



Walter Reed National Military Medical Center

Warrior and Family
Quick Reference Guide



8901 Wisconsin Avenue

Bethesda, MD 20889-5600

1.800.526.7101 | 1.301.295.4611

<http://www.wrnmmc.capmed.mil/>

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Travel Checklist

TRAVEL DOCUMENTS

- Military ID or government issued ID (e.g. Driver's License)
- Power of Attorney documents
- Name and phone number of your Warrior's unit
- Health insurance information for travelling family members
- Original prescription for any medications that you may need
- Immunization record for children
- Important contact numbers – e.g. doctors, dentist, supervisor, neighbors, children's school, etc.
- Bank information – i.e. bank name, account number, routing number, etc.
- Voided bank check – Note: Your per diem will be direct deposited into your account. There are ATMs throughout the campus for you to access the funds.

HOUSEHOLD PREPARATION

- Stop mail or arrange for someone to pick up and forward mail to you
- Schedule bill payments or web pay with financial institutions
- Contact your homeowner's insurance carrier and inform them of your situation
- Ensure your homeowner's insurance policy is current and stored securely
- Secure all valuables and notify a trusted neighbor or friend of your departure arrange for pet care

Things to pack for your stay

- Glasses/contacts/associated supplies
- Prescription medications for up to 30 days plus refill information
- Toiletries
- Comfortable clothing/sleepwear/shoes/socks
- Light sweater or jacket
- Cell phone and charger
- Seasonally appropriate outerwear/umbrella
- Journal/calendar
- Phone numbers of key people
- Books, laptop, tablet, etc.

Your Service Liaison is your primary point of contact for all non-medical support services during your stay at the Walter Reed National Military Medical Center

Important Phone Numbers

EMERGENCY SERVICES DISPATCH

| | |
|--------------------------------------|-------------------------------------------|
| Police | 777 |
| Fire | 911 |
| EMS | 301.295.1246 |
| National Suicide Prevention Lifeline | 1.800.273.TALK (1.800.273.8255); Option 1 |

CRITICAL CARE UNIT

| | |
|---------------------------------------------------|-------------------|
| Critical Care Unit 3 rd Floor | 301.295.2606/4830 |
| Critical Care Unit 4 th Floor | 301.319.4190 |
| Inpatient Behavioral Health 7 th Floor | 301.295.4095 |

SERVICE LIAISONS

| | |
|--------------|--------------|
| Air Force | 301.547.1169 |
| Army | 301.547.1449 |
| Coast Guard | 757.374.7994 |
| Marine Corps | 240.515.6932 |
| Navy | 301.213.6972 |

ON-BASE LODGING FRONT DESKS

| | |
|------------------------------|--------------|
| Navy Lodge | 301.654.1795 |
| Fisher House | 301.295.5334 |
| Comfort Hall Building 60 | 301.295.5855 |
| Mercy Hall Building 50 | 301.295.5715 |
| Solace Hall Building 61 | 301.295.5288 |
| Tranquility Hall Building 62 | 301.400.0200 |

WARRIOR / FAMILY SUPPORT SERVICES

| | |
|--------------------------------------|------------------------------------------------------|
| Austin's Room | 301.400.0118 |
| Child Development Center | 301.295.0014 |
| Fitness Center | 301.295.2450 |
| Fleet & Family Service Center | 301.319.4087 |
| Amputee Center | 301.295.4880 / 301.295.4881 |
| MWR InfoCenter | 301.295.0434 |
| Navy Exchange | 240.743.4200 |
| Pastoral Care | 301.295.1510 |
| Red Cross | 301.295.1538 |
| Warrior Clinic | 301.400.1012 |
| Warrior and Family Coordination Cell | 301.319.6805 (inpatient) / 301.295.6022 (outpatient) |

Lodging

Your service liaison will facilitate family lodging accommodations

FAMILY ON-BASE LODGING

| <u>Facility</u> | <u>Building</u> | <u>Phone Number</u> |
|---------------------------------|--------------------|---------------------|
| Navy Lodge | 52 | 301.654.1795 |
| Fisher Houses I, II, III, IV, V | 24, 25, 65, 66, 67 | 301.295.5334 |

WARRIOR ON-BASE OUTPATIENT HOUSING

| <u>Facility</u> | <u>Building</u> | <u>Comments</u> |
|------------------|-----------------|------------------------------|
| Mercy Hall | 50 | |
| Comfort Hall | 60 | |
| Solace Hall | 61 | |
| Tranquility Hall | 62 | Contact your service liaison |

For more information regarding on-base lodging, visit
www.wrnmmc.capmed.mil/PatientVisitors/SitePages/Lodging.aspx

Food

| Food Option | Location | Hours of Operation | |
|---------------------------------------|---------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------|
| Au Bon Pain | Building 51, Floor 1 | Monday - Friday | 7:00 am – 2:30 pm |
| Café 8901(The Galley) 301.400.2801 | Temporarily located in front of Building 1 | Daily | 6:00am - 3:00pm 4:00pm - 6:00pm 6:30pm - 12:30pm |
| Dry Dock | Building 2, Floor 1 | Monday - Friday | 7:00 am – 5:00 pm |
| Dunkin Donuts 301.652.4667 | Building 2, Floor 1 | Monday - Friday Saturday Sunday - Saturday | 6:00am - 8:00pm 7:00am - 3:00pm 7:00am - 2:00pm |
| Main Street Café 301.295.6381 | Building 2, Floor 1 | Monday - Friday | 6:30 am – 3:00 pm |
| McDonald's 301.564.9549 | Next to the NEX attached to the Gas Station | Daily | 5:00am - 11:00pm |
| Subway 301.652.4667 | Building 2, Floor 1 | Monday - Friday Saturday & Sunday | 9:00am - 8:00pm 9:00am - 3:00pm |
| Pin Fall Café 301.295.2034 | Bowling Alley | Sunday Monday Tuesday - Thursday Friday | 1:00pm - 8:00pm 10:00am- 8:00pm 1:00pm - 8:00pm 1:00pm - 12:00am |
| USUHS Cafeteria 301.493.9775 | Building B, Floor 1 | Monday - Friday | 6:00 am – 2:00 pm |
| Warrior Café 301.400.0125 | Building 62, Floor 1 | Monday - Friday Saturday & Sunday | 6:00am - 6:00pm 9:00am - 6:00pm |
| William III 301.295.5387 | Building 10, Floor 1 | Monday - Friday | 6:00 am – 3:30 pm |
| William III 301.493.4288 | Building 19, Floor 1 | Monday - Friday | 6:30 am – 2:00 pm |
| William III 301.400.1202 | Building 17, Floor 1 | Monday - Friday | 6:00 am – 3:30 pm |

Commissary Shuttle

301.295.4727

Shuttles to the Forest Glen Commissary leave the Liberty Zone (Building 11) every pay day Saturday. Warriors and families must pre-register for a shuttle at the Liberty Zone. Warriors requiring an ADA vehicle should contact the Liberty Zone 48 hours prior to ensure proper accommodations are available.

www.commissaries.com/stores/html/store.cfm?dodaac=HQCNEF

Childcare

Your Service Liaison will help arrange childcare requirements.

Types of Childcare

- Full-time care – **Child Development Center**
 - Location: Building 26 on Stokes Road behind Bowling Alley
- Drop-in care – **Austin's Room** (reservations are advised)
 - Location: Building 62, Floor B3, Room B307E

Playgrounds

- **Tranquility Hall**
 - Location: Building 62 (outside of Austin's Room)
- **National Intrepid Center of Excellence (NICoE) for Psychological Health and Traumatic Brain Injury**
 - Location: Building 51

Legal Assistance

Legal Assistance Office

Building 1, Floor 7

301.295.6052 / 301.319.7828

Monday – Friday; 8:00am – 3:00 pm

Power of Attorney (POA)

A Power of Attorney (POA) is a powerful document that allows you (the "principal") to authorize your agent (your "attorney-in-fact") to conduct certain business on your behalf. It is one of the strongest legal documents that you can give to another person. It should only be given to a trustworthy person, and only when absolutely necessary. Your local Legal Assistance Office can advise you about and prepare for you the appropriate type of POA, as needed.

Types of Power of Attorney (POA)

There are two types of POA dealing with non-health care matters; "**general**" and "**special**" (or limited).

- **General POA** gives your agent very broad a power to act on your behalf.
- **Special POA** limits your agent's authority to act only on certain matters. Every act performed by your agent within the authority of the POA is legally binding upon you.
- A special kind of durable power of attorney called a **Health-Care Power of Attorney (HCPA)** deals with health-care planning. You appoint someone else to make health-care decisions for you – including, if you wish, the decision to end life sustaining support – if you become incapable of making that decision. The form can be used to make decisions about concerning aspects such as nursing homes, surgeries, and artificial feeding. Since it is impossible to predict every possible contingency in an advance medical directive, having both a *living will* and a *HCPA* enables you to address other kinds of disability, that may arise during course of treatment.

Warrior Clinic

Building 8, Floor 3
301.400.1012
Mon, Tues, Thurs, Fri
7:30 am – 4:30 pm
Wednesday
8:30 am – 4:30 pm

Mission

To facilitate the physical, spiritual and mental healing of service members and their families through the use of an Integrated Primary Care Team focusing on patient advocacy and synchronization of clinical care.

*Warrior Clinic patients**

- Army Wounded, Ill and Injured (WII) assigned or attached to the Army Warrior Transition Brigade (WTB)
- Marines, Navy, Air Force, Coast Guard personnel designated WII by their service programs
- Eligible adult family members and non-medical attendants needing acute Primary Care

Services at the Warrior Clinic

- Acute Care
- Plan of Care Follow Up Services
- Minor Procedures
- Referrals to Specialty Services
- Wound Care
- Pain Management
- Physical Exams
- Periodic Health Assessments (PHA)
- Electronic Medication Management Assistant (EMMA)
- Medication Education
- Smoking Cessation

* Eligible children receive medical care at the Pediatrics Clinic (America Zone, Building 19, Floor 4)

Wounded Warrior Service Programs

AIR FORCE

- **Air Force Warrior and Survivor Care** program is a multifaceted support system that leverages existing programs and includes assignment of a Recovery Care Coordinator (RCC) through all phases of recovery, rehabilitation, and the reintegration process. It includes all non-clinical support to seriously Wounded, Ill and Injured (WII) Airmen and their families. It provides policy and oversight for the Air Force Wounded Warrior (AFW2) program, the Recovery Care Program (RCP), the Casualty Services Program, and the Air Force Survivor Assistance Program (AFSAP).
- **Air Force Wounded Warrior (AFW2)** program, located at Headquarters Air Force Personnel Center on Randolph Air Force Base in San Antonio, TX, provides individualized support to those severely wounded in overseas contingency operations. An AFW2 is an Airman who has a combat-related injury or illness requiring long-term care requiring a Medical Evaluation Board (MEB) or Physical Evaluation Board (PEB) to determine fitness for duty.

<http://www.woundedwarrior.af.mil/>

ARMY

- **Warrior Transition Units (WTUs)** are located at major military treatment facilities (MTFs) around the world. WTUs provide personal support to Soldiers who require at least six months of rehabilitative care and complex medical management.
- **Warrior Transition Brigade (WTB)** is responsible for the care and transition of Warriors receiving care at Walter Reed National Military Medical Center (WRNMMC).
- **Army Wounded Warrior Program (AW2)** assists and supports the most severely WII Soldiers and Veterans who suffer from injuries or illness incurred in the line of duty after September 10, 2001 in support of Overseas Contingency Operations. AW2 supports Soldiers and their families wherever they are located, regardless of military status, throughout their recovery and transition, even into Veteran status.

http://www.wtc.army.mil/about_us/wtu.html

<http://www.wtc.army.mil/aw2/index.html>

MARINE CORPS

- The **Wounded Warrior Regiment (WWR)** provides and facilitates non-medical care to combat and non-combat WII Marines, and Sailors attached to or in direct support of Marine units, and their family members in order to assist them as they return to duty or transition to civilian life. The WWR serves the total force – Active Duty, Reserve, and Veteran Marines.

<http://www.woundedwarriorregiment.org/>

- The Regimental Headquarters element, located in Quantico, VA, commands the operations of two **Wounded Warrior Battalions (WWBn)** located at Camp Pendleton and Camp Lejeune, and multiple detachments in locations around the world. Marines at WRNMMC are supported by the **Wounded Warrior Battalion East - Bethesda Detachment**.
- The **District Injured Support Cells (DISCs)** are integral to the WWR support structure. DISCs are mobilized reserve Marines who are located throughout the country to conduct face-to-face visits and telephone outreach with WII Marines and their Families who are recovering within their assigned region. For Marines who transition to veteran status and require continued transition support, Recovery Care Coordinators (RCCs) will coordinate the transfer of their case to the DISCs who have access to WWR support assets.

NAVY

- **Navy Safe Harbor (NSH)** serves as the Navy's lead organization for coordinating the non-medical care of WII Sailors, and their families. They provide a lifetime of individually tailored assistance designed to optimize the success of our Shipmates' recovery, rehabilitation, and reintegration activities. Navy Safe Harbor Headquarters is located in Arlington, VA and there are over 21 Non-Medical Care Managers located at 12 Navy, Army, and VA Treatment Facilities across the country.

<http://safeharbor.navylive.dodlive.mil/>

Worship Services & Support

Chaplains are on-call 24 hours a day / 7 days a week.

Monday – Friday, 7:30 am – 4:00 pm: 301.295.1510

Saturday – Sunday & after hours: 301.295.4611

For more information, visit

<http://www.wrnmmc.capmed.mil/PatientVisitors/SitePages/PastoralCare.aspx>

Roman Catholic Mass

Monday – Thursday at 12:00 pm

Friday at 11:00 am

Sunday at 9:00 am

Building 8, Main Chapel

Protestant Worship Services

Sunday at 10:30 am

Building 8, Main Chapel

Jewish Service – Torah Study

Tuesdays at 12:15 pm

Pastoral Care Main Office

Building 8, Room 1329D

Hindu Service

Thursdays at 2:00 pm – 3:00 pm

Building 8, Main Chapel

Muslim

Qur'an Study Monday at 12:00 pm

Building 7, 2nd Floor

Jum'ah Prayer

Friday at 12:00 pm

Building 8, Main Chapel

Family Support Organizations & Entertainment

Warrior and Family Coordination Cell (WFCC)

Building 62, Floor 2
301.400.0242

The WFCC coordinates with patients and stakeholders to achieve our goal of providing an optimal healing environment for recovering Wounded, Ill, and Injured Warriors (WII) and their families. In addition, the WFCC is a link between the hospital and those entities which provide non-medical support to the WII. The Events Office is located in Building 62 / Floor 1 / Room 1020.

Fleet and Family Service Center (FFSC)

Building 11, Floor 1
301.319.4087 (main number)
Family Advocacy Program after-hours: 301.312.5531
Sexual Assault Victim Advocate 24 hour response: 301.442.8225
Hours of Operation: Mon – Fri, 7:30 am – 4:00 pm

Services are available to all Service Members and their families. Support activities include but are not limited to:

- Crisis Response
- Deployment /IA Support
- Exceptional Family Member Support
- Family Advocacy Program (FAP)
- Family Employment Readiness Program (FERP)
- Individual, family, and couples counseling
- Information and Referral
- Life Skills Education
- Ombudsman Training and Support
- Outreach Services
- Personal Financial Planning
- Relocation Assistance Program
- School Liaison Officer
- Sexual Assault Prevention and Response (SAPR)
- Transition Assistance Program (TAP)

WRNMMC American Red Cross

Building 8, Floor 2, Room 2189

301.295.1538 (main number)

1.877.272.7337 (emergency message 24/7)

Hours of Operation: Mon – Fri, 8:00 am – 4:00 pm ; closed Sat - Sun except for inpatient support

Support activities include but are not limited to:

- Emergency communications and financial assistance
- Basic needs items – personal hygiene products, phone cards, luggage, etc.
- Books, magazines, puzzle books, DVD/ videogame library
- TV gaming systems and portable DVD players for inpatient support
- Snacks and refreshments
- Volunteer opportunities

Base Post Office

Building 2, Floor 1, Main Street

Hours of Operation: Mon-Fri, 8:00 am – 1:00 pm; 2:00 pm – 4:00 pm; Closed Sat – Sun

301.295.0162 / 5161

Navy Federal Credit Union (NFCU)

Building 2, Floor 1, Main Street

Hours of Operation: Mon – Fri, 7:30 am – 4:00 pm; Closed Saturday/Sunday

1.888.842.6328

ATMS located in:

- Building 2 (Hospital)
- Building 17
- Building 62 (Tranquility Hall)

Morale, Welfare & Recreation (MWR)

Building 2, Floor 1 (located in the hospital near Main Street)

Hours of Operation:

- Mon – Fri, 7:30 am – 4:00 pm
- Closed on all Federal Holidays

301.295.0434

Programs include but are not limited to: fitness and sports, deployed support, the Navy Motion Picture Service, libraries, golf, bowling, marinas, outdoor recreation, the Single Sailor or Liberty program, Information, Tickets, Travel and Navy entertainment programs.

Fitness Center

Building 17, Floor 1

301.295.2450 (front desk) Gym Hours:

Mon – Fri, 5:00 am – 9:00 pm

Weekends, 9:00 am – 6:00 pm

Holidays, 9:00 am – 6:00 pm

Pool Hours:

Mon – Fri, 5:00 am – 8:00 pm

Sat – Sun, 9:00 am – 5:00 pm

Services include:

- Full weight room including free weights and machines
- Cardio fitness center, aerobics, and spin classes
- Olympic sized swimming pool with full wheelchair access
- Elevated running track
- Gymnasium with volley ball and six basketball courts
- Hand Ball, Squash, and Racquet Ball courts

Liberty Zone

Building 11, Main Entrance

301.295.4727

Hours of Operation:

Mon – Thurs, 9:00 am – 10:00 pm

Fri – Sat, 9:00 am – 11:00 pm

Sunday / Holidays, 9:00 am – 10:00 am

The Zone is open to E1-E6 Single/ Unaccompanied military, Geographic Bachelors in the barracks, and Wounded Warriors. Services include, but are not limited to:

- Entertainment: HD TV, WiFi /laptops, Gaming Stations for Wii and Xbox with all the latest games
- Liberty Trips (e.g. sporting events, beach, day trip, etc.)
- Movie Nights

Bowling Alley

Building 56

301.295.2034 / 2060

Hours of Operation – subject to change without notice:

Sun, 1:00 pm – 8:00 pm

Mon, 10:00 am – 10:00 pm

Tues – Thurs, 1:00 pm – 10:00 pm

Fri, 1:00 pm – Midnight

Sat, 10:00 am – Midnight

Services include:

- Open play Leagues
- Parties
- Tournaments
- Youth Programs

Navy Exchange

Building 81T

301.295.6366 / 6365

Hours of Operation

Mon – Saturday 9:00 am – 6:00 pm

Sunday 11:00 am – 5:00 pm

Services and shops include:

- Automotive
- Barber / Beauty
- Food Services
- Laundry / Dry Clean / Tailor
- Navy Lodges
- Optical Shops
- Uniform Shops

WRNMMC Media Relations

Building 1, Floor 11

301.295.5727

Hours of Operation: Mon – Fri; 8:00 am – 5:00 pm

If you are contacted by the media, please contact the Office of Media Relations.

Common acronyms

| | |
|-------|---------------------------------------------|
| A/E | Air Evacuation |
| JBA | Joint Base Andrews |
| ACS | Army Community Service |
| ADL | Activities of Daily Living |
| AER | Army Emergency Relief |
| AFSAP | Air Force Survivor Assistance Program |
| AFW2 | Air Force Wounded Warrior Program |
| AW2 | Army Wounded Warrior Program |
| BOS | Base Operating Support |
| C2 | Command and Control |
| CA | Casualty Affairs |
| CACO | Casualty Assistance Calls Officer |
| CAO | Casualty Affairs Office |
| CCU | Critical Care Unit |
| CDC | Child Development Center |
| CM | Case Manager |
| CONUS | Continental United States |
| DFAS | Defense Finance Accounting Service |
| DME | Durable Medical Equipment |
| DoD | Department of Defense |
| ETS | End Term of Service |
| FBCH | Fort Belvoir Community Hospital |
| FFSC | Fleet and Family Support Center |
| FRC | Federal Recovery Coordinator |
| FRG | Family Readiness Group |
| FRO | Family Readiness Officer |
| HDP-L | Hardship Duty Pay – Location |
| ICU | Intensive Care Unit |
| IDES | Integrated Disability Evaluation System |
| IWFLO | Inpatient Warrior and Family Liaison Office |
| ITO | Invitational Travel Orders |
| LIMDU | Limited Duty |
| LNO | Liaison |
| MATC | Military Advanced Training Center |
| MCLO | Marine Corps Liaison Office |
| MEB | Medical Evaluation Board |
| MTF | Military Treatment Facility |
| MWR | Morale ,Welfare & Recreation |
| NCM | Nurse Case Manager |
| NEX | Navy Exchange |

| | |
|--------|--------------------------------------------------------------------------------------------|
| NICoE | National Intrepid Center of Excellence for Psychological Health and Traumatic Brain Injury |
| NMA | Non Medical Attendant |
| NSAB | Naval Support Activity Bethesda |
| NSH | Navy Safe Harbor |
| OCONUS | Outside of Continental United States |
| OEF | Operation Enduring Freedom |
| OIF | Operation Iraqi Freedom |
| OT | Occupational Therapy |
| OWFLO | Outpatient Warrior and Family Liaison Office |
| PACU | Post Anesthesia Care Unit |
| PAD | Patient Administration Department/Division |
| PCM | Primary Care Manager |
| PEB | Physical Evaluation Board |
| PEBLO | Physical Evaluation Board Liaison Officer |
| PSD | Personnel Support Detachment |
| PT | Physical Therapy |
| SFAC | Soldier Family Assistance Center |
| SI | Seriously Ill/Injured |
| TAD | Temporary Additional Duty (Navy) |
| TDY | Temporary Duty (Army) |
| TSGLI | Traumatic Service Members' Group Life Insurance |
| UCMJ | Uniform Code of Military Justice |
| USA | United States Army |
| USAF | United States Air Force |
| USCG | United States Coast Guard |
| USMC | United States Marine Corps |
| USN | United States Navy |
| USPHS | United States Public Health Service |
| VA | (Department of) Veterans Affairs |
| VHA | Veteran Healthcare Administration |
| VSII | Very Seriously Ill/Injured |
| WFCC | Warrior and Family Coordination Cell |
| WII | Wounded, Ill and Injured |
| WRNMMC | Walter Reed National Military Medical Center |
| WTB | Warrior Transition Brigade |
| WTC | Warrior Transition Command |
| WTU | Warrior Transition Unit |
| WWBn-E | Wounded Warrior Battalion – East |
| WWBn-W | Wounded Warrior Battalion – West |
| WWR | Wounded Warrior Regiment |

Useful websites

Wounded Warrior Service Programs

U.S. Air Force Wounded Warrior Program (AFW2)

<http://www.woundedwarrior.af.mil/>

U.S. Army Wounded Warrior Program (AW2)

<http://www.wtc.army.mil/aw2/index.html>

U.S. Army Warrior Transition Command (WTC)

<http://www.wtc.army.mil/>

U.S. Marine Corps Wounded Warrior Regiment (WWR)

<http://www.woundedwarriorregiment.org>

U.S. Marine Corps Wounded Warrior Battalion – East (WWBn-E)

http://www.woundedwarriorregiment.org/WWBNEast/units_east.cfm

Navy Safe Harbor (NSH)

<http://safeharbor.navylive.dodlive.mil/>

Military treatment facilities

Fort Belvoir Community Hospital (FBCH)

<http://www.fbch.capmed.mil/>

Walter Reed National Military Medical Center (WRNMMC)

<http://www.wrnmmc.capmed.mil/>

Warrior and Family Support Organizations

American Red Cross

<http://www.redcross.org/>

Caregiver Resource Directory

<http://warriorcare.dodlive.mil/>

Fleet and Family Support Center (FFSC)

<http://www.wrnmmc.capmed.mil/PatientVisitors/SitePages/Career/Military/FleetAndFamilySupport.aspx>

WRNMMC Pastoral Care

<http://www.wrnmmc.capmed.mil/PatientVisitors/SitePages/PastoralCare.aspx>

WRNMMC Warrior and Family Coordination Cell

<http://www.wrnmmc.capmed.mil/warriorcare/sitepages/wfcc.aspx>

Warrior and Family Support Resources

Family Medical Leave Act

<http://www.dol.gov/dol/topic/benefits-leave/fmla.htm>

Forest Glen Commissary

<http://www.commissaries.com/stores/html/store.cfm?dodaac=HQCNEF>

Joint Travel Regulation

<http://www.defensetravel.dod.mil/perdiem/trvregs.html>

Military One Source

<http://www.militaryonesource.com/skins/MOS/home.aspx>

National Intrepid Center of Excellence for Psychological Health and Traumatic Brain Injury

<http://www.dcoe.health.mil/componentcenters/nicoe.aspx>

National Resource Directory

<https://www.nrd.gov/>

Navy Exchange Bethesda (NEX)

https://www.mynavyexchange.com/storefinder/nx_display_facility.html?p_facility_no=085&no_cache=0.1968185150082027

Warrior Care and Transition Policy

<http://warriorcare.dodlive.mil/>

Washington DC Metro

<http://wmata.com>

WRNMMC Patient Rights & Responsibilities

http://www.wrnmmc.capmed.mil/PatientVisitors/SitePages/PatientRights.aspx#r_esp_patient

Lodging Facilities

Fisher Houses

http://www.bethesda.med.navy.mil/visitor/lodging/fisher_houses.aspx

Navy Housing

<http://www.cnic.navy.mil/housing>

Navy Lodge

<http://www.navy-lodge.com/>

Maps and Local Transportation Schedules

These items are located on the following pages.



**Walter Reed
National Military
Medical Center**

NSA Bethesda BASE MAP



Hospital
Food
ATM

**SHUTTLE HOURS
Monday-Friday:**

★ BUILDING 10
Start of Shuttle Routes

★ Green Line Shuttle Stop &

★ Red Line Shuttle Stop
 • 5:30 – 9:00 A.M.
 • 2:45 – 6:30 P.M.

★ Blue Line Shuttle Stop
 • 5:30 A.M. – 6:30 P.M.
Shuttle stops at Navy Lodge only between the hours of 9:00 A.M. – 2:45 P.M.

★ Medical Center Metro Shuttle Stop
 • 5:30 A.M. – 6:30 P.M.

Shuttle Routes

BLUE LINE:

Hours of Operation:

5:30 a.m. to 6:30 p.m.

Stops on Route:

- Building 10 (Main Hospital Lobby)
- Multi-Use Parking Structure / AFRRRI
- Building 66 (Fisher House)
- Navy Lodge (Only from 9:00 a.m. to 2:45 p.m.)
- Building 17
- Parking Lot Q
- America Building
- Building 7

GREEN LINE: North Campus

Hours of Operation:

5:30 a.m. to 9:00 a.m.
2:45 p.m. to 6:30 p.m.

Stops on Route:

- Building 10 (Main Hospital Lobby)
- Building 8
- Parking Lot Z
- Building 27 (JTF)
- Parking Lot Q
- Building 14 (Facilities)
- Back to Building 10 (Main Hospital Lobby)

RED LINE: South Campus

Hours of Operation:

5:30 a.m. to 9:00 a.m.
2:45 p.m. to 6:30 p.m.

Stops on Route:

- Building 10 (Main Hospital Lobby)
- Multi-Use Parking Structure / AFRRRI
- Parking Lot W (USU Garage)
- Navy Lodge
- Parking Lot H
- Multi-Use Parking Structure / AFRRRI
- Back to Building 10 (Main Hospital Lobby)

MEDICAL CENTER METRO SHUTTLE:

Hours of Operation:

5:30 a.m. to 6:30 p.m.

Stops on Route:

- Building 10 (Main Hospital Lobby)
- Medical Center Metro Stop

M metro System Map

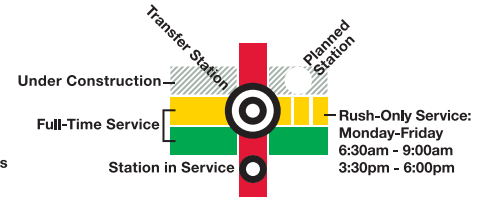
wmata.com
 Customer Information Service: 202-637-7000
 TTY Phone: 202-638-3780

- ## Legend
- **RD** Red Line • Glenmont to Shady Grove
 - **OR** Orange Line • New Carrollton to Vienna
 - **BL** Blue Line • Franconia-Springfield to Largo Town Center
 - **GR** Green Line • Branch Ave to Greenbelt
 - **YL** Yellow Line • Huntington to Fort Totten
 - **SV** Silver Line • Future Dulles Corridor Line

Station Features

- Bus to Airport
- Parking
- Hospital
- Airport

Connecting Rail Systems



Metro rail Operating Times

- Mon-Thu**
5am-midnight
- Fri**
5am-3am
- Sat**
7am-3am
- Sun**
7am-midnight

Times are approximate; check station kiosks or online for exact times.

Metro is accessible.

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WALTER REED NATIONAL MILITARY MEDICAL CENTER, BETHESDA, MD



| SERVICES | ZONE | BLD | FLOOR |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------|------------------|
| 3-D Medical Applications | President | 1 | 4 |
| Addiction Treatment Services | Liberty | 7 | 4 |
| Adolescent Medicine | America | 19 | 4 |
| Allergy/Immunology/Immunization | America | 19 | 4 |
| Ambulatory Procedure Unit • Prescreen | Eagle Arrowhead | 10 9 | 3 3 |
| Anatomic Pathology Labs | Arrowhead | 9 | BSMT |
| Armed Forces Center for Child Protection (AFCCP) | President | 1 | 10 |
| Assisted Reproductive Care (ARC) | Eagle | 10 | 2 |
| Audiology and Speech Pathology Center | America | 19 | 5 |
| Behavioral Health • Addiction Treatment Services • Adult Outpatient Services • Child and Adolescent Outpatient • Inpatient Services | Liberty America America Eagle | 7 19 19 10 | 4 6 4 7 |
| Blood Bank • Apheresis/Donor Center | Arrowhead Arrowhead | 9 9 | 3 1 |
| Breast Care Center/Mammography | America | 19 | 3 |
| Cardiac Rehabilitation | Arrowhead | 9 | 2 |

| SERVICES | ZONE | BLD | FLOOR |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------|------------------|
| Cardiovascular Health and Interventional Radiology Center (CVHIR) • Cardiology • Cardiothoracic Surgery • Interventional Radiology • Vascular Surgery | Arrowhead | 9 | 2 |
| Chiropractic Services | America | 19 | 1 |
| Clinical Case Management | | 17 | 3 |
| Darnall Biomedical Learning Center | President | 1 | 3 |
| Defense and Veterans Brain Injury Center (DVBIC) | America | 19 | 6 |
| Dental Readiness | Liberty | 2 | 2 |
| Deployment Health Clinical Center | Liberty | 8 | 2 |
| Dermatology | America | 19 | 3 |
| Dialysis Center/Nephrology | Arrowhead | 9 | 1 |
| Ear Nose and Throat/Otolaryngology | America | 19 | 5 |
| Emergency Medicine | Arrowhead | 9A | 1 |
| Endocrinology/Diabetes Care | America | 19 | 5 |
| Exceptional Family Member Program | America | 19 | 4 |
| Executive Medicine | Liberty | 7 | 1 |
| Eye Care • Ophthalmology • Optometry • Refractive Surgery Center • Vision Center of Excellence (VCE) | Liberty Liberty Liberty Liberty | 8 8 8 2 | 1 1 1 1 |
| Gastroenterology • Colon Health/Virtual Colonoscopy • Hepatology | Arrowhead | 9 | 1 |
| General Surgery | Arrowhead | 9 | 1 |
| Gynecological Cancer Center of Excellence | America | 19 | 3 |
| Hematology/Oncology | America | 19 | 3 |
| Hospital Dentistry | Arrowhead | 9 | 2 |
| Infectious Diseases | Liberty | 7 | 1 |
| Inpatient Wards | Eagle | 10 | 3 - 7 |
| Intensive Care Unit | Arrowhead | 9A | 3, 4 |
| Internal Medicine | America | 19 | 2 |
| Labor and Delivery (MICC) | Eagle | 10 | 6 |
| Laboratory Services (Blood Draw and Specimen Collection/Drop-Off) | America Arrowhead | 19 9 | 1 2 |
| Medical Home (Internal Medicine) | America | 19 | 2 |
| Medical Records (Active Duty) | Liberty | 7 | 2 |
| Military Advanced Training Center (MATC)/Amputee Center | America | 19 | 1, BSMT |
| Mother Infant Care Center (MICC) | Eagle | 10 | 6 |
| Murtha Cancer Center | America | 19 | 3 |

| SERVICES | ZONE | BLD | FLOOR |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Naval Post-Graduate Dental School • Comprehensive Dentistry • Endodontics • Oral and Maxillofacial Pathology • Oral and Maxillofacial Surgery • Oral Medicine/Radiology • Orofacial Pain Clinic • Orthodontics • Pediatric Dentistry • Periodontics • Prosthodontics & Maxillofacial Prosthetics | President President President President Liberty Liberty Liberty Liberty President President | 1 1 1 1 2 2 2 2 1 1 | 2 2 2 2 2 3 3 3 2 3 |
| Neonatal Intensive Care Unit (NICU) | Eagle | 10 | 6 |
| Nephrology/Dialysis Center | Arrowhead | 9 | 1 |
| Neurology | America | 19 | 6 |
| Neurosurgery | Arrowhead | 9 | 1 |
| NICoE | | 51 | |
| Nuclear Medicine | Arrowhead | 9 | 1 |
| Nutrition Services • Inpatient • Outpatient | Arrowhead Eagle Liberty | 9 10 7 | BSMT 2 3 |
| Obstetrics/Women's Health | Arrowhead | 9 | 2 |
| Occupational Health • Occupational Audiology | Liberty | 7 | 2 |
| Occupational Therapy | America | 19 | 1 |
| Oral and Maxillofacial Surgery | Arrowhead | 9 | 2 |
| Orthopaedics/Podiatry | America | 19 | 2 |
| Orthotics/Prosthetics | America | 19 | 1 |
| Pain Clinic | Arrowhead | 9 | 3 |
| Pastoral Care • Main Chapel • Offices | Liberty Liberty | 8 8 | 1 1, 2 |
| Patient Services • Health Benefits Office • Patient Accounts • Patient Administration (Admission/Disposition) • Patient Relations | Arrowhead Eagle Eagle Arrowhead | 9 10 10 9 | 1 1 1 1 |
| Pediatrics • Early Intervention Services • Hematology and Oncology • Pediatric Inpatient Care Unit • Primary Care • Specialty Care | America America Arrowhead America America | 19 19 9 19 19 | 4 4 3 4 4 |
| Personnel Support Detachment (PSD) | | 17 | 1 |
| Pharmacy Services • Investigational Research Pharmacy • Pharmacy • Pharmacy | Arrowhead America Arrowhead | 9 19 9 | 2 1 2 |
| Physical Medicine and Rehabilitation | America | 19 | 1 |
| Physical Therapy • Inpatient • Outpatient | Eagle America | 10 19 | 3 1 |

| SERVICES | ZONE | BLD | FLOOR |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------|--------------------------|
| Plastic and Reconstructive Surgery | Arrowhead | 9 | 2 |
| Podiatry | America | 19 | 2 |
| Post Anesthesia Care Unit (PACU) | Arrowhead | 9 | 3 |
| Prostate Disease Research Center | America | 19 | 3 |
| Prosthetics | America | 19 | 1 |
| Pulmonary | Arrowhead | 9 | 1 |
| Radiation Oncology | America | 19 | BSMT |
| Radiology Services • Interventional Radiology • Main Radiology Suite • Nuclear Medicine • Radiology Oncology • Satellite Radiology | Arrowhead Arrowhead Arrowhead America America | 9 9 9 19 19 | 2 1 1 BSMT 2 |
| Red Cross | Liberty | 8 | 2 |
| Refractive Surgery Center | Liberty | 8 | 1 |
| Rheumatology | America | 19 | 3 |
| Sleep Disorders Center | Arrowhead | 9 | 2 |
| Social Work | Liberty | 7 | 6 |
| Stone Center | Arrowhead | 9 | 3 |
| Surgical Oncology | America | 19 | 3 |
| TRICARE Service Center (Enrollment) | Arrowhead | 9 | 1 |
| Urology | Arrowhead | 9 | 2 |
| Vaccine Healthcare Center | America | 19 | 4 |
| Vascular Surgery | Arrowhead | 9 | 2 |
| Virtual Colonoscopy (Gastroenterology) | Arrowhead | 9 | 1 |
| Warrior Clinic | Liberty | 8 | 3 |
| Warrior Family Coordination | Eagle | 10 | 2 |
| Women's Health • Gynecology • Obstetrics • Reproductive Health • Urogynecology | Arrowhead Arrowhead Arrowhead Arrowhead | 9 9 9 9 | 2 2 2 2 |
| PLACES TO EAT | ZONE | BLD | FLOOR |
| Au Bon Pain Coffee Shop | | 51 | 1 |
| Dining Facility | Arrowhead | 9 | BSMT |
| Flagship Vending Center | Arrowhead | 9 | 1 |
| Main Street Café | Liberty | 2 | 1 |
| Subway & Dunkin' Donuts | Liberty | 2 | 1 |
| Convenience Store | America Liberty | 19 2 | 1 1 |
| The Wedge | Arrowhead | 9 | 1 |
| Warrior Café | | 62 | 1 |
| William III Gourmet Coffee | Eagle America | 10 19 | 1 1 |