

Fort Hood Patient-Centered Medical Homes

Thomas Moore Health Clinic

Phone: (254) 287-5410
Address: Building 2245, 58th Street & 761st Tank Battalion Avenue
Monday-Friday: 7 a.m. - 5 p.m.

Russell Collier Health Clinic

Phone: (254) 553-3147
Address: 94043 Loop Road, West Fort Hood
Monday-Friday: 8 a.m. - 5 p.m.

Family Medicine Residency Center

Phone: (254) 288-8280
Address: 1st Floor Carl R. Darnall Army Medical Center
Monday-Friday: 7 a.m. - 5 p.m.
Thursday Closed: 8 a.m. - 1 p.m. for clinical education

Bennett Health Clinic

Phone: (254) 618-8040
Address: 31st Street and Battalion Avenue
Monday-Friday: 7:30 a.m. - 5 p.m.

How do you access your care?

Telephone Consultation Requests

Send a message to your care team through the Call Center at (254) 288-8888 or (800) 305-6421 to request a telephone consultation (TCON) regarding routine medication refills, prescription renewals, questions about paperwork and to find out about laboratory and other test results. Available Monday - Friday during clinic hours.

Secure Messaging with Relay Health

You can now send a secure email to your healthcare provider through the Army Medicine Secure Messaging System powered by Relay Health! Simply talk to your provider about getting registered. We will send you a personal invitation to begin sending secure messages to your care team at www.RelayHealth.com.

Schedule an Appointment

If you need an appointment, you may contact the Call Center at (254) 288-8888 or (800) 305-6421 Monday - Friday. You may also schedule appointments 24/7 at www.TricareOnline.com.



ARMY MEDICINE
Serving To Heal...Honored To Serve



Welcome to your
Patient-Centered
Medical Home



www.crdamc.amedd.army.mil

Carl R. Darnall Army Medical Center
Public Affairs & Marketing Office
CRDAMC HO # 891

Did you know that Darnall Health Care System offers a Nurse Advice Line? By calling (254) 553-3695 you can address any medical question 24 hours a day, seven days a week for yourself or a loved one and receive advice on what to do. No question is too small or large. They can provide self care advice, help determine whether you need an appointment or recommend emergency room care. Give them a call at (254) 553-3695 and let them help you with your medical concerns.

DARNALL
ARMY MEDICAL CENTER

What is a Patient-Centered Medical Home?

The Patient-Centered Medical Home (PCMH) model is being adopted across Army Medicine, as well as many civilian healthcare systems.

PCMH provides you and your Family more personalized care with multiple ways to access your care team, thanks to the team-based, holistic approach.

This model is based on the belief that your well-being should always be at the center of every decision about your health. You and your Family will receive more personalized and coordinated care, supported by an entire team of experts to maximize your and your overall wellness.

You no longer have just a primary care provider, but an entire primary care team!



Partner in Your Care

Your care team needs your cooperation. To get the most out of your next visit, **be active** in your care. Remember, **YOU** are the most important member of your healthcare team!

Before your visit

- Create a list of your medications to include doses, frequency and any questions you have about your health conditions

During your visit

- Ask questions and share in the decision making process

After your visit

- Follow your care plan and keep your care team informed

The Care Team Approach

You, the Patient

- Maintain a healthy lifestyle
- Take medication as prescribed
- Communicate your concerns through email, TCONs, or during the office visit
- Stay informed on your medical conditions and care plan

Your Providers:

the Doctor, Physician Assistant (PA) or Nurse Practitioner who partners with you to facilitate your care.

YOUR Registered Nurse:

Acts as your Team Leader who is available to you through walk-in services, TCON and secure messaging.

YOUR Licensed Vocational Nurse.

Conducts your initial screening during each visit. They are your point of contact to relay any new or changed information regarding your health status. They also encourage open lines of communication between you and the rest of your care team.

YOUR Extended Team:

Everyone who provides additional preventive care, including Nurse Case Managers, Population Health Nurses, Dietitians, Behavioral Health Providers, and the Laboratory and Pharmacy teams. They work closely with your assigned care team to provide the most comprehensive care possible.

