while enhancing care coordination," said Maj. Sean Lankford, chief of CRDAMC's Business Operations Division. "Many of our families of active-

duty Soldiers reside off post and would benefit greatly from obtaining direct-care treatment in the community where they live."

The clinics will be in leased spaces and staffed with civilian medical staff consisting of six primary care providers and one behavioral health provider to offer patient-centered care to more than 7,000 family members. Pharmacy, limited laboratory services and other primary care services will be available within the clinics.

### Fisher House Birthday

Darnall Army Medical Center's Fisher House will celebrate the 100th birthday of Mr. Zachary Fisher from 1 – 4 p.m. Thursday, Sept. 30, at the Fort Hood Fisher House on the corner of Santa Fe Drive and Wratten Drive, in front of the medical center.

Isaac Howard, Fisher House manager, will greet guests and serve cake and ice cream.

The public is invited to attend.

The Fisher House is a home-away-from home for Darnall's patients.

## How to Access Health Care

### NURSE ADVICE LINE

Speak to a Registered Nurse 24/7  
Advice about urgent health issues

Guidance on non-emergency issues. Information about self-care for Injuries and illnesses  
1-254-553-3695

### APPOINTMENTS ONLINE

Register online to make appointments  
And refill prescriptions on the Web at  
[www.tricareonline.com](http://www.tricareonline.com)

### EVENING APPOINTMENTS

Thomas Moore Health Clinic  
58th Street & 761st Tank Destroyer Blvd.  
Appointments from 5—8 p.m.  
On Monday, Tuesday, and Thursday  
Call 254-288-8888

### WEEKEND WALK-IN CARE

Thomas Moore Health Clinic  
58th Street & 761st Tank Destroyer Blvd.  
Saturday & Sunday  
From 8—11 a.m. and 1—3 p.m.

### QUICKCARE

Prompt treatment of minor injuries and sudden illnesses  
Walk-in Care for Families enrolled to  
Bennett Health Clinic, West Fort Hood Health Clinic and Thomas Moore Health Clinic  
Monday through Friday  
From 8 a.m.—5 p.m.



## Seasonal flu vaccine available in your primary care clinic

Cooler morning temperatures and daytime highs below 100 degrees are a good sign that fall is around the corner. The cool air is often a welcome relief for many but it carries with it the beginning of the influenza season and trips to the doctor to see if that cough, sneeze, or fever is due to a cold, allergy or is it really the flu.

To ward off the flu, Carl R. Darnall Army Medical Center is currently vaccinating military beneficiaries in their primary care clinics.

Flu immunizations are required for all active duty, activated National Guard and activated Reserve personnel. Military personnel will receive their vaccinations in their units.

TRICARE beneficiaries enrolled to off-post providers may receive their seasonal flu vaccine at their assigned clinic or at one of Darnall's clinics.

This year, individuals can expect a single vaccine, which marks a change from last year's separate doses for the seasonal flu and H1N1. Nasal spray and injected vaccines will be available again this year.

The nasal spray vaccine is available for individuals ages two to 49 who are not pregnant and do not have pre-existing medical conditions that make them ineligible. The vaccine injection is available for individuals over 49, for children 6 months to 36 months of age, and for high-risk patients such as pregnant women and those with weak immune systems.

Anyone over nine years old will require only a single dose of vac-



cine. Children who are six months old to 8 years old may require two doses depending on vaccination history. Health care providers will be able to determine your specific needs.

For beneficiaries who qualify, the nasal spray vaccine provides the best protection against seasonal flu. The CDC recommends that if you are sick with a fever, you should talk to your health care provider about getting your vaccine later.

One common misconception about flu immunizations is that it will give you the flu. According to the CDC, the viruses used in the vaccine are inactivated, which means they cannot cause infection. Manufacturers test each batch of flu vaccine to ensure safety.

As always, proper hygiene is one of the biggest factors in stopping the spread of illnesses. Proper hand washing and the use of hand sanitizers, cough and sneeze etiquette, adequate sleep, and a nutritious diet are essential to healthy living.

Beneficiaries may get the flu vaccine in their primary care clinics from 8 a.m. — 4 p.m., Monday—Friday.

## Refill Pharmacy undergoing renovation

Construction began Monday, Sept. 20, to expand and renovate Carl R. Darnall Army Medical Center's Refill Pharmacy located inside the Clear Creek Post Exchange (PX) at Fort Hood; Facility officials expect the renovation to be complete by the end of 2010.

During the renovation process, service will be reduced from four windows to two windows. The renovation project expands the inside of the pharmacy by 10.5 feet, adding more room for storage of called-in prescriptions that are ready for pick-up. Renovation includes more equipment and adding new workstation to process requests for refills.

"We encourage our patients to get their refills at some other time other than the lunch hour, which is our busiest time," said Lt. Col. Gwendolyn Thompson, pharmacy department chief. "We expect pick-up times to be longer than usual," Thompson added.

During construction, Refill Pharmacy hours remain the same. Prescriptions that have been called in for refill can be picked up Monday thru Saturday from 9 a.m. to 6 p.m. The pharmacy is closed on Sundays.

"We're excited about the renovation because it allows us to work more efficiently, which translates to serving our patients more efficiently."