

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

TRAVEL CHECKLIST

*** Be prepared to be gone approximately 30 days ***

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 traveling family members
- Original prescription for any medications that you may need
- Immunization record for children
- Important contact numbers – e.g. doctors, dentist, boss, 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 and let them know 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/belt
- Light sweater or jacket
- Cell phone and charger
- Seasonally appropriate outerwear/umbrella
- Journal/calendar
- Phone numbers of key people
- Books, laptop, iPad, Kindle, etc.

SPONSORSHIP CONTACT INFORMATION

- Army Liaison: 240.344.4810 / 931.217.5034
- Marine Liaison: 240.515.6932
- Navy Liaison: 301.213.6972
- Inpatient Warrior and Family Liaison Office: 301.319.6805
- The Ravens Group (Transportation Services): 301.400.2277
- Soldier Family Assistance Center (SFAC): 301.400.0173
- Joint Task Force National Capital Region Medical (JTF CapMed) Liaison Officer: 301.295.0514

***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

CRITICAL CARE UNIT

3 rd Floor	301.295.2606 / 4830
4 th Floor	301.319.4190

SERVICE LIAISONS

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

ON-BASE LODGING FRONT DESKS

Comfort Hall	301.295.5855
Fisher House	301.295.5334
Mercy Hall	301.295.5715
Navy Lodge	301.654.1795
Solace Hall	301.295.5288
Tranquility Hall	301.400.0200

WARRIOR / FAMILY SUPPORT SERVICES

Austin's Room	301.400.0118
Child Development Ctr	301.295.0014
Fitness Center	301.295.2450
Fleet & Family Svc Ctr	301.319.4087
Amputee Center	301.295.4880 / 301.295.4881
MWR InfoCenter	301.295.0434
Navy Exchange	301.295.6365
Pastoral Care	301.295.1510
Red Cross	301.295.1538
Nat'l Suicide Prevention Lifeline	1.800.273.TALK (1.800.273.8255); Opt 1
Warrior Clinic	301.400.1012
Warrior/Family Center	301.219.1710 (inpatient) / 301.400.0208 (outpatient)

LANDSTUHL REGIONAL MEDICAL CENTER SERVICE LIAISONS

011-49-6371867660	Air Force
011-49-1622707842	Army
011-49-6371886677	Marine Corps
011-49-6371868127	Navy



JOINT TASK FORCE
NATIONAL CAPITAL REGION MEDICAL
8901 WISCONSIN AVENUE, BUILDING 27
BETHESDA, MD 20889-5605

**MEMORANDUM FOR WARRIOR FAMILY MEMBERS ARRIVING TO THE
NATIONAL CAPITAL REGION MEDICAL**

SUBJECT: Warrior Family Guide

Welcome to the National Capital Region (NCR) Medical. My goal is to provide you with information in preparation for your arrival in the NCR to care for your Warrior at his/her bedside without worrying about administrative matters. My team is prepared to assist you in any way we can to make your stay in the NCR as comfortable as possible.

Enclosed is the Warrior Family Quick Reference Guide, which provides a basic orientation to the Walter Reed National Military Medical Center (WRNMMC). This guide offers important information and contact numbers for service liaisons, lodging, Warrior /Family Support Services, child care and dining facilities. In addition, this guide highlights important family support services to assist you in navigating through our integrated healthcare system. I encourage you to consider the items on the travel preparation list on page two of this guide prior to your travels to the NCR.

Finally, it is important to designate an emergency point of contact back home to assist you in your absence. It is critically important to ensure you have designated a guardian to care for your children while you are away. The preparations you take in advance will minimize any disruptions when you arrive at WRNMMC. Many warriors and their families have chosen to use the Caring Bridge, at www.caringbridge.org, and other social network sites to maintain contact with family and friends while you are at the bedside caring for your family member. Finally, the Department of the Army Casualty Travel Packet provides valuable information on travel, per diem and lodging expenses. Should you have any issues or concerns regarding your travel orders you may contact the Travel & Transportation Section at 888-331-9369. The Ravens Group provides transportation services from the airport to WRNMMC. Their contact number is 301-577-8585. Again, my team is prepared and ready to assist you in your integration into the NCR. Should you need additional information or guidance, please contact our Warrior and Family Care Team at 301-319-8363. Thank you.

A handwritten signature in black ink, appearing to read "Stephen L. Jones".

STEPHEN L. JONES
Major General, U.S. Army
Acting Commander

KEY LEADERS

MG Stephen L. Jones, U.S. Army
Acting Commander, JTF CapMed
8901 Wisconsin Avenue
Bethesda, MD 20889

RADM Alton L. Stocks, U.S. Navy
Commander, WRNMMC
8901 Wisconsin Avenue
Bethesda, MD 20889

CAPT Fredrick C. Kass, U.S. Navy
Commanding Officer, NSAB
8901 Wisconsin Avenue
Bethesda, MD 20889

LtCol Peter J. Epton, U.S. Marine Corps
OIC, Wounded Warrior Battalion East, Bethesda Det
8901 Wisconsin Avenue
Bethesda, MD 20889

COL James P. Inman, U.S. Army
WTB Commander
8901 Wisconsin Avenue
Bethesda, MD 20889

LT Kristi M. Bickel, U.S. Navy
Navy Safe Harbor
8901 Wisconsin Avenue
Bethesda, MD 20889

Col Hildegard Stewart, U.S. Air Force
NCR Wounded Warrior Lead
779th Medical Group/CD
1050 W. Perimeter Rd.
Andrews AFB, MD 20762

CAPT Thomas A. Craig, U.S. Navy
Director, Warrior Family Coordination Cell
8901 Wisconsin Avenue
Bethesda MD 20889


LODGING

Your Service Liaison will facilitate family lodging accommodations

FAMILY ON-BASE LODGING

Facility	Bldg	Phone Number
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 LODGING

Facility	Bldg	Eligible Tenants
Mercy Hall	50	Warrior / Non-Medical Attendant (NMA) lodging 
Comfort Hall	60	
Solace Hall	61	
Tranquility Hall	62	



For more information regarding on-base lodging, click [here](#).

TRANQUILITY HALL

Warrior Café

Located on the first floor of Bldg 62, the [Warrior Café](#) is open daily. Hours of operation are below.

Monday – Saturday

Breakfast	6:00 am – 9:00 am
Lunch	11:00 am – 2:00 pm
Dinner	4:00 pm – 7:00 pm
Grab & Go	6:00 am – 9:00 pm



Sunday and Holidays

Brunch	9:00 am – 2:00 pm
Dinner	4:00 am – 7:00 pm
Grab & Go	9:00 am – 9:00 pm

Austin's Room – Childcare

Located in the East Tower of Bldg 62, [Austin's Room](#) provides hourly childcare for children ages 6 weeks to 12 years. Hours of operation are Monday – Friday from 6:00 am – 6:00 pm. For more information, contact your Service Liaison.



Additional Features

- Barracks
- Navy Federal ATM
- Outdoor Patio
- Outdoor Playground
- WFCF Events Office – Fl 1, Rm 1020



DINING

** Hours subject to change **

FOOD OPTION	LOCATION	HOURS	
Café 8901 (The Galley) <i>301.400.2801</i>	Bldg 9, Basement	Sun – Sat	6:00 am – 11:00 am
		Sun – Sat	11:00 am – 3:00 pm
		Sun – Sat	4:00 pm – 6:00 pm
		Sun – Sat	6:30 pm – 12:30 am
Dunkin Donuts <i>301.652.4667</i>	Liberty Zone, Bldg 2, Fl 1	Mon – Fri	6:00 am – 8:00 pm
		Saturday	7:00 am – 3:00 pm
		Sunday	7:00 am – 2:00 pm
Subway <i>301.652.4667</i>	Liberty Zone, Bldg 2, Fl 1	Mon – Fri	9:00 am – 8:00 pm
		Sat & Sun	9:00 am – 3:00 pm
Warrior Café <i>301.400.0125</i>	Bldg 62, Fl 1	Mon – Sat	6:00 am – 9:00 am 11:00 am – 2:00 pm 4:00 pm – 7:00 pm
		Grab & Go	6:00 am – 9:00 pm
		Sunday /Holidays	
		Brunch	9:00 am – 2:00 pm
		Dinner	4:00 pm – 7:00 pm
		Grab & Go	9:00 am – 9:00 pm
Pin Fall Café <i>301.295.2034/ 2060</i>	Bowling Alley – Palmer Road East	Sunday	1:00 pm – 8:00 pm
		Mon	10:00 am – 8:00 pm
		Tues – Thurs	1:00 pm – 8:00 pm
		Friday	1:00 pm – midnight
		Saturday	10:00 am – midnight
Vending Machine	Arrowhead Zone, Bldg 9, Fl 1	Daily	24/7
McDonalds <i>301.564.9549</i>	Next to NEX Quick Mart/ Gas Station	Daily	5:00 am – 11:00 pm

DINING CONTINUED

FOOD OPTION	LOCATION	HOURS
Main Street Café <i>301.295.6381</i>	Liberty Zone, Bldg 2, Fl 1	Mon – Fri 6:30 am – 3:00 pm
The Wedge <i>301.986.5170</i>	Arrowhead Bldg, Bldg 9, Fl 1	Mon – Fri 6:00 am – 9:30 pm
William III <i>301.295.5387</i>	Eagle Zone, Bldg 10, Fl 1	Mon – Fri 6:00 am – 3:30 pm
William III <i>301.493.4288</i>	America Bldg, Bldg 19, Fl 1	Mon – Fri 6:30 am – 2:00 pm
William III <i>301.400.1202</i>	Bldg 17, Fl 1	Mon – Fri 6:00 am – 3:30 pm
Au Bon Pain	NICoE, Bldg 50, Fl 1	Mon – Fri 7:00 am – 2:30 pm
USUHS Cafeteria <i>301.493.9775</i>	University Road, Bldg B, Fl 1	Mon – Fri 6:00 am – 2:00 pm
The Dry Dock	Liberty Zone, Bldg 2, Fl 1	Mon – Fri 7:00 am – 5:00 pm

COMMISSARY SHUTTLE – POC: 301.295.4727

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

LOCAL DELIVERY SERVICES

Local delivery menus are available in the kiosk in the lobby of
Tranquility Hall (Bldg 62).

In addition, a variety of food options can be ordered
from **GrubHub** – <http://www.grubhub.com/>.

CHILDCARE

*Your Service Liaison will help arrange
childcare requirements.*

TYPES OF CHILDCARE

- Full-time care – [Child Development Center](#)
 - Location: Bldg 26 on Stokes Road behind Bowling Alley

- Drop-in care – [Austin’s Room](#) (reservations are advised)
 - Location: Bldg 62, Fl B3, Rm B307E

PLAYGROUNDS

Tranquility Hall

Location: Bldg 62 (outside of Austin’s Room)

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

Location: Bldg 51



FAMILY SUPPORT RESOURCES

LEGAL ASSISTANCE



Legal Assistance Office

Bldg 1, Floor 7

301.295.6052 / 301.319.7828

Mon – Fri; 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).

- A **General POA** gives your agent very broad a power to act on your behalf; and
- A **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 refuse intravenous feeding or turn off the respirator if you are brain-dead – if you become incapable of making that decision. The form can be used to make decisions about things like 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 handle other kinds of disability, or gray-area cases where it's not certain that you are terminally ill.

WARRIOR CLINIC



Bldg 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 Unit 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, Bldg 19, Fl 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 that will require a Medical Evaluation Board (MEB) or Physical Evaluation Board (PEB) to determine fitness for duty.

ARMY

- [**Warrior Transition Units \(WTUs\)**](#) are located at major military treatment facilities (MTFs) around the world. WTUs provide personal support to wounded Soldiers who require at least six months of rehabilitative care and complex medical management.
- [**Warrior Transition Brigade \(WTB\)**](#) is the Warrior Transition Unit 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 wounded, ill, and injured 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

since 9/11. AW2 supports Soldiers and their families wherever they are located, regardless of military status, throughout their recovery and transition, even into Veteran status.

MARINE CORPS

- The [Wounded Warrior Regiment \(WWR\)](#) provides and facilitates non-medical care to combat and non-combat Wounded, Ill, and Injured (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 Wounded Warrior Regiment (WWR) serves the total force – Active Duty, Reserve, and Veteran Marines.
- 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 - Bethesda Detachment](#).
- The [District Injured Support Cells \(DISCs\)](#) are integral part to the Wounded Warrior Regiment (WWR) support structure. DISCs are mobilized reserve Marines who are located throughout the country to conduct face-to-face visits and telephone outreach with Wounded, Ill, and Injured (WII) Marines and their Families who are recovering within their assigned region. For Marines who move 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 Wounded Warrior Regiment (WWR) support assets.

NAVY / COAST GUARD – [Navy Safe Harbor \(NSH\)](#) serves as the Navy's lead organization for coordinating the non-medical care of Wounded, Ill, and Injured Sailors, Coast Guardsmen, 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.



WORSHIP SERVICES & SUPPORT

**Inpatient Visits * Ambulatory Ministry * Spiritual Support Groups
* Pastoral Counseling * Prayer Requests**

Roman Catholic Mass

Monday – Thursday at 12:00 pm

Friday at 11:00 am

Sunday at 9:00 am

Liberty Zone, Bldg 8, Main Chapel

Protestant Worship Services

Sunday at 10:30 am

Liberty Zone, Bldg 8m, Main Chapel

Jewish Service – Torah Study

Tuesdays at 12:15 pm

Pastoral Care Main Office

Hindu Service and Yoga

Thursdays at 2:00 pm – 3:00 pm

Main Chapel

Muslim

Qur'an Study

Monday at 12:00 pm

Liberty Zone, Bldg 7, 2nd Floor

Jum'ah Prayer

Friday at 12:00 pm

Liberty Zone, Bldg 8, Main Chapel

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, click [here](#).

FAMILY SUPPORT ORGANIZATIONS & ENTERTAINMENT

WARRIOR FAMILY COORDINATION CELL (WFCC)

*Bldg 62, Fl 2
301-219-1710*

The WFCC liaises with patients and stakeholders to achieve our goal of offering 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 Bldg 62 / Fl 1 / Rm 1020.

FLEET AND FAMILY SERVICE CENTER (FFSC)

*Bldg 11, Fl 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

Bldg 8, Fl 2, Rm 2189

301.295.1538 (main number)

Hours of Operation: Mon – Fri, 8:00 am – 4:00 pm

Support activities include but are not limited to:

- Emergency financial assistance
- Emergency message communications
- Personnel hygiene products
- Reading material
- Recreational Activities
- Snacks

BASE POST OFFICE

Bldg 2, Fl 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)

Bldg 2, Fl 1, Main Street

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

1.888.842.6328

ATMS located in:

- *Bldg 2 (Hospital)*
- *Bldg 17*
- *Bldg 62 (Tranquility Hall)*

MORALE, WELFARE & RECREATION (MWR)

Bldg 2, Fl 1 (located in the hospital on Main Street)

MWR InfoCenter 301.295.0434

MWR Liberty Zone 301.295.4727

Hours of Operation:

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

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

FITNESS CENTER

Bldg 17, Fl 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 6 basketball courts
- Hand Ball, Squash, and Racquet Ball courts

LIBERTY ZONE

Bldg 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, Geo-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

Bldg 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 - *New NEX opening in Fall 2012*

Bldg 81T

301.295.6366 / 6365

Hours of Operation – Temporary NEX Store:

- *Mon – Saturday 9 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

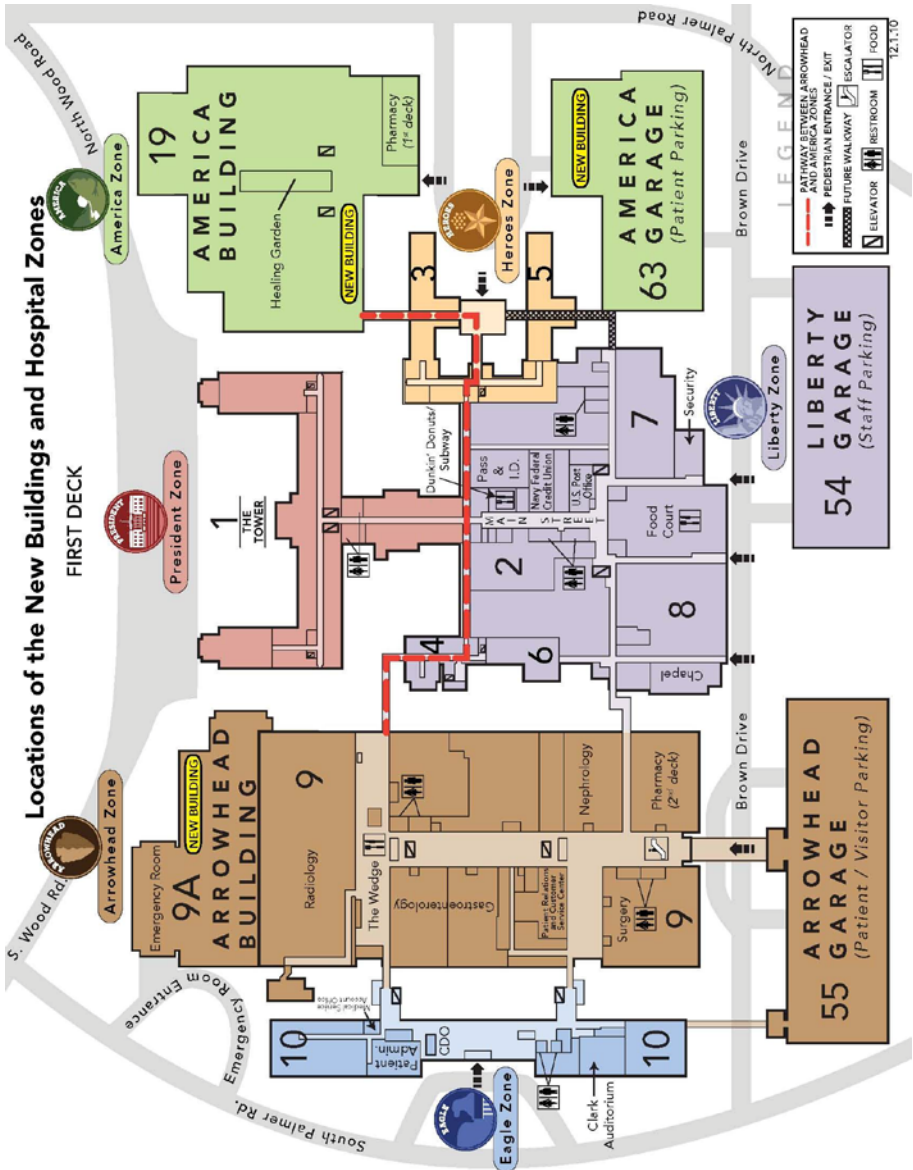
Bldg 1, Floor 11

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.

WALTER REED NATIONAL MILITARY MEDICAL CENTER



AMERICA BUILDING WAYFINDING



America Zone (Building 19)

Basement:

Amputee Center (MATC)
Logistics Room

Radiation Oncology
Tunnel to Building 54

1st Floor:

Chiropractic Services
Lab
Occupational Therapy

Orthotics/Prosthetics
Pharmacy
Physical Therapy

2nd Floor:

Internal Medicine
Multi-purpose Room

Orthopedics/Podiatry
Satellite Radiology

3rd Floor:

Breast Imaging
Breast Care Center
Dermatology
Gynecologic Cancer
Center of Excellence

Hematology/Oncology
Hem-Onc Pharmacy
Medical Oncology
Prostate Center
Rheumatology
Surgical Oncology

4th Floor:

Adolescent Medicine Clinic
Allergy/Immunology/
Immunizations
Children's Behavioral Health

Pediatrics: Hematology/
Oncology
Pediatrics: Primary Care
Pediatrics: Specialty Care
Vaccine Health Care

5th Floor:

Audiology Clinic
Endocrinology

Ear/Nose/Throat
Speech Language
Pathology Clinic

6th Floor:

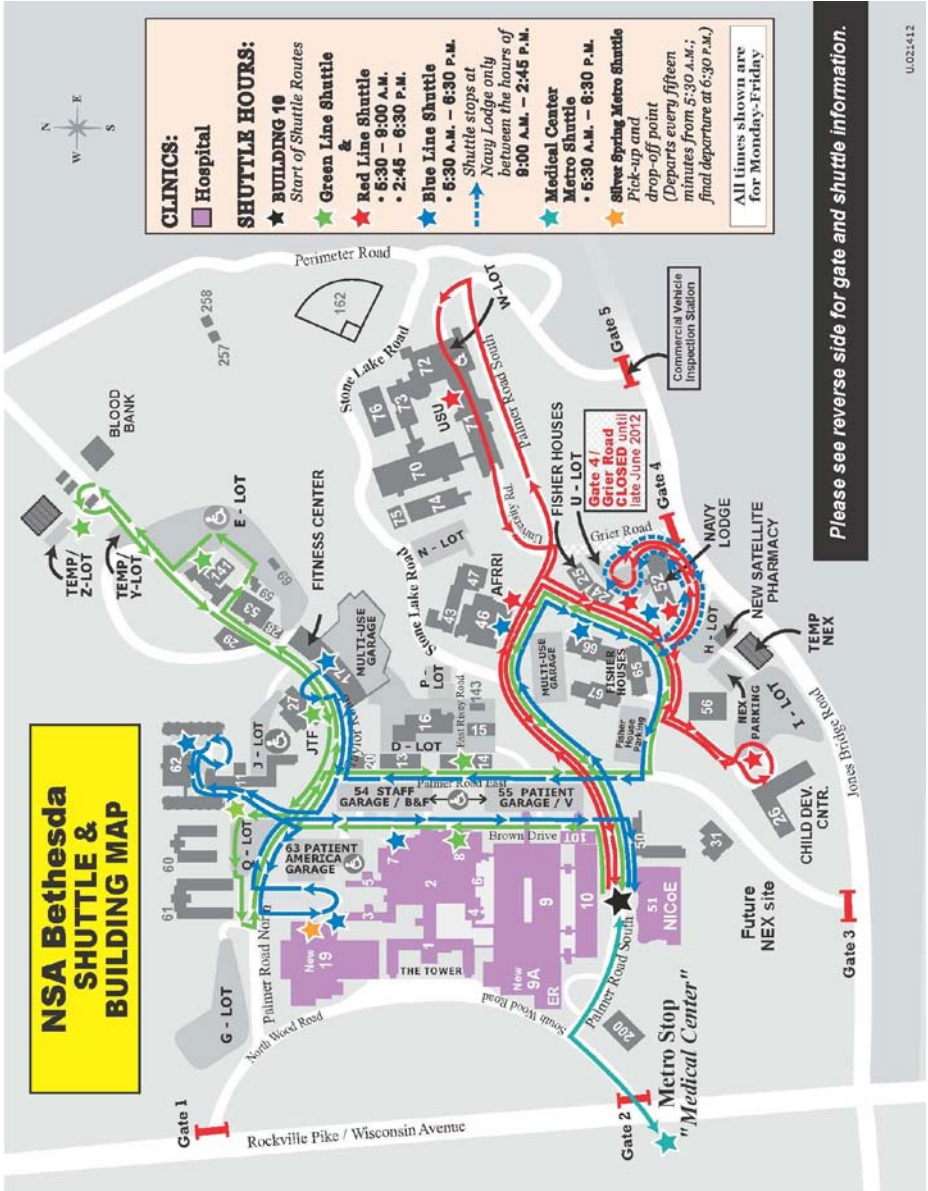
Behavioral Health
Neurology

Defense Veteran's
Brain Injury Clinic

CAMPUS MAP



BASE BUILDING & SHUTTLE MAP



BASE SHUTTLE SCHEDULE

<p>BLUE LINE:</p> <p>North Campus</p> <p><u>Hours of Operation:</u> 5:30 a.m. to 6:30 p.m.</p> <p><u>Stops on Route:</u></p> <ul style="list-style-type: none"> • Building 10 (<i>Main Hospital Lobby</i>) • Multi-Use Parking Structure / AFRRI • Building 66 (<i>Fisher House</i>) • Navy Lodge (<i>Only from 9:00 a.m. to 2:45 p.m.</i>) • Building 17 • Building 62 (<i>Tranquility Hall</i>) • America Building • Building 7 	<p>GREEN LINE:</p> <p>North Campus</p> <p><u>Hours of Operation:</u> 5:30 a.m. to 9:00 a.m. 2:45 p.m. to 6:30 p.m.</p> <p><u>Stops on Route:</u></p> <ul style="list-style-type: none"> • Building 10 (<i>Main Hospital Lobby</i>) • Building 8 • Parking Lot E (<i>near Building 144</i>) • Parking Lot Z • Building 27 (<i>JTF</i>) • Building 62 (<i>Tranquility Hall</i>) • Building 14 (<i>Facilities</i>) • Back to Building 10 (<i>Main Hospital Lobby</i>) 	<p>RED LINE:</p> <p>South Campus</p> <p><u>Hours of Operation:</u> 5:30 a.m. to 9:00 a.m. 2:45 p.m. to 6:30 p.m.</p> <p><u>Stops on Route:</u></p> <ul style="list-style-type: none"> • Building 10 (<i>Main Hospital Lobby</i>) • Multi-Use Parking Structure / AFRRI • Parking Lot W (<i>USU Garage</i>) • Navy Lodge • Parking Lot H • Parking Lot I (<i>CDC</i>) • Multi-Use Parking Structure / AFRRI • Back to Building 10 (<i>Main Hospital Lobby</i>) 	<p>MEDICAL CENTER METRO SHUTTLE:</p> <p><u>Hours of Operation:</u> 5:30 a.m. to 6:30 p.m.</p> <p><u>Stops on Route:</u></p> <ul style="list-style-type: none"> • Building 10 (<i>Main Hospital Lobby</i>) • Medical Center Metro Stop <p>SILVER SPRING METRO SHUTTLE:</p> <p><u>Hours of Operation:</u> 5:30 a.m. to 6:30 p.m.</p> <p><u>Stops on Route:</u></p> <ul style="list-style-type: none"> • America Building • Silver Spring Metro Stop
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WASHINGTON DC METRO MAP

WRNMMC is on the Red Line at the [Medical Center Station](#). Exiting from the station, at top of escalator, turn right and cross Wisconsin Ave. This will be the main gate, South Wood Rd. entrance. Show ID at guard station where you may also receive guidance to your destination. At first intersection, right on Palmer Rd. South. Building 10, the main hospital, is on left. Click [here](#) for website.



Opens: 5:00 am (Mon – Fri) 7:00 am (Sat – Sun)	Closes: 12:00 am (Sun – Thurs) 3:00 am (Fri – Sat)
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U.S. MILITARY RANKS

O-1 O-2 O-3 O-4 O-5 O-6 O-7 O-8 O-9 O-10 SPECIAL

ARMY

Second Lieutenant (2LT)	First Lieutenant (1LT)	Captain (CPT)	Major (MAJ)	Lieutenant Colonel (LTC)	Colonel (COL)	Brigadier General (BG)	Major General (MG)	Lieutenant General (LTG)	General (GEN)	General of the Army (GA)

MARINES

Second Lieutenant (2ndLt)	First Lieutenant (1stLt)	Captain (Capt)	Major (Maj)	Lieutenant Colonel (LtCol)	Colonel (Col)	Brigadier General (BGen)	Major General (MajGen)	Lieutenant General (LtGen)	General (Gen)	

NAVY

Ensign (ENS)	Lieutenant Junior Grade (LTJG)	Lieutenant (LT)	Lieutenant Commander (LCDR)	Commander (CDR)	Captain (CAPT)	Rear Admiral Lower Half (RADML)	Rear Admiral Upper Half (RADM)	Vice Admiral (VADM)	Admiral (ADM)	Fleet Admiral (FADM)

AIR FORCE



















































Second Lieutenant (2d Lt)	First Lieutenant (1st Lt)	Captain (Capt)	Major (Maj)	Lieutenant Colonel (Lt Col)	Colonel (Col)	Brigadier General (Brig Gen)	Major General (Maj Gen)	Lieutenant General (Lt Gen)	General (Gen)	

COAST GUARD

Ensign (ENS)	Lieutenant Junior Grade (LTJG)	Lieutenant (LT)	Lieutenant Commander (LCDR)	Commander (CDR)	Captain (CAPT)	Rear Admiral Lower Half (RADML)	Rear Admiral Upper Half (RADM)	Vice Admiral (VADM)	Admiral (ADM)	

U.S. MILITARY OFFICER RANKS

Warrior and Family Quick Reference Guide | Summer 2012

	NAVY	ARMY	AIR FORCE	MARINE CORPS	COAST GUARD
E-1	Seaman Recruit	Private	Airman Basic	Private	Seaman Recruit
E-2	 Seaman Apprentice	 Private E-2	 Airman	 Private First Class	 Seaman Apprentice
E-3	 Seaman	 Private First Class	 Airman First Class	 Lance Corporal	 Seaman
E-4	 Petty Officer Third Class	 Corporal Specialist	 Senior Airman	 Corporal	 Petty Officer Third Class
E-5	 Petty Officer Second Class	 Sergeant	 Staff Sergeant	 Sergeant	 Petty Officer Second Class
E-6	 Petty Officer First Class	 Staff Sergeant	 Technical Sergeant	 Staff Sergeant	 Petty Officer First Class
E-7	 Chief Petty Officer	 Sergeant First Class	 Master Sergeant First Sergeant	 Gunnery Sergeant	 Chief Petty Officer
E-8	 Senior Chief Petty Officer	 Master Sergeant First Sergeant	 Senior Master Sergeant First Sergeant	 Master Sergeant First Sergeant	 Senior Chief Petty Officer
E-9	 Master Chief Petty Officer	 Sergeant Major	 Chief Master Sergeant First Sergeant	 Sergeant Major	 Master Chief Petty Officer
	 Fleet/Command Master Chief Petty Officer	 Command Sergeant Major	 Command Chief Master Sergeant	 Master Gunnery Sergeant	 Command Master Chief Petty Officer
Special	 Master Chief Petty Officer of the Navy	 Sergeant Major of the Army	 Chief Master Sergeant of the Air Force	 Sergeant Major of the Marine Corps	 Master Chief Petty Officer of the Coast Guard

U.S. MILITARY ENLISTED RANKS

COMMON ACRONYMS

A/E	Air Evacuation
AAFB	Andrews Air Force Base
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
BLDG	Building
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
CTR	Center
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
FL	Floor
FLO	Family Liaison Officer (Air Force)
FLO	Fleet Liaison Officer (Navy)
FRC	Federal Recovery Coordinator
FRG	Family Readiness Group
FRO	Family Readiness Officer
FSC	Family Support Coordinator
HDP-L	Hardship Duty Pay – Location
HOR	Home of Record
ICU	Intensive Care Unit

IDES	Integrated Disability Evaluation System
IFLO	Inpatient Family Liaison Officer
ITO	Invitational Travel Orders
IWFLO	Inpatient Warrior and Family Liaison Office
JFTR	Joint Federal Travel Regulations
JTF	Joint Task Force National Capital Region Medical
CapMed	Limited Duty
LIMDU	Liaison
LNO	Length of Stay
LOS	Meal and Incidentals
M & I	Military Advanced Training Center
MATC	Medical Care Case Manager
MCCM	Marine Corps Liaison Office
MCLO	Medical Evaluation Board
MEB	Military Healthcare System
MHS	Military Treatment Facility
MTF	Morale ,Welfare & Recreation
MWR	Nurse Case Manager
NCM	National Capital Region
NCR	Navy Exchange
NEX	Navy Fleet Liaison
NFL	National Intrepid Center of Excellence for Psychological Health and Traumatic Brain Injury
NICoE	Non Medical Attendant
NMA	Non-Medical Care Manager
NMCM	Naval Support Activity Bethesda
NSAB	Navy Safe Harbor
NSH	Outside of Continental United States
OCONUS	Operation Enduring Freedom
OEF	Operation Iraqi Freedom
OIF	Operation New Dawn
OND	Occupational Therapy
OT	Outpatient Warrior and Family Liaison Office
OWFLO	Post Anesthesia Care Unit
PACU	Patient Administration Department/Division
PAD	Primary Care Manager
PCM	Physical Evaluation Board
PEB	

PEBLO	Physical Evaluation Board Liaison Officer
PSD	Personnel Support Detachment
PT	Physical Therapy
RCC	Recovery Care Coordinator
REFRAD	Released From Active Duty
RSM	Recovering Service Member
RT	Recreational Therapy
RTD	Return To Duty
SFAC	Soldier Family Assistance Center
SI	Seriously Ill/Injured
TAD	Temporary Assigned Duty
TCS	Temporary Change of Station
TDY	Temporary Duty
TSGLI	Traumatic Servicemembers' Group Life Insurance
TTO	Travel and Transportation Orders
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
VSI	Very Seriously Ill/Injured
WFCC	Warrior Family Coordination Center
WII	Wounded, Ill and Injured
WRNMMC	Walter Reed National Military Medical Center
WT	Warrior in Transition
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.navalive.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/>

Fleet and Family Support Center (FFSC)

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

Naval Support Activity Bethesda (NSAB)

<http://www.cnic.navy.mil/Bethesda/index.htm>

WRNMMC Pastoral Care

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

WRNMMC Warrior 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>

Navy Exchange Bethesda (NEX)

https://www.mynavyexchange.com/storefinder/nx_display_facility.html?p_facility_no=085&nocache=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#resp_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/>

RELEASABILITY. UNLIMITED. This reference guide is approved for public release and is available on the Internet from at <http://www.capmed.mil> or <http://www.wrnmmc.capmed.mil>.

Send content suggestions/updates to:

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