



# Raymond W. Bliss Army Health Center



## RWBAHC has no Emergency Department Dial 911 for Emergencies

Canyon Vista Regional Health Center is located at 5700 East Highway 90. Emergency treatment is available at their emergency room 24 hours a day. TRICARE billing of acute or urgent conditions is based on whether a prudent person would go to an emergency room for treatment, or wait and see their PCM. Be advised to use the “Prudent Law” when the emergency room is utilized. That is, immediate medical attention is needed with a threat to life, limb, or sight; when a person has severe, painful symptoms requiring immediate attention to relieve suffering; or when a person is at immediate risk to self or others.

**CAUTION: TRICARE Prime enrollees may incur out-of-pocket costs for inappropriate Emergency Room/Urgent Care use.**

## GENERAL INFORMATION

- 1. Patient Centered Medical Home (PCMH).** RWBAHC and MEDCOM subscribe to the PCMH model of primary care that is patient-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety. Your PCMH is a place where patients are treated with respect, dignity, and compassion, and enables strong and trusting relationships with your PCM and support staff. With PCMH you, the patient, are the center of all we do. RWBAHC also provides preventive medicine consultation and Physical Therapy services for Active Duty personnel Monday thru Friday. Optometry services are open for all Active Duty, Dependents, and Retirees. Access to medical care at RWBAHC is by appointment unless otherwise stated.
- 2. Weekend Access Clinic (WAC):** Urgent and acute minor illness medical care is provided for Active Duty personnel and TRICARE Prime beneficiaries enrolled to RWBAHC. Please call **(520) 533-9165** during this clinic’s hours (0730-1600) to schedule an appointment. The clinic is located in the main Health Center, Bldg. 45001 and the main front entrance will be open from 0700-1600 every weekend and on Training Holidays (RWBAHC is now closed for all Federal Holidays).
- 3. Nurse Advice Line/After Hours Care.** The TRICARE Nurse Advice Line is available to RWBAHC beneficiaries who have medical questions. Please call the TRICARE Nurse Advice Line at 1-800-874-2273. Services include home healthcare advice, answers to a multitude of medical questions, and authorizations to seek after-hours care at the Urgent Care Clinic if deemed necessary. Please note the Nurse Advice Line is not for medication renewals, test results, or other communication with your PCM team. These requests can be made through Relay Health Secure Messaging Service, which provides secure communication between the patient and their PCM or PCM Team. PLEASE NOTE: A referral is not necessary for going to an Emergency Room.

## APPOINTMENTS

**To access medical appointments, please call (520) 533-9200 or toll free 1-877-856-2821 from 0600-1500, Monday to Friday.** All beneficiaries may also utilize the TRICARE Online appointing system 24 hours/7 days a week for their primary care needs. Multiple services are available once registered with TRICARE Online at <http://www.tricareonline.com/> (i.e. schedule, cancel appointments, prescription refills, personal health data and email/text message reminders). Medical care can also be accessed via **Relay Health (a.k.a. Secure Messaging)** at <https://app.relayhealth.com/>. Secure Messaging is an online portal enabling the patient to have open communication lines directly with their PCM/PCM Team through secured e-mail messages.

## ACTIVE DUTY PATIENTS – Soldier Centered Clinic

- a. Active Duty permanent party, permanent party flight personnel, Officer Basic and Advance Course** students receive medical care at the **Soldier Centered Clinic, Bldg 51101, Monday to Friday, 0700-1500, by appointment only.** Patients (except flight personnel) must call or go online to schedule an appointment. Flight personnel can book appointments by calling 538-1546. For clinic information or assistance, please call 533-2627.
- b. AIT students, NCO Academy students, AIT flight students, and re-class students** receive their medical care at the **MI Student Clinic, Bldg 84551.** Hours of operation are Monday to Friday from 0445-1400. **Student sick call is held at this clinic and check-in is from 0445-0500.** Students should check with their Cadre for a sick call slip. Please call 533-6709 for clinic information or assistance.
- c. Soldier Readiness Activities** which include all Active Duty installation medical in/out-processing, individual medical readiness, MEDPROS updates, deployment SRP medical activities and post deployment health reassessment evaluations are provided at Soldier Centered Clinic. Please call 533-2627 for information or assistance. Soldiers are seen by appointment only. All part 1

Active Duty separation physicals to include retirement, ETS, chapters, and airborne physicals are walk-in from 0715-1200, Monday to Wednesday and Friday (closed on Thursday). Part 2 physicals are by appointment only.

## **FAMILY MEMBERS AND RETIREES – Family Care Clinics A and B**

All non-Active Duty beneficiaries enrolled to a RWBAHC PCM receive primary medical care by appointment at R.W. Bliss Army Health Center Family Care Clinics (A and B), Bldg 45001. To access RWBAHC clinics or services, call 533-9200 from 0600-1500.

RWBAHC beneficiaries needing guidance with appointments, medical care, medication renewals, LAB/RAD results and referrals during the duty day, should call (520) 533-9200 ext. 1 and request a **nurse telephone consult**. Your information will be taken and sent to the nurse assigned to your PCM. Expected timeframe for staff-to-patient response or prescription renewal is within 72 hours.

**Family member immunizations:** Family members receive immunization at the Allergy/Immunization Clinic co-located with Family Care Clinic-A. Patients 0 to 6 years of age will receive their immunization at their well baby/child visit. Patients older than 6 year of age can get immunizations without seeing a provider. Call the Allergy/Immunization Clinic at 533-2066 for information. Please ensure all patients have their current shot records. For seasonal flu—no appointment needed (walk-in service).

## **SPECIALTY CLINICS**

**RWBAHC Specialty Clinics require a referral from the patient's PCM prior to booking an appointment (except Behavioral Health).** RWBAHC Specialty Services are listed below.

Behavioral Health 533-7030  
Nutrition 533-9033/2066  
Occupational Health 533-9139  
Optometry 533-9197 (**No referral needed for general eye exam**) (0715-1600)  
Preventive Medicine 533-3536  
Rehabilitation (PT, OT, Sports Medicine) 533-9102

## **LAB, RADIOLOGY, AND PHARMACY**

**Laboratory** Information: 533-2918 Hours: Monday-Friday 0700-1615

**Radiology** Information: 533-2555 Hours: Monday-Friday 0530-1630

**Main Pharmacy** Information: 533-2520 Hours: Monday, Tuesday, Wednesday, Friday 0800-1700 (Open on training holidays), Thursdays 0900-1700

*Pharmacy service tickets are given until 16:15*

RWBAHC prescription refills 24 hour phone-in: 533-1551, pick up at RWBAHC main pharmacy. Call 533-2520 for assistance

One window will be open Monday-Friday from 0730-0800 for active duty soldiers for prescriptions for THEMSELVES only.

RWBAHC prescription refills online at [www.tricareonline.com](http://www.tricareonline.com)

**MAIL ORDER PHARMACY:** If you are a patient on long-term medication, you may want to consider the mail order pharmacy. For details visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call 1.866.DOD.TMOP (1.866.363.8667).

### **Points of Contact for Information are located in the main Health Center**

Patient Advocate	533-2313	Room 103-14
Benefits Counselor Assistance Coordinator (BCAC)	533-1204	Room 103-13
Exceptional Family Member Program	533-9035	FCC-B (Area 102-16)
Medical Evaluation Boards	533-1203	2 <sup>nd</sup> Floor
Medical Record (Family Member/Retiree)	533-5159	Room H-7
Medical Record (Active Duty)	533-3356	Room H-7
RWBAHC Patient Registration	533-5037	Room 103-12
United Health Care Information & Assistance	1-(877)988-9378	
Army Substance Abuse Program (ASAP)	533-2071	2 <sup>nd</sup> Floor
Patient Safety	533-8115	Room 3-Q-5
Referral Management	533-4492	K-6

<http://rwbach.huachuca.amedd.army.mil/>

<http://www.uhcmilitarywest.com/>

<http://www.tricare.osd.mil/>