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WELCOME ABOARD!

Welcome Aboard,

It is my pleasure to welcome you aboard to Naval Support Activity (NSA), Bethesda. This Place, this special place, is host to over 40 tenant commands and activities. This is the home of the largest medical complex in the Department of Defense, the Walter Reed National Military Medical Center. The state-of-the-art Medical Center provides unsurpassed care to the entire military family, with special expertise in the care of the critically wounded Service Member. Our second largest tenant, the Uniformed Services University of the Health Sciences, is the only medical school in the Department of Defense and trains the future leaders of military medicine.

With the exception of a full commissary (our Navy Exchange does offer various commissary-like items), you will find all the services normally associated with a naval installation. From shopping to fitness and entertainment, to legal services and banking, all are available here on NSA Bethesda.

Our robust Fleet and Family Service Center is available to our Sailors, Marines, Soldiers, Airmen, and Coast Guardsmen and their families, to provide a wide array of counseling and support services. In this guide you will find information on many of our other additional services available to patients, staff, family members and visitors.

Again, I welcome you and hope our contribution to your visit to the National Capital Area exceeds your expectations.

Respectfully,
FREDERICK (FRITZ) KASS
CAPT, MC, USN
NSAB Commanding Officer



Capt. Kass

NAVAL SUPPORT ACTIVITY BETHESDA: *A Panoramic View*



On Aug. 27, Walter Reed Army Medical Center (WRAMC) closed after more than 100 years of service and integrated with the National Naval Medical Center (NNMC), forming the new Walter Reed National Military Medical Center, at Bethesda (WRNMMC). While keeping patient care and safety at the forefront, the new facility underwent extensive construction and renovation projects to accommodate the expanded services and growing number of patients and personnel. The new facility is comprised of a number of professionals working together daily to provide the best warrior care. Naval Support Activity Bethesda exists to support the hospital as well as all of its tenant commands in their pursuit of excellence in patient care, medical research and education.

TENANT COMMANDS & ACTIVITIES

Armed Services Blood Bank

The Armed Services Blood Bank (ASBP) plays a key role in providing quality blood products for service members and their families in both peace and war. As a joint operation among the military services (Army, Navy, Air Force), the ASBP has many components working together to collect, process, store, distribute, and transfuse blood worldwide.

Armed Forces Radiobiology Research Institute

The Armed Forces Radiobiology Research Institute (AFRRI) celebrates five decades of advancements in the protection of soldiers and citizens. The AFRRI mission is to preserve the health and performance of U.S. military personnel and to protect humankind through research that advances understanding of the effects of ionizing radiation. To these ends and using its unique resources, the institute collaborates with other government facilities, academic institutions, and civilian laboratories in the United States and other countries to research the biological effects of ionizing radiation. In addition, it provides medical training and emergency response to manage incidents related to radiation exposure.



Navy Bloodborne Infection Management Center (NBIMC)

The Navy Bloodborne Infection Management Center (NBIMC) provides leadership and expertise to ensure mission readiness and to support the National Military Strategy. NBIMC oversees the administration and assists in the development of policies concerning HIV, Hepatitis C and Hepatitis B screening for the Department of the Navy (DON) as directed by the Bureau of Medicine and Surgery (BUMED) for the Bureau of Personnel (BUPERS). The program is centrally managed under the DoD Instruction 6485 and SECNAVINST 5300.30. NBIMC also supports the Department of the Navy and Marine Corps in matters related to:

- Medical Readiness
- Infectious Disease Testing and Oversight

- Testing Data Interpretation and Validation
- HIV Evaluation and Treatment Units (HETUs) Support/Patient Tracking
- Official Notifications (Command and Headquarters Leadership.)

Naval Dosimetry Center

The Naval Dosimetry Center provides centralized radiation dosimetry processing, calibration and consultation services to over 300 naval commands by monitoring personnel occupationally exposed to ionizing radiation. The Center also maintains a repository that contains exposure histories for over 600,000 personnel exposed to naval radiation sources since 1947. In addition, the center maintains an In Vivo Gamma Spectroscopy facility for monitoring internal radioactivity in personnel. The center processes over 30,000 dosimeters per month, making it one of the largest dosimetry processors in the world.

Naval Medical Research Center

The Naval Medical Research Center (NMRC) is the headquarters for Navy Medicine's research and development enterprise that includes the NMRC laboratory in Silver Spring, Md., and affiliated laboratories in San Diego, Calif., Groton, CT, San Antonio, TX, and Dayton, OH, as well as overseas at NAMRU-2 Pacific, NAMRU-3 Cairo, and NAMRU-6 Peru. The men and women who make up the global team represent an impressive array of academic and scientific knowledge with years of practical experience in science, medicine, and the military. They work in the NMRC laboratories and on the ground in remote areas of the world, they build partnerships with other governments, civilian agencies, and private industry. Research is focusing on finding solutions to both traditional battlefield medical problems such as bleeding, traumatic brain injury, combat stress, and naturally occurring infectious diseases, as well as health problems associated with non-conventional weapons including blast injuries, biological agents, and radiation. The NMRC laboratories play an instrumental role in the worldwide monitoring of new emerging infectious diseases that



threaten both deployed forces and the global population. The mission of NMRC is to conduct health and medical research, development, testing, evaluation, and surveillance to enhance deployment readiness of DoD personnel worldwide.

Navy Medicine MPT&E Command, Bethesda, Md.

Navy Medicine Manpower, Personnel Training and Education Command, (NAVMED MPT&E) is the hub for Navy Medicine's medical, operational, health services support, training, and education mission which spans the globe through its collaborative relationships with more than 200 universities and subordinate activities. Reporting to Navy Medicine Support Command, Jacksonville, Fla., NAVMED MPT&E trains more than 30,000 federal, civilian, and foreign military members each year through a spectrum of courses in clinical and operational medicine. NAVMED MPT&E also has the Naval Postgraduate Dental School (NPDS) under its command umbrella, which is the only DoD-centralized site for postgraduate dental education and conducts the vast majority of post-doctoral dental specialty training for the Navy in their clinics located at NSA Bethesda. All NPDS specialty training programs are fully accredited by the Commission on Dental Accreditation, and combined, graduate between 20-25 dental officers per year with specialty board eligible training in Endodontics, Periodontics, Prosthodontics, Orofacial Pain, Dental Public Health and Comprehensive Dentistry. Virtually 100 percent of NPDS graduates go on to become board certified in their respective specialties within five years of graduation. More information on NAVMED MPT&E products and services can be found at: www.med.navy.mil/sites/navmedmpte/Pages/default.aspx.

Army Education Services

Army Education Services provides opportunities to earn a college degree by facilitating the Tuition Assistance processes through www.goarmyed.com. Counselors are available in the Education Center (Building 17) and in the Soldier Family Assistance Center (Building 62) to provide education counseling, financial aid information, degree planning, and information on area colleges and certificate programs. Testing services are available on a limited basis. Army Education Services also offers a Multiuse Learning Facility (MLF) for computer-based instruction (Building 11) and a Basic Skills Education Program for Wounded Warriors.



Navy College

The Navy College Program provides opportunities for Sailors to earn a college degree by granting academic credit for Navy training, work experience and off-duty education. In addition, the program assists with ongoing educational services, and offers tuition

assistance workshops, education counseling, degree planning and information on area colleges and certificate programs.

Personnel Support Detachment

The Personnel Support Activity Detachment (PSD) Bethesda at WRNMMC provides one-stop pay, personnel and passenger transportation support to approximately 3,500 active duty assigned to WRNMMC, as well as 130 tenant and area commands in the D.C. metropolitan area and northeastern U.S. Support is also provided to family members of assigned military personnel, military retirees in the mid-Atlantic region, and passenger transportation to Navy Department civilians. Visit <https://rapids-appointments.dmdc.osd.mil> to schedule identification or common access card appointments.

HRO-Washington

The Human Resources Office-Washington (HRO-W) is responsible for the strategic planning, workforce analysis, service delivery, communication, and assessment of Navy Civilian Human Resources (HR) Programs to Bureau of Navy Medicine and Surgery activities throughout the National Capital Region. HRO-W offers a full range of HR products and services, including recruitment and placement, organizational effectiveness, leadership development, and labor/employee relations, and equal employment opportunities. WRNMMC also has a recruitment office dedicated to recruit civilian medical positions.

NAVMED NCA

Navy Medicine National Capital Area (NAVMED NCA) is the Echelon Three Command under the Bureau of Medicine and Surgery. NAVMED NCA is tasked with providing oversight to Naval Health Clinic Patuxent River, Navy Health Clinic Annapolis, and Navy Health Clinic Quantico, as well as administrative oversight of the Walter Reed National Military Medical Center. In addition, NAVMED NCA serves as the Navy Component to Joint Task Force CAPMED. Our vision is to be an integral enabler in the National Capital Region in the development of a world-class integrated regional health system, utilizing active and reserve forces, DoD civilians, and partnerships with other government agencies and civilian organizations.

NCIS

The Naval Criminal Investigative Service (NCIS) has responsibility for investigating felony crime, preventing terrorism, and protecting secrets within the U.S. Department of the Navy. The agency is unique among U.S. military criminal investigative organizations in that it is overwhelmingly civilian and is headed by a civilian law enforcement professional who reports directly to the Secretary of the Navy. NCIS Special Agents assigned to NCIS Resident Unit Bethesda are responsible for investigating felony crimes that occur on NSA Bethesda as well as crimes affecting Navy and Marine Corps personnel throughout Montgomery, Frederick and Howard County, Md.

Visual Information Directorate

The Visual Information Directorate plans, controls, manages and executes all aspects of Visual Information, Audiovisual Production, Medical Graphic Arts, Medical Photography and Video Conferencing in support of the Navy's medical and dental imaging requirements.

Fleet & Family Support Center Services

The Fleet and Family Support Center (FFSC) offers helpful programs and professional services to assist you in meeting the unique challenges of military life. All Active Duty Military, Wounded Warriors, Dependents, Retirees, Reservists, and DoD Civilians are eligible to participate in programs.

Information and Referral (I&R)

The I&R program provides a service to service members and their families, by which they can learn what is offered by the FFSC, military and local community about how to access the information and services they want or need. The center's trained specialists help inform service members of resources available and how to access them.



Transition Assistance Program (TAP)

Whether you are deciding your military career goals, retiring or separating, the FFSC can assist with your transition from military life to the civilian world. These workshops include employment, resume writing, benefits (current and veteran), relocation, job data bases, job fair schedules, and financial planning. Spouses are also welcome to participate in workshops.

Personal Financial Planning (PFM)

The FFSC provides financial education, training and individualized counseling that emphasize long-term financial responsibility. Learn about budgeting, home buying, checkbook management, and financial issues related to deployment. Financial Specialists Service Members and families develop spending plans and also provide investment information.

Family Employment Readiness Program (FERP)

It can be challenging to maintain a career while transferring to new duty stations

with your service member. The goal of the Family Employment Readiness Program is to help spouses find jobs and maintain a career as a military family member. This includes developing employment search skills, resume writing, career planning, networking and interviewing. They also provide civilian and federal employment information and resources.

Relocation Assistance Program (RAP)

Whether you are expecting orders for an overseas tour or changing home ports, the FFSC can help service members and families prepare. Relocation Specialists offer one-on-one assistance helping with information about personal property entitlements, travel pay and allowances, obtaining details about the new home port such as housing cost of living, schools and child care opportunities. The Relocation Specialists can also assist with planning your overseas move, including passport and visa requirements.

Deployment/IA Support

Concerned about how you and/or your family will adjust during periods of separation - the FFSC plays a key role in assisting service members and families before, during and after deployment. The program is designed to help service members and their families successfully manage the challenges of deployment (separation) by helping them to better anticipate and understand the physical and emotional demands associated with deployment.

Life Skills Education

Having problems communicating with your spouse, adjusting to parenthood or managing stress - the FFSC provides solution-oriented programs to develop knowledge and social skills to enhance self-esteem and interpersonal relations. In addition to individual and group counseling, the FFSC provides Anger Management, Couples Communication, Parenting, Stress Management, Suicide Awareness, Domestic Violence/Child Abuse Prevention and Identification training and much more. Life Skills classes and training are offered both on-site at the FFSC and at Command locations on request.

New Parent Support (NPSP)

This is a voluntary early intervention pro-

gram for expecting and new parents. The key component is home visitation. It is designed to promote healthy family functioning, child development, and positive parent-child interactions. New Parent Support Nurses offer prenatal and postnatal education and support, developmental screening, and assistance in accessing military and community resources.

Professional Counseling

Clinical Counseling is individual, marriage, family or group counseling provided by a licensed professional, free of charge. This counseling is short-term, nonmedical and goal directed. FFSC counseling focuses on emotional reactions and situational difficulties, such as: depression, troubled relationships, or family issues, which can result from deployments, separations, relocations, and other stresses common to the military way of life.



Family Advocacy Program (FAP)

The Family Advocacy Program provides a variety of intervention and treatment models to meet the needs of individual families in reference to child and spouse abuse concerns. The program is designed to address the prevention, identification, reporting, intervention, treatment, and follow-up of child and spouse maltreatment. Five primary goals: 1) prevention of family violence, 2) victim safety and protection, 3) offender accountability, 4) rehabilitative education and counseling, 5) community accountability/responsibility for a consistent, appropriate response.

Sexual Assault Prevention and Response (SAPR)

When traumatic situations arise, the FFSC can provide the support and resources necessary for recovery and rebuilding. SAPR aims to reduce the incidence of rape and sexual assault through prevention education; provides crisis intervention, advocacy and support for victims; and collects numerical data on such incidents within the Navy.

Crisis Response

Crisis Response is the quick response provided for commands, personnel and families when they are faced with crisis situations, ranging from sexual assault or loss of life, to natural disaster, mass casualties, evacuation, repatriation, mobilization or war. In the midst or aftermath of an incident, the FFSC provides command consultation, crisis intervention, coordination of support, resources and volunteers, 24 hour

information and referral, Critical Incident Stress Debriefing, and follow-on counseling or referral services. The FFSC stands ready to assist.

Exceptional Family Member Support (EFMP)

Families with special needs deserve special care. The EFMP Liaison can assist with locating duty stations where special needs are met. The Liaison also ensures military families with chronic illness or disabilities can receive needed services. The FFSC offers assistance to service members and family members with finding resources to medical, counseling and educational services, respite care and support groups.

Outreach Services

Outreach Services are the relationship between the FFSC and commands and their community. FFSCs assess command and community needs, identify specific needs,

and develop tailor-made programs to address command concerns - taking services to Sailors, Soldiers, Airmen Marines, Wounded Warriors and their families.

Command Training Support

Does your command need an annual GMT such as Suicide Awareness, Sexual Assault Prevention and Response, Domestic Violence Prevention, Family Advocacy, or specialized training to target identified needs within your unit. The FFSC team will welcome you, and provide on-site training for your service members.

Ombudsman Training and Support

Ombudsmen are Navy spouses designated by the commanding officer as a link to Navy families. FFSCs assist Ombudsmen by providing training and office space. You may also contact an Ombudsman seven days a week by calling the Command Duty office at 301-295-4611.

Pastoral Care

Chaplains are on-call 24 hours a day, 7 days a week at 301-295-1510 during normal working hours, Monday through Friday from 7:30 a.m. to 4 p.m., or via the Command Duty Office at 301-295-4611 after hours.

Services also include:

- Inpatient Visitation
- Confidential Pastoral Counseling
- Closed-Circuit TV Ministry
- Devotion Line – 301-295-4055
- Weekly Devotions
- Literature Racks
- Garden of Peace
- Web Site access and communication
- Prayer Requests



Religious Studies and Meditation

Roman Catholic Mass

Monday – Thursday at 1200
Friday at 11 a.m.
Sunday at 9 a.m. in the Main Chapel,
Liberty Zone, Bldg 8

Protestant Worship Services

Sunday at 1030 in Main Chapel,
Liberty Zone, Bldg 8

Jewish

Torah Study – Tuesdays at 1215
Pastoral Care Main Office

Indoor Labyrinth

9 a.m. - 9 a.m. Thursday – Friday
Main Chapel, Liberty Zone, Bldg 8

Outdoor Labyrinth

24/7, Weather permitting
Inner Courtyard between buildings 9 and 8

Hindu Service and Yoga

Thursdays, 1400-1500, Main Chapel

Muslim

Qur'an Study – Monday at 12 p.m.
Pastoral Care Group Room
Liberty Zone, Bldg 7, 2nd Floor
Jum'ah Prayer – Friday at 1200
Main Chapel, Liberty Zone, Bldg 8

Post Office and Postal Operations

The U.S. Postal Service is located on Main Street, next to Postal Operations (military mailroom), room 1432. Postal Operations acts as the consolidating point for all official mail processing and distribution for NSA Bethesda and tenant commands as well as personal mail delivery for barrack quarters residents. Express Mail Services are provided for official mail only.

Navy Federal Credit Union

Located on Main Street, Navy Federal Credit Union (NFCU) offers a complete range of services and products, with worldwide locations. NFCU staff members are ready to assist you with all your financial needs. Also available are 24-hour NFCU ATMs located on Main Street, and at the Navy Exchange. There is also a cash dispenser at the Fitness Center, Building 17, which works just like an ATM, but does not accept deposits. For more information, log on to www.navyfcu.org.

Security/Base Access

Staff may request access for guests by sending an email to NNMC-ACCESSTOBASE@med.navy.mil. The access roster is taken to the gate approximately 7 a.m. Monday through Friday; therefore, requests must be made no later than 6 p.m. the day prior. If your guest(s) may be arriving before 7 a.m., ensure their name is submitted at least two days prior, as well as the day of, for access. All weekend requests must be in no later than 1 p.m. on the Friday that precedes the weekend. Please inform your guest(s), when they arrive, they must present a valid picture ID and must state the event they are here to attend, or their company. To reach the Security department for emergencies, dial 777. For non-emergencies, call (310) 295-1246.

HOSPITAL EMERGENCY CODES

Read each code thoroughly and UNDERSTAND YOUR ROLE

CODE & Purpose	ACTION / Instruction		
<p>Code Red: Fire Code is used whenever there is a real or suspected fire.</p>	<p>CALL: 777 Fire Department will respond Any staff member in vicinity of event: Remember "RACE" "R" REMOVE patients/people from immediate vicinity of fire. "A" ALARM Pull nearest alarm. "C" CLOSE all doors to the space containing the fire. "E" EXTINGUISH fire if possible. NOTE: Use extinguisher appropriate for type of fire. Never use a water-based extinguisher on an electrical fire! Know the location of the nearest fire alarm, fire extinguisher, and two fire exits in your workspace. FIRE EXTINGUISHER USE Remember "PASS" "P" PULL lever. "A" AIM at the base of the fire. "S" SQUEEZE handle. "S" SWEEP over the fire.</p>		
<p>Code Orange: Hazardous Materials Code is activated to handle a hazardous material spill or release within the facility or on the grounds.</p>	<p>CALL: 777 Fire Department will respond Any staff member in vicinity of event: 1. COVER/CONTAIN if possible without exposure. 2. EVACUATE the area. 3. INFORM supervisors. 4. KNOW location of Materials Safety Data Sheets (MSDS). 5. PROVIDE MSDS to pre-designated response teams. 6. KNOW hazardous materials in your work area.</p>		
<p>Code Black: Code is activated in the event of bomb threat/suspicious package.</p>	<p>CALL: 777 Security Department will respond All Others: Return to work station and await further instruction.</p>		
<p>Code Blue: Cardiac or Respiratory Arrest Code Blue is activated to get equipment and specialized staff to the location of a suspected cardiopulmonary arrest.</p>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Inpatient Units CALL: 666</td> <td style="width: 50%;">All other areas CALL: 777</td> </tr> </table> <p>Activate Pre-designated Response Teams Any staff member in area of event: 1. Call for help and activate Code Blue. 2. Know the location of the nearest resuscitation equipment in your area. All Others: Carry out plan of the day.</p>	Inpatient Units CALL: 666	All other areas CALL: 777
Inpatient Units CALL: 666	All other areas CALL: 777		

CODE & Purpose	ACTION / Instruction
<p>Code Purple: Code is activated when there is an elopement or lost person.</p>	<p>CALL: 777 Security Department will respond All Others: 1. Be on the lookout for person matching the description. 2. Return to work station and await "All Clear" notification.</p>
<p>Code Pink: Code is activated whenever someone is attempting to abduct an infant or child from the hospital.</p>	<p>CALL: 777 Activate Pre-designated Response Teams and Hospital Lockdown Plan All Others: 1. Report suspicious activity. 2. Return to work station and await "All Clear" notification.</p>
<p>Code Yellow: Code is activated when there is an undetermined threat to the general safety and security of the Command grounds.</p>	
<p>Code Gray: Code is activated to manage a violent or combative person with or without a weapon.</p>	<p>CALL: 777 Security Department will respond All Others: Return to work station and await "All Clear" notification.</p>
<p>Code White: Code is activated when there is an Active Shooter.</p>	<p>CALL: 777 Security Department will respond All Others: Shelter-in-place, take cover and await further instruction.</p>
<p>Code Green: Code is activated in an internal or external mass casualty event.</p>	<p>Activate Pre-designated Response Teams All Others: Return to work station and await further instruction.</p>

IMPORTANT NUMBERS:

Emergency	777
Security/Non-Emergency	295-1246
Command Duty Office	295-4611

NSA Bethesda SHUTTLE & BUILDING MAP



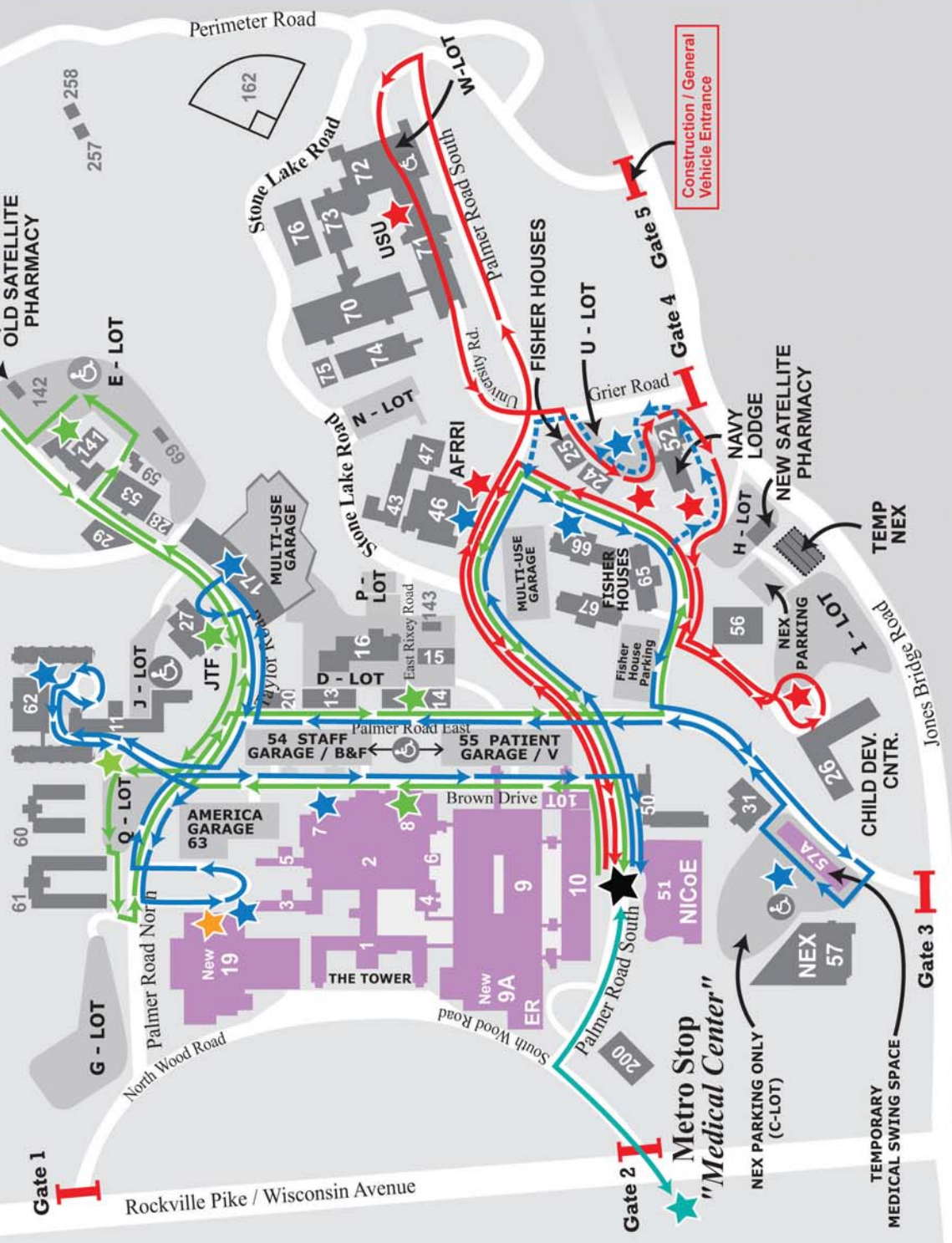
CLINICS:

- Hospital

SHUTTLE HOURS:

- ★ **BUILDING 10**
Start of Shuttle Routes
- ★ Green Line Shuttle &
- ★ Red Line Shuttle
 - 5:30 – 9:00 A.M.
 - 2:45 – 6:30 P.M.
- ★ Blue Line Shuttle
 - 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.
- ★ Metro Line Shuttle
 - 5:30 A.M. – 6:30 P.M.
- ★ Walter Reed Bethesda – Silver Spring Shuttle Pick-up and drop-off point (Departs every fifteen minutes from 5:30 A.M.; final departure at 6:30 P.M.)

All times shown are for Monday-Friday



PARKING & COMMUTER INFORMATION

Public Parking in Bethesda

Public parking options are available in downtown Bethesda. Staff can park in these areas and then ride the Metro to the Medical Center Station. Transit benefits can be applied to the metro rail cost, but not to public parking expenses.

Additional cost of parking in Bethesda:

Monthly = \$140 (approximately)

Hourly at Meters = \$.75 - \$1.00 per hour

*The parking facility at the Grosvenor-Strathmore MetroStation is only one stop from the Medical Center Station.

Metro Rail Station Parking

Parking is available at 42 metro rail stations. The list of metro rail stations and the daily costs for parking can be found on the WMATA website: <http://www.wmata.com/rail/parking/>. The cost of parking is not included in the NCR Transit Fringe Benefit.

Park and Ride Lots

Park and Ride lots are located throughout Washington Metropolitan Region. In most cases, parking is free and there is a connection to the Metrorail via buses that can be paid for using the Transit Benefit Program. For Park and Ride Lots in the Metropolitan Washington Region (Washington DC, Maryland, Virginia and West Virginia), please review the following website: www.mwcog.org/commuter/prlocations.html.

Mass Transit Fringe Benefits

Mass Transit Fringe Benefit (MTFB) are available to Civilian & Active Duty Military staff. This is in addition to their current pay, up to \$230 per month (subject to change), for their personal commuting costs using Mass Transit. MTFB can be applied to rail, bus and/or approved vanpools but not parking costs. On-line applications are available at Washington Headquarters Service (WHS): www.whs.mil/DFD/Info/NCRTransit-Subsidy.cfm.

Applicable Organizational Codes:

DoD Civilian = TMA-WRNMMC-TMA-CIV

Navy Active Duty/Navy Civilian = N-18 BUMED

Army Active Duty = WRNMMC Bethesda

Parking designated for carpools is located on the first deck-upper level of the Patient Garage, Bldg 55. Contractors are also eligible for these spots. To learn more about vanpool options, please visit: www.wmata.com/business/employer_fare_program/vanpools.cfm.

Are you an Active Duty member, or a Resident Checking In?

Report to your specific command upon arrival. After an initial check in, you will be directed to the Personnel Support Detachment (PSD), in Bldg. 17, for processing of your personnel and pay records. You will then return to your command to complete your check-in procedures that includes mandatory enrollment in Tricare Prime. If you need assistance after hours, visit the WRNMMC Command Duty Office in Bldg. 10, 1st floor lobby, or call (301) 295-4611.

- Walter Reed National Military Medical Center Manpower Management
Phone: (301) 319-4900
Location: Bldg. 1, 5th floor

- Naval Medical Research Center
Phone: (301) 319-7403
Location: Bldg. 17 – 2nd floor

- Navy Medicine Manpower, Personnel, Training and Education
Phone: (301) 295-1251
Location: Bldg. 1, 17th floor

- Uniformed Services University of the Health Sciences
Phone: (301) 295-3423
Location: Bldg. 71

HOUSING, LODGING & ACCOMMODATIONS

Wounded Warriors

Tranquility Hall

This 153 suite, ADA compliant duplex, provides WII with a two-bedroom suite that includes a kitchenette, washer and dryer, a lounge area, which allows outpatients a place to stay with a non-medical attendant. Featured within Tranquility Hall is an Austin's Playroom, a drop-in child activity center that provides certified childcare for not only those staying in the barracks, but to personnel in need of temporary child care while they're on medical appointments. Food service will also be offered at Tranquility Hall in the Warrior Café, daily from 6 a.m. to 9 p.m.



Sanctuary Hall

A 200-bed facility to be constructed in the future, Sanctuary Hall will be ADA compliant, located in a secluded area on base, and will offer single and two bedroom suites that will have the built in flexibility to house warriors and their extended families. The facility will include a laundry room, day room and a communal kitchen. In addition, warriors will have access to a new garage containing approximately 460 spaces. Service members are welcome to stay at the lodging facilities until they're medically cleared to go back to their unit or they receive their physical evaluation board findings or transition into active reserves.

Mercy Hall

Renovated in 2008 to improve the quality of life for its residents, Mercy Hall provides 98 ADA compliant single bedrooms, a Fleet and Family Support Office, a communal laundry room, a lounge area and an intercom system in the event of a medical emergency. Directly behind Mercy Hall is a tranquil seating area where WII can take in fresh air or chat with their loved ones.



Family Members

Fisher Houses

Additional lodging, provided to wounded, ill and injured, (WII) and their family members, are the five Fisher Houses – the most on one base within the DoD system. The Fisher House program at NSA Bethesda provides military families 68 handicapped suites, 20 of which are private, a place to stay at no cost while their loved one is receiving treatment. Patients who are medically cleared may also stay at the Fisher Houses. Each includes a common area, communal dining, family rooms and play rooms for children.



Navy Lodge

Operating under the Navy Exchange Service Command, the Navy Lodge Bethesda offers 106 guest rooms. Authorized patrons include all branches of military service and their families, Department of Defense civilians,

Reservists/National Guard, International Military and Retirees. Advance reservations are accepted for those traveling on Temporary Duty, Medical, Permanent Change of Station or Invitation- al Travel Orders.



Active Duty Members/Residents

Housing Referral Office

The Naval Support Activity Bethesda's Family Housing office is located in Building 17, 3rd floor in Suite 3D at WRNMMC. This housing office maintains extensive lists of properties for rent, including single family homes, town homes, condos, and apartments as well as shared rooms and local hotel information. In addition, the Rental Partnership Program (RPP) allows active duty service members to move into participating apartment communities without paying a security deposit and application fee. Rent is provided at a discounted price. Contact the housing office at 301-295-1138 or 301-295-0798 for additional information and a list of participating communities. Housing information can also be obtained at www.housing.navy.mil, www.ahrn.com and www.pcsamaerica.net.

Government Housing

There are several Navy Family Housing on-base locations for military members and their families stationed in the National District Washington (NDW) region. These locations include:

Washington, DC

- Bellevue (Lincoln Military Housing): 188, two and three-bedroom town homes for enlisted personnel.
- Joint Base Anacostia Bolling (Hunt-Pinnacle Military Housing), two, three and four-bedroom townhomes and houses for enlisted and officers.

Maryland

- Glen Haven (Balfour Beatty Military Housing), three and four-bedroom apartments for E6 and below, and three and four-bedroom townhomes for E7 and higher, including officers.
- Summerfield: 414 two, three, and four-bedroom units; apartments and town homes for enlisted personnel, and duplexes for officers.

Virginia

- Woodbridge (approximately 35 miles from WRNMMC): 600 apartment units for enlisted and commissioned personnel.

Assignments for service members should be made on a DoD Form 1746, and submitted with your PCS orders, dependent information and the detachment endorsement from your last duty station. The service member's application may be faxed, mailed, or hand carried to the NSA Bethesda's Family Housing Service Center at WRNMMC or it may be provided directly to the JBAB Family Housing Office at 2691 Mitscher Road, SW, Bldg 414, Suite 100, Anacostia Annex, DC 20373. The JBAB Family Housing Office number is 202-433-0346 and the fax number is 202-433-0587 and the toll free number is 800-210-0139. The JBAB Family Housing Office handles all assignments for the Bellevue and JBAB area on-base housing and Balfour Beatty handles the Glen Haven area and can be reached at 301-649-9700 or fax number 301-649-7725. The

Navy Family Housing Anacostia Annex Welcome Center office handles all assignments to Navy quarters (on-base housing) in the NDW region. WRNMMC Unaccompanied Housing (UH) information is supplied by NSA Bethesda upon check-in. For more information, call 301-295-5855.

Comfort and Solace Hall

Built in 1986 and 1993 respectively, Comfort and Solace Halls have since been completely renovated. All first floor rooms are well appointed and are ADA accessible. In addition to the 168 sleeping rooms, there are administrative and recreational space and underground parking for 60 automobiles.



EDUCATIONAL/VOLUNTEER OPPORTUNITIES

Graduate Education and Research

Walter Reed National Military Medical Center promotes professional growth and development of our providers in-training in our Graduate Education and Research programs by supporting high quality research and clinical trials in conjunction with some of the world's finest medical centers. Clinical trials usually compare a new and perhaps more promising treatment to a standard one and contribute to a better understanding of the benefits and risks of comparative therapies. The trials are helpful in determining whether a treatment is better, as good, or not as good as a standard therapy. All research procedures must be approved and monitored by the WRNMMC Human Research Protection Program and the relevant Institutional Review Boards (IRB) to ensure the responsible conduct of research. Research efforts at WRNMMC are ongoing in the areas of head injury, colon cancer, breast cancer, investigational chemotherapy, virtual colonoscopy, stroke, diabetes, infectious disease, hematology & oncology, leukemia and lymphoma.

Graduate education has always been a priority at WRNMMC. Our Graduate Education & Research programs are supported by in-depth exposure to all major medicine specialties and subspecialties. The faculty is chosen specifically for their teaching interests, skills and diversity of experiences. In addition, our providers take an active interest in medical research and are extensively published in major medical journals. WRNMMC's programs prepare participants for board eligibility and certification. The programs are accredited by the American Council for Graduate Medical Education.

In addition, the programs at WRNMMC are all part of the National Capital Consortium, and they work closely with medical students from the Uniformed Services University of Health Sciences. All residents and fellows participate in research, clinical rota-



tions and the education of medical students. This liaison takes full advantage of the rich civilian medical community in the Washington, D.C., area and has strong ties and cooperative affiliations with the National Institutes of Health, Children's National Medical Center, the Veterans Affairs Hospital of D.C., Inova Fairfax Hospital, Washington Hospital Center and others.

WRNMMC offers 62 programs to interns, residents and fellows. As the premiere postgraduate dental institution in the world, the Naval Postgraduate Dental School (NPDS) applies special dental education and experience in support of the Navy's mission. NPDS also conducts mission relevant dental research and promotes prevention and control of dental disease. For more information about our graduate programs, call WRNMMC's Office of Professional Affairs and Graduate Education at 301-295-4397, 301-319-8278, or 301-319-8373.

Staff Education and Training

Staff Education and Training (SEAT) offers training programs and services, including:

- Requisite Training (Orientation, annual, general military training)
- Resuscitative Medicine and Trauma Life Support (BLS, ACLS, PALS)
- Computer Training (Clinical Computer Systems such as CHCS AHLTA, Essentris and Computer/Web-Based Training)
- Continuing Education (CME, CE)
- Corpsmen Training (Readiness Division, HMSB)
- Contingency Training

Libraries

The Darnell Biomedical Research Center, open to WRNMMC staff, patients and families, is located on the first and third floor of Building 1. The Library consists of medical and general collections for medical reference, research, consumer health and leisure reading. The general collection also has audio and video resources. Internet access is available in the library.

You Can Volunteer Here!

American Red Cross

The American Red Cross at WRNMMC offers assistance and a variety of services to you and your family. Some of the services the Red Cross offers include: The supply closet, snacks, reading materials, the comfort cart with personal hygiene products, recreational activities, emergency message communications, casualty travel assistance program, emergency financial assistance and many other programs. Over 200 volunteers devote more than 52,000 hours of their personal time each year to help WRNMMC. To find out how to become a Red Cross volunteer at WRNMMC, call (301) 295-1538 or stop by the Red Cross office in Building 8 on the 2nd floor in

room 2189 between 8 a.m. and 4 p.m. Monday through Friday. To reach the Red Cross after duty hours, call (877) 272-7337.

Navy/Marine Corps Relief Society

The Navy-Marine Corps Relief Society (NMCRS) is a non-profit charitable organization designed to provide financial, educational and other assistance to members of the Navy and Marine Corps. The 12 relief society volunteers help Navy and Marine families cope with financial pressures. Bethesda's branch has given more than \$375,000 to over 500 families for car repairs, emergency travel and food. NMCRS provides assistance and offers a variety of programs including: budget counseling;

layettes for newborns; emergency car repair; financial assistance to active duty and retired Navy and Marine Corps service members and their families. Office hours are:

- 8:30 a.m. to 6 p.m.
- Tuesday from 8:30 a.m. to 3 p.m.
- Wednesday and Thursday from 8:30 a.m. to 6 p.m.
- Friday from 8:30 a.m. to noon.

Emergency appointments allowed anytime during normal working hours. Call (301) 295-1207 to make an appointment. After working hours contact, the American Red Cross at (877) 272-7337.



WHERE TO EAT



Main Street Café

Main Street Café

The Main Street Café is comprised of several food stations each serving a specific cuisine. While some stations change their menu from day to day, you will always find a fresh salad bar, deli sandwiches, gourmet wraps, grilled burgers and hotdogs, hot soup, grilled Panini sandwiches, and custom-made pizzas. Other common items include fried chicken entrees and hot carved turkey or chicken platters. Special catering and party programs are also available.

Location: Liberty Zone (Bldg. 2), 1st Floor

Hours of Operation:

Mon – Fri., Breakfast: 6 a.m. – 9:30 a.m.

Continental Breakfast: 9:30 a.m. – 11 a.m.

Full Lunch: 11 a.m. – 2:30 p.m.

Snacks and Beverages: 2:30 p.m. – 3 p.m.

Subway & Dunkin' Donuts

Located a short distance from Main Street Café, Subway & Dunkin' Donuts feature made-to-order sandwiches, freshly baked donuts, coffee and ice cream along with in-store seating.

Location: Liberty Zone (Bldg. 2), 1st floor

Hours of Operation:

Dunkin' Donuts

Mon. – Fri.: 6 a.m. – 8 p.m.

Sat.: 7 a.m. – 3 p.m.

Sun.: 7 a.m. – 2 p.m.

Subway

Mon. – Fri.: 9 a.m. – 8 p.m.

Sat. & Sun.: 9 a.m. – 3 p.m.

The Dry Dock

Next to Subway & Dunkin' Donuts, the Dry Dock is a mini mart stocked with snacks, deli sandwiches, drinks, cards and novelties.

Location: Liberty Zone (Bldg. 2), 1st floor

Hours of Operation: Mon. – Fri.: 7 a.m. – 5 p.m.

William III Gourmet Coffee

William III Gourmet Coffee shop features top quality coffees, cappuccino, gourmet muffins, biscotti and a full lunch menu. Special catering is also available.

Location: Eagle Zone (Bldg. 10), 1st Floor

Hours of Operation: Mon – Fri, 6 a.m. - 3:30 p.m.

William III Gourmet Coffee - America Zone

This coffee cart serves a variety of gourmet coffee and light fare.

Location: America Zone (Bldg. 19), 1st Floor

Hours of Operation: Mon. – Fri.: 6:30 a.m. – 2 p.m.

William III Gourmet Coffee - Building 17

This coffee cart serves a variety of gourmet coffee and light fare.

Location: Bldg. 17

Hours of Operation: Mon. – Fri.: 6 a.m. – 3:30 p.m.

The Wedge

The Wedge café serves Starbucks Coffee, Manhattan Bagels, and light breakfast and lunch fare, including hot soup and grilled Panini sandwiches.

Location: Arrowhead Zone (Bldg 9), 1st Floor

Hours of Operation:

Mon – Fri, 0600 – 2130



The Wedge

Café 8901 (The "Galley")

Café 8901, the Medical Center Dining Room also known as the "Galley," offers a full menu, including hot and cold meals, a la carte specialties, a fresh salad bar, and a variety of

"Grab-n-Go" items. For lunch, Monday through Friday, Café 8901 features the "Fit & Flavorful" line offering healthy meals, all under 550 calories, a Deli Bar, and an International Specialty Bar. Additionally, "Walt's Express" serves a variety of quick meal offerings from 6:30 p.m. until 12:30 a.m.

Location: Bldg. 9, basement

Hours of Operation:

Dining Room

Monday-Sunday

Breakfast: 6 – 9 a.m.

(Continental 9 – 11 a.m.)

Lunch: 11 a.m. – 3 p.m.

Dinner: 4 – 6 p.m.

Grab & Go: 6:30 p.m. – 12:30 a.m.



The Galley

Flagship Vending Center

Near The Wedge, the Flagship Vending Center offers a full array of

vending products with 24-hour convenience.

Location: Arrowhead Zone (Bldg. 9), 1st floor

Hours of Operation: 24 hrs/day, seven days a week

McDonald's

NSAB's base McDonald's features an indoor "Play Place" for children and ample seating inside and out for patrons.

Location: Palmer Road East, Next to the NEX Quick Mart/
Gas Station

Hours of Operation: Seven days a week, 0500–2300

Pin Fall Café

Serving pizza, hamburgers, chicken wings and more.

Location: Palmer Road East, The Bethesda Naval Bowling Center (Bldg. 56)

Hours of Operation:

Mon: 10 a.m. – 10 p.m.

Sat: 10 a.m. – midnight

Tues – Thurs: 1 p.m. – 10 p.m.

Sun: 1 p.m. – 8 p.m.

Fri: 1 p.m. – midnight

Warrior Café

"A Place For Heroes, Open To All"

Serving breakfast, lunch and dinner Mon-



Warrior Café

day-Friday and Brunch and Dinner on Weekends and Holidays. Daily Entrée Specials, Grill, Salad Bar, Pizza, Deli Sandwiches and more.

Location: Tranquility Hall (Bldg. 62)

Hours of Operation:

Mon – Fri Sat/Sun/Holidays

Breakfast: 6 – 9 a.m.

Brunch: 9 a.m. – 2 p.m.

Grab 'n Go: 9 – 11 a.m.

Dinner: 4 – 7 p.m.

Lunch: 11 a.m. – 2 p.m.

Grab 'n Go: 7 p.m. – 9 p.m.

Grab 'n Go: 2 – 4 p.m.

Dinner: 4 – 7 p.m.

Grab 'n Go: 7 p.m. – 9 p.m.

USU Cafeteria

Entrée specials, sandwiches, soup and salad.

Location: Bldg. B, University Road, 1st Floor

Hours of Operation: Mon – Fri, 6 a.m. – 2 p.m.

USU Snack Line

Sandwiches, soup and salad.

Location: Bldg. B, University Road, 1st Floor

Hours of Operation: Mon – Fri, 6:30 a.m. – 3:30 p.m.

Au Bon Pain

Location: NICOE (Bldg. 50), 1st Floor

Hours of Operation: Mon – Fri, 7 a.m. – 2:30 p.m.



Au bon pain

MORALE, WELFARE & RECREATION

MWR Leisure Travel and ITT

Located in the Hospital on Main Street, Bldg. 2, MWR ITT is your source for fun. You can learn about the interesting classes, exciting fun runs, and adventurous trips offered by MWR. You may also purchase discount tickets for local sporting events, amusement parks, movie theaters, special events, and area attractions, nearby ski resorts, and popular parks in the U.S., including Disney theme parks, Universal Studios, and Colonial Williamsburg. Brochures, maps and flyers are also available for quick reference and trip planning. Be sure to get the latest copy of the MWR Happenings newsletter, available to pick up in MWR/ITT and also online at www.cnic.navy.mil/bethesda. For more information, call 301-295-0434.



Bethesda Naval Bowling Center and Pin Fall Café

The Bethesda Naval Bowling Center has 20 bowling lanes with automatic scoring, a snack bar with a large outside deck, a game room with pool tables and a pro shop. Both open play and league bowling are offered year round for all ages. You can bring the whole family – all the lanes are equipped with automatic bumpers for young or inexperienced bowlers. Party packages are available for your special events. Packages include bowling, shoe rental, food drink and a private party room. Call the Bowling Center to schedule. Check the latest MWR Happenings for additional information, or call 301-295-2034.

MWR Fitness Center

The MWR Fitness Center is a state-of-the-art facility offering a variety of group fit-



ness classes including BodyPump, BodyFlow, BodyCombat, Spinning, Yoga, Boot Camp, Water Aerobics and more! There are also Personal Training services, Fitness Challenges, monthly 5K Fun Runs, Triathlons and other exciting activities for all levels of fitness. We offer intramural sports in soft ball, flag football, soccer, kickball, and horseshoes. Visit www.cnic.navy.mil/bethesda and www.quickscores.com/fortzone.





For more information on MWR offerings, call 301-295-2450.

Indoor Facilities:

- Running Track
- Raquetball Court
- Indoor 50 Meter Swimming Pool
- Cardio and Weight Zone Equipment
- Adaptive Training and Sports
- Stretching and Abdominal Training Area
- Spinning Studio
- Fitness Studio
- Locker Rooms

Outdoor facilities:

- Soft ball Field
- Running Track
- Two picnic pavilions for spring and summer rental
- Outdoor Volleyball
- Horseshoe Pits

Child Development Center

Child Development Center (CDC) is operated under guidance from Commander Naval Installations Command (CNIC) and provides Child Care for the staff of the Walter Reed National Military Medical Center, Bethesda MD. Naval Support Activity Bethesda provides the operational command and control. Located in Bldg. 26 on Stokes Road, CDC is a full-time childcare facility for all active duty military personnel with priority to those assigned to Walter Reed Bethesda, its tenant commands on campus and the National Capital Area. Department of Defense civilians at Walter Reed Bethesda and its tenant commands on campus are also eligible to use the facility on a space-available basis. Care is provided for children ages 6 weeks to 5 years, Monday thru Friday from 6 a.m. – 6 p.m., and is closed on federal holidays. The Center is accredited by the National Association for the Education of Young Children and the Navy Child Development Programs. Fees are based on total family income and will not be pro-rated, including weeks with a federal holiday. For application and waiting list information, call 301-295-0167, or 301-295-0014.

Liberty Zone and Liberty Program

The Liberty Zone is a recreational center for fun and relaxation located in Bldg. 11, Main Level and is open for all Wounded Warriors, Single E1-E6 and Enlisted Geographical Bachelors stationed at NSA Bethesda. There is something for everyone including movies, access to Internet with Wi-Fi, video games, pool, ping pong, foosball, free freshly popped popcorn, special events and so much more.

The Liberty Zone is open 365 days a year and is also home to the Liberty program, planning trips to sporting events, ski trips, white water rafting, overnights to other cities such as NYC, visiting sites in DC and more! All trip sign-ups are in the Liberty Zone. For more information call 301-295-4727.

Austin's Play Room

Hourly Child Care Center located in the East Tower of Tranquility Hall (Bldg. 62) primarily for families of Wounded Warriors. Care is provided for children ages 6 weeks to 12 years, on a drop in basis Monday through Friday from 6 a.m. – 6 p.m. Austin's Room is sponsored by the Mario Lemieux Foundation and the facility at NSA Bethesda is managed by MWR.



LOCAL AREA ATTRACTIONS

There is so much to see and do in Washington, D.C., and the surrounding areas of Maryland and Northern Virginia. The National Capital Area is one of the most exciting places in our great country.

Maryland

Maryland surrounds almost three-quarters of Washington, D.C., and is a cornucopia of interesting places to visit. From life on the Chesapeake Bay with its tasty fresh crab to the U.S. Naval Academy in Annapolis that prepares young men and women to become professional officers in the U.S. Navy and Marine Corps. From the great city of Baltimore with its professional football and baseball teams to the Eastern Shore with its beautiful beaches and shoreline, Maryland offers the chance for an exciting new excursion every weekend.

Downtown Bethesda

Just south of NSA Bethesda is downtown Bethesda, offering dining, shopping, arts and entertainment. Whether you're looking for a four-star restaurant, or just a quick bite to eat, flea markets or movie theaters, this local thriving community is the place to go. With ample parking and access to the Metro, Bethesda also has several art galleries, shops and parks. For more information, visit www.bccchamber.org.

Annapolis Waterfront

Annapolis is the Maryland state capital and is also known as the "sailboat capital of the world." Annapolis is the home of the U.S. Naval Academy and Saint John's College, and is located at the mouth of the Severn River on the Chesapeake Bay. Downtown in the historic area, originally established in 1695, City Dock is a favorite place to visit. Known to local boaters as "Ego Alley," it's the weekend and evening scene of a steady parade of expensive yachts. There is plenty to eat and drink in the area and power boat shows every October. The nearby U.S. Naval Academy has the world's largest dormitory housing over 4,000 midshipmen. Favorite sights here are the crypt of John Paul Jones in the Academy Chapel and the Severn seawall with its mast from the battleship Maine (sunk in Havana in 1898). There is also an early submarine, a Mark XIV torpedo (memorial for 52 U.S. submarines lost in World War II with 3,505 men) and other Navy hardware.

Baltimore's Inner Harbor

One of America's oldest seaports and one of the world's newest travel destinations, Baltimore's Inner Harbor was established in the seventeenth century. The Inner Harbor has a rich maritime heritage and today is complemented by exciting attractions such as the National Aquarium and the Maryland Science Center. The Inner Harbor is close to Fells Point and Little Italy with water taxis providing the opportunity to view the Baltimore's dramatic skyline on a leisurely cruise as well as transport to other exciting city locations.

The Baltimore Symphony Orchestra at Strathmore

The Strathmore Center is a 2,000-seat concert hall that houses the highest caliber acoustics and its location is convenient and easy to get to with plenty of complimentary parking available for ticketed events. Call (877) BSO-1444 or log on at www.BSOatStrathmore.com for more information.

Northern Virginia

Northern Virginia is a region of striking contrasts, distinct from the rest of the state in many ways. Arlington and Alexandria, decidedly "inside the Beltway," are fast-paced urban settings. Slightly further away Northern Virginia yields to leisurely scenic byways with its award-winning wineries, white-fenced horse farms and a variety of local, regional and national parks. Shoppers can delight in the upscale offerings of malls or enjoy browsing one of the many outlet stores of NOVA. History buffs can enjoy a never ending choice of places to visit like Arlington National Cemetery, the home of George Washington Mount Vernon and the Iwo Jima Memorial. For more information, visit alexchamber.com.

Arlington National Cemetery

Arlington National Cemetery has a number of fascinating sites to visit, including the Tomb of Unknowns, the Amphitheater, Arlington House, and the grave of President John F. Kennedy. Outside of the Tomb of Unknowns, there is a changing of the guard every half hour in the summer and every hour the rest of the year. The cemetery opens to visitors daily at 8 a.m. From April thru September, the cemetery closes at 7 p.m. From October to March, the cemetery closes at 5 p.m.

Marine Corps Memorial Iwo Jima Statue

This 78-foot memorial, created by Felix de Weldon, commemorates all the Marines and Corpsmen who have died in battle since 1775. It's open daily 8 a.m. to midnight. It's located on Route 50 at Arlington Boulevard & Ridge Road.

The Women in Military Service for America Memorial

Situated on 4.2 acres of land at the ceremonial entrance to Arlington National Cemetery, the Women's Memorial is the first major national memorial honoring women who have served in our nation's armed forces during all eras and in all services. The history of women serving in defense of our nation began more than 220 years ago with women who served in the American Revolution and continues with those who serve today. It's open daily, except Christmas, from April to September from 8 a.m. to 7 p.m. From October to March, it's open from 8 a.m. to 5 p.m. Admission is free.

Old Town Alexandria

Alexandria is unique – an historical place that keeps pace with the modern world. The city is part of a large metropolitan area surrounding the nation's capital, yet it has retained its period character. About one-quarter of the town's 15 square miles has been designated as a national or local historic district. Alexandria was home to those who made American history – George Washington, George Mason and Robert E. Lee – and many other men and women.

Washington, D.C.

The District of Columbia, our Nation's Capital and the most powerful city in the world, is the hub of American political life and a broad international cultural diversity. The city is a textbook, come to life for the entire family. From its majestic monuments, many free museums and historical treasures to its unique neighborhoods and numerous street festivals, the city is a glorious mix of delightful contrasts. For ease in getting around town Washington's Metro System, one of the best and easiest to navigate systems in the country provides a connection to the surrounding neighborhoods in the city, Maryland and Northern Virginia. For more information regarding WMATA (Metrorail and Metrobus) call (202) 637-7000 Visit dchamber.org for visitor information.

WHAT'S NEW AT NSA BETHESDA

Tranquility Hall

Tranquility Hall is a new, 153 suite, ADA compliant duplex, that provides WII with a two-bedroom suite that includes a kitchenette, washer and dryer, a lounge area, which allows outpatients a place to stay with a non-medical attendant. Featured within the 306-bed facility is an Austin's Playroom, a drop-in child activity center that provides certified childcare for not only those staying in the barracks, but to personnel in need of temporary child care while they're on medical appointments.

The Wounded Family Coordination Cell (WFCC) is the centerpiece of this facility. Designed to provide necessary nonmedical support to WII, and their families, the WFCC supports and assists in coordinating services between all military branches and benevolent organizations.



Tranquility Hall

America Building

The new, 515,000 sq. foot America building at WRNMMC is an outpatient building that houses a cancer treatment center, a pharmacy, and several outpatient clinics, such as dermatology, audiology and physical and occupational therapy. It also offers a Military Advanced Training Center (MATC), where physical therapists provide rehabilitation for service members and beneficiaries who are undergoing rehabilitation at WRNMMC.

Using cutting-edge equipment and advanced therapy, physical therapists provide strengthening activities, pre-prosthetic training to work on dynamic balance and endurance, residual limb care, fit awareness, and gait training on a variety of surfaces.

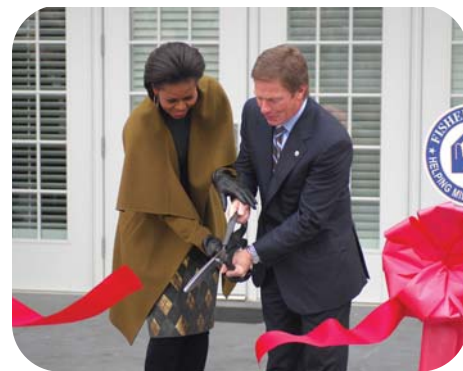
The MATC has a climbing wall, an indoor running track with an overhead harness, Fire Arms Training System, Gait Analysis Laboratory and the CAREN virtual rehabilitation lab.



MATC

Fisher Houses

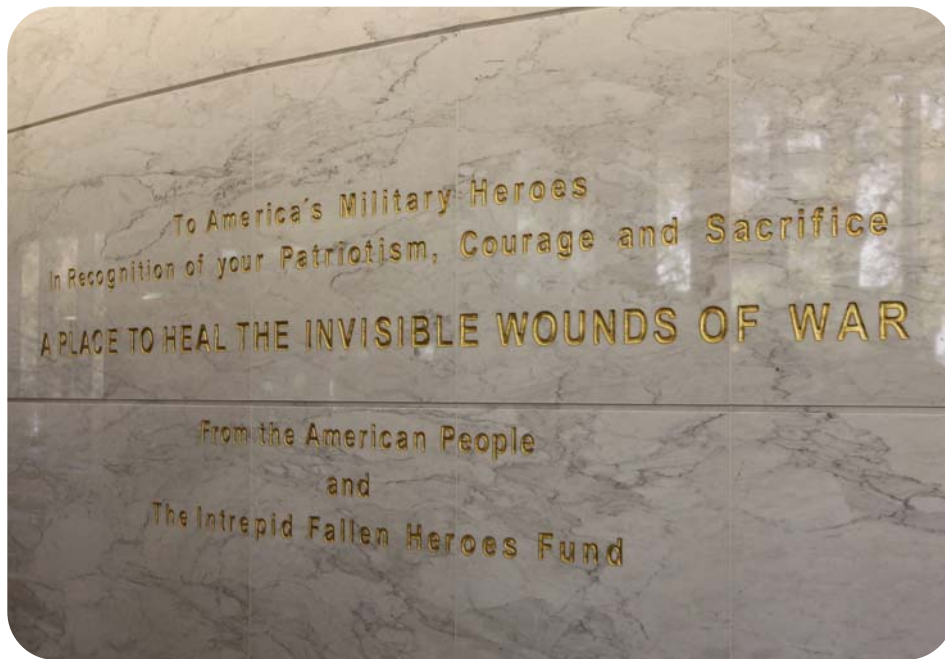
First lady Michelle Obama and Fisher House Foundation Chairman Ken Fisher dedicated the first of three new Fisher Houses at WRNMMC in December 2010. There are now five total Fisher Houses onboard NSAB – the most on one base within the DoD system. The Fisher House program on base provides military families 68 handicapped suites, 20 of which are private, a place to stay at no cost while their loved one is treatment. Patients who are medically cleared may also stay at the Fisher Houses. Each includes a common area, communal dining, family rooms and play rooms for children.



Fisher Houses

NICoE Completed

Military leaders and senior officials from the Fisher Foundation and Intrepid Fallen Heroes Fund commemorated the opening of the nearly \$65 million National Intrepid Center of Excellence (NICoE) project in June 2010. Dedicated to the diagnosis and clinical care of service members suffering from traumatic brain injury (TBI), post traumatic stress disorders (PTSD) and other complex psychological health issues. The two-story, 72,000 square foot facility provides state-of-the-art technology for advanced diagnosis, initial and long-term treatment, family education and reintegra-



NICoE

tion support. Additionally, the center conducts comprehensive research, tests new protocols and provides training and education to patients, providers and families.

'Grab-n-Go,' 'Fit-n-Flavorful' Services at the Galley

The dining facility known as the Galley, located in the basement of Building 9, now offers a fresh salad bar, and a la carte specialties, is served during Breakfast and Lunch hours, including new 'Fit-n-Flavorful' (lower sodium/fat/cholesterol and/or vegetarian) food choices. A Grab-n-Go menu, featuring quick pickup items, is offered to provide more dining flexibility Monday through Friday. And a reduced menu is served daily for dinner and weekend meals. The Galley has also maintained its "Green" status. The green certification comes from the Green Restaurant Association, a non-profit national environmental organization founded in 1990, which researches practical solutions to reduce environmental impacts of the restaurant industry. The command stopped using all Styrofoam products, acquired a food compost service and potato-based disposable eating utensils that are eco-friendly.

Administrative, Research and Fitness Building – Building 17

A 415,000 sq. foot building, Building 17, now houses a new fitness center, along with

additional administrative and research workspace. The fitness center offers a 50-meter, Olympic-sized swimming pool, with full wheelchair access, an elevated indoor

track, racquetball courts and a cardio fitness center. Additionally, the fitness center provides Personal Training services, Fitness Challenges, monthly 5K Fun Runs and other exciting activities for all levels of fitness. There is also an underground parking garage, providing roughly 570 spaces, a portion of which are designated for wounded warriors. An extension of this facility, an administrative complex, offers staff members 145,000 sq. feet of work space.

New Parking Structures

America Garage - The new, eight-floor garage, located beside the America Building is designated for patients and visitors and provides roughly 930 spaces.

Multi-Purpose Garage

Located near the Fisher Houses and the Navy Lodge, the new Multi-Purpose Garage (MUPS) provides approximately 1,200 spaces for WRNMMC staff and Fisher House guests. Entrances to the MUPS are at Stokes, South Palmer and Stone Lake roads.



Multi-Purpose Garage

WHAT'S TO COME AT NSA BETHESDA

Two-Story Navy Exchange

Construction is underway for a new, two-story, 150,000 sq. foot Navy Exchange (NEX), which is more than three times the size of the previous 45,000 sq. foot store. New Navy Exchange will offer expanded services with a food court, Navy Federal, pharmacy, Barber Shop, Beauty Salon and flower shop.

In the meantime, customers can shop at a temporary NEX, located near the Navy Lodge, which offers the same products and merchandise, but in a smaller variety. Customers can use the red phone at the back of the store, connecting them directly to the uniform service center, or they can shop online, 24/7, at www.myNavyExchange.com.



JOINT TASK FORCE NATIONAL CAPITAL REGION-MEDICAL (JTF CapMed)



Welcome,

In September of this year, the doors of the Walter Reed National Military Medical Center at Bethesda and the new Fort Belvoir Community Hospital will open to provide enhanced world class health-care and support for our returning wounded, ill and injured and their families as well as the more than 500,000 beneficiaries in the National Capital Region.



Vice Adm. Mateczun

This historic project brings together best practices from the Military Services, highly experienced and motivated staff, and new and renovated facilities. It is the largest infrastructure investment ever made in the Military Health System. This project also brings the latest in technology and equipment to an integrated system of healthcare that will enhance both the effectiveness and efficiency of healthcare in the National Capital Region.

VADM John M. Mateczun
Commander Joint Task Force
National Capital Region Medical

Joint Task Force:

Integrated Military Healthcare in the National Capital Region

The Base Realignment and Closure (BRAC) is the change agent that directed the integration of the Army and the Navy's two most prominent hospitals: Walter Reed Army Medical Center (WRAMC), and the National Naval Medical Center (NNMC). Once made law, it was evident military medicine in the National Capital Region (NCR) would never be quite the same, and the integration of these two premier military medical facilities would likely be the model for the future of military medicine.

In September 2007, the Joint Task Force National Capital Region Medical (JTF CapMed) was established as a fully functional standing task force, located on the, then, NNMC campus and reporting directly to the Secretary of Defense through the Deputy Secretary of Defense. The newly formed Command was charged with leading the way for the effective and efficient consolidation and realignment of military healthcare in the NCR. Vice Adm. John Mateczun was appointed to lead the mission. Having a single leader in charge, allows for proper focus on patient care by the hospital Commanders, and allows for BRAC planning by the JTF CapMed Commander.

Mateczun served as Joint Staff Surgeon, Commander of the Medical Center in San Diego, Chief Operating Officer for Navy Medicine as the Deputy Surgeon General, and also was the Director for the Military Health System Office of Transformation.

Mission: "We will deliver integrated healthcare in the NCR, ensure readiness, and execute the BRAC business plan to achieve the vision."

To accomplish this unified medical mission, the medical services of the Army, Navy, and Air Force in the NCR will integrate to ensure the best utilization of resources available. This will eliminate redundancies, enhance clinical care, promote health profession education and joint training, and enhance military medical research opportunities. This integration also furthers the growth of transformative efforts

with government, community and private sector partners.

Defining the Principles and Priorities:

Defining the Principles and Priorities: Our greatest commitment is to the health and well being of the men and women who serve our country. Our nation has seen its share of Soldiers, Sailors, Airmen and Marines injured while fighting for the welfare of others during Operations Iraqi and Enduring Freedom. As America's primary reception site for returning casualties and trauma care, there is nothing more important to our mission than taking care of our wounded, ill and injured warriors and their families. Force Health Protection is an on-going, four-pronged approach which includes:

- **Casualty Care:** Providing health care to returning or injured service personnel
- **Individual Medical Readiness:** Maintaining a fit and ready force.
- **Deployment of Army, Navy and Air Force medical practitioners,** often into harm's way.
- **Family-Centered Care:** Providing care to our other beneficiaries at home; families and retired.

Serving Our People: Our success depends on the combined contributions of our active, reserve, civilian, and contract personnel and their families. Their personal readiness is essential to our mission. Our priority is caring for the caregivers. Our people are called to provide healthcare often under trying circumstances. It is a tough job and we have a covenant responsibility to care for them.

Interoperability and Leadership: Leadership is key to service. We are currently in a unique situation to be able to draw leadership potential from all Services. Since each Service brings unique and critical capabilities to the team, we will have the "best of the best." Yet, with interoperability; the fusion of working together on all levels, must come teamwork and trust. These are the keys to agile leadership and interoperability between the Services.

Regional Healthcare Delivery: Integrated planning for the efficient and effective de-

livery of services on a regional basis is the key to quality and to mission success. We will use common business standards and clinical processes to maximize region-wide growth and potential.

Operational Control:

JTF CapMed has been granted Operational Control (OPCON) authority over Walter Reed Army Medical Center (WRAMC), National Naval Medical Center (NNMC) Bethesda, DeWitt Army Community Hospital (DACH) and the Joint Pathology Center (JPC), and will exercise OPCON over Walter Reed National Military Medical Center at Bethesda (WRNMMC), and Fort Belvoir Community Hospital (FBCH), once these Joint hospitals are established.

OPCON is derived from the authorities of Combatant Command (COCOM), and grants authority to:

- Organize and employ commands and forces.
- Assign tasks, designate objectives, and give authoritative direction necessary to accomplish the mission.
- Provide authoritative direction over all aspects of military operations and joint training necessary to accomplish missions to the command.

OPCON provides full authority to organize commands and forces, and employ those forces as the Commander considers necessary to accomplish assigned missions.

Our Pledge to YOU, Our Patients:

Military health care professionals are filling a wide range of roles – demonstrating courage, compassion, ingenuity, and excellence. The staff members of the JTF, and of the Military Health Care Treatment Facilities throughout the NCR, both military and civilian, pledge to you, active duty service members; your families; retired service members and all eligible beneficiaries, our sincerest commitment that you will receive the highest quality of care during this exciting evolution. We take full accountability for our decisions and actions and will meet our responsibilities to you with integrity and honor.

WALTER REED BETHESDA



Welcome to the Walter Reed National Military Medical Center, the flagship of Military Medicine. WRNMMC is a world-renowned, state-of-the-art healthcare institution staffed by many of the world's brightest and best trained medical practitioners.

Our top priority: care for our Wounded Warriors. We maintain around-the-clock casualty care to restore the health, well-being, and function of our country's Wounded Warriors and their families. It is also our great honor to care for our veterans who gave so much in past conflicts and for infants and children who may be future heroes.

We are the Presidents' Hospital, providing care also for members of congress, senior government leadership, all who wear and have worn the cloth of our nation, and their families. We provide the same level of exceptional care and concern to each and every beneficiary that enters our doors.

WRNMMC is on the forefront of current events, standing by ready to provide care, whether in the Global War on Terror or natural disasters such as hurricanes and tsunami relief, or worldwide humanitarian mission.

We also have a strong commitment to health care education, including support for USUHS. WRNMMC's affiliated on-site medical school, graduate medical education, health-related graduate degree programs, and medical means.

We are dedicated to preventative medicine and promoting wellness in a patient and family-centered environment. We also believe that the patient's family members are vitally important to the healing and rehabilitation process. In all cases, our objective is:

- Fast and proper diagnosis;
- A well-laid plan for treatment;
- Proper follow-up and rehabilitation.

As the WRNMMC Commander, I commit this institution to ensuring you and your family members receive the best possible medical care available in the world.

Respectfully,
ALTON L. STOCKS
RDML, MC, USN
WRNMMC Commander



Rear Adm. Stocks



WALTER REED BETHESDA: AN HISTORIC ACCOUNT

Walter Reed National Military Medical Center (WRNMMC) at Bethesda was officially dedicated Nov. 10, 2011 during a ceremony officiated by The Honorable Secretary of Defense Leon Panetta. It is the result of the merger of two of the most distinguished military medical centers in history, Walter Reed Army Medical Center (WRAMC) and the National Naval Medical Center (NNMC). The merger resulted in the creation of the world largest military hospital with more than 2.4 million sq. ft. of clinical space, providing care to about a million beneficiaries per year.

WRAMC first opened its doors on May 1, 1909 in Washington, D.C. It was named after the famed Army physician and researcher who led the team that confirmed the theory yellow fever is transmitted by a particular mosquito species.

The site for NNMC, and the original main hospital, were selected and designed by President Franklin D. Roosevelt in 1938. It was officially dedicated by him on Aug. 31, 1942.

In their illustrious histories, both WRAMC and NNMC staff treated U.S. presidents, members of Congress, cabinet officials, world leaders, in addition to top military leaders.

On May 13, 2005, the Base Realignment and Closure (BRAC) list was released by the Department of Defense calling for WRAMC and NNMC to merge to form WRNMMC, creating a modernized world-class joint-forces medical center.

When BRAC 2005 became law on Nov. 9, 2005, a core group of driven and determined individuals, both civilians and active duty members at military treatment facilities (MTF) in the National Capital Area, started on an exciting journey together. They met regularly and became the first "change leaders" that this monumental endeavor required.

Those early meetings, conferences and retreats set the stage for what the next six



years would bring. When the three leading MTF flag officers, Maj. Gen. Kenneth L. Farmer, Jr. (now retired), Brig. Gen. Thomas W. Travis (now Maj. Gen.), Rear Adm. Adam M. Robinson (now retired vice admiral), and the President of the Uniformed Services University, Charles L. Rice, M.D., signed the first Joint Vision Statement in 2006, we had their wisdom and guidance to begin to create the most far-reaching and exciting partnership in the history of military medicine.

Since those early days, we have seen new hardworking groups of dedicated stakeholders such as The Program for Design team, the Office of Integration Committees, The Med-Cen Integration Teams and the Deputies for Integration and Transition lead us in moving the process forward. In 2007, we saw the formation of the Joint Task Force National Capital Region Med-

ical Command, and in 2008, the comprehensive Environmental Impact Study was released.

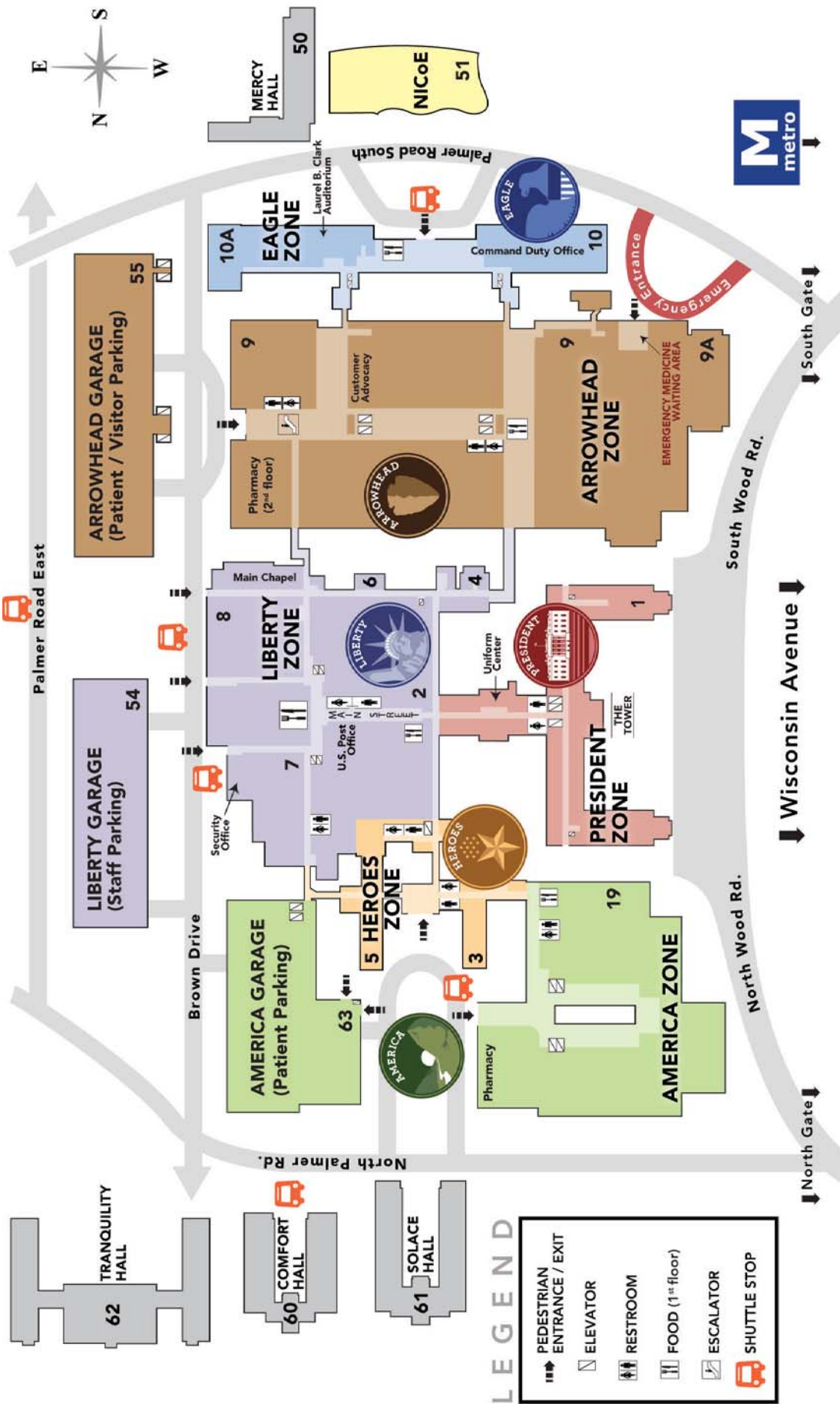
The BRAC/Integration Journey Room

On July 3, 2008, the same day as President George W. Bush's visit to NNMC to officiate the groundbreaking of the future hospital, NNMC unveiled the BRAC/Integration Journey Room (BIJR). The room, located in the basement of Building 9 next to the Executive Dining Room, is a repository of information, and a symbolic tour of the voyage that started in September 2005.

Designed in the form of a "Situation Room" with three large walls of murals, photographs, charts, and other forms of visual communications depicting the BRAC "journey" from 2005 to 2011, the room represents a timeline of BRAC events and accomplishments. Much interesting and inspiring information can be found on the walls and in reference materials, photographs, handouts with additional data contained in the BIJR kiosk.

Although there were integrated clinics and medical staff working together from all branches of the services before BRAC, "functional integration" of clinics really flourished in 2007 and 2008. The "blended buildings" was used to represent that although still in various and separate locations, the NCA MTFs were working together as a team.





Important Phone Numbers

For updates to the Naval Support Activity Bethesda Base Guide 2012 and its phone listing, throughout the year, visit www.dcmilitary.com/walterreedbethesda.

EMERGENCY CARE (A life-threatening condition)

CALL 911 or go to **NEAREST EMERGENCY ROOM**.

Authorization is not required. Contact PCM within 24 hours of ER visit for follow-up care.

URGENT CARE (Is not life-threatening, but could become critical if not treated within 24 hours)

During normal hours contact your PCM Clinic • After hours contact 1-800-747-3661 • When traveling, contact TRICARE at 1-877-874-2273

EMERGENCY ROOM 295-4810

BASE POLICE/SECURITY 295-1246

PRIMARY CARE

Medical Home Clinics 301-319-4873

301-295-4725

Adolescent Clinic 301-295-6168

Pediatric Clinic 301-295-4941

Primary Care Manager (AFTER HOURS) 1-800-747-3661

GENERAL INFORMATION

Main Access Number 301-295-2273 / 1-800-526-7101

Customer Service 301-295-4000

Beneficiary Services 301-295-5143

Customer Advocacy Office 295-0156

Command Duty Office (24 Hours) 301-295-4611

Patient Administration 295-2126

Main Pharmacy 301-295-2123 / 2124

Pharmacy Refills 1-800-377-1723

Language Interpreter 888-326-2686

TRICARE ELIGIBILITY INFORMATION 1-800-538-9552

Health Beneficiary Services 301-295-5143

For General Information, Claims and Authorization 1-877-874-2273 (1-877-TRICARE)
or visit www.mytricare.com

Specialty Care or Referrals 301-295-6289

PATIENT APPOINTMENT CALL CENTER

Mon–Fri 6:30AM–6 PM (855) CAP-MED1
(227-6331)

LIST OF CLINIC LOCATIONS

SERVICES	PHONE	ZONE	BLD	FLOOR
Addiction Treatment Services	301-295-4553	America	19	6
Adolescent Medicine	301-295-6168	America	19	4
Allergy/Immunology/Immunization	301-295-4510	America	19	4
Ambulatory Procedure Unit	301-295-2560	Arrowhead	10	3
• Check-In		Arrowhead	9	2
Anatomic Pathology Labs	301-295-2520/ 2517	Arrowhead	9	BSMT
Armed Forces Center for Child Protection	301-295-4100/ 4354	President	1	10
Audiology and Speech Pathology Center	301-295-7840	America	19	5
Behavioral Health				
• Addiction Treatment Services	301-400-1298	America	19	6
• Adult Outpatient Services	301-295-0500	America	19	6
• Child and Adolescent Outpatient Services	301-295-0576	America	19	4
• Inpatient Services	301-295-4095	Eagle	10	7
Blood Bank	301-295-2104	Arrowhead	9	3
• Apheresis/Donor Center				
Breast Care Center/Mammography	301-295-3899	America	19	3
Cardiac Rehabilitation	301-295-1840	Arrowhead	9	2
Cardiovascular Health and Interventional Radiology Center		Arrowhead	9	2
• Cardiology	301-295-4500			
• Cardiothoracic Surgery	301-295-2552			
• Interventional Radiology	301-295-4332			
• Vascular Surgery	301-295-4779			
Chiropractic Services	301-295-5160	America	19	1
Clinical Case Management	301-295-1100	Liberty	7	5
Clinical Nutrition Services	301-295-4065	Arrowhead	9	BSMT
• Outpatient Clinical Nutrition Services	301-295-4065			
Defense and Veterans Brain Injury Center (DVBIC)	301-400-1796	America	19	6
Dental Readiness	301-295-5411	Liberty	2	2
Dermatology	301-295-4552	America	19	3
Dialysis Center/Nephrology	301-295-4330	Arrowhead	9	1
Dining Facility	301-295-6050	Arrowhead	9	BSMT
Ear Nose and Throat Clinic	301-295-4664	America	19	5
Emergency Medicine	301-295-4810	Arrowhead	9A	1
Endocrinology/Diabetes Care	301-295-5165	America	19	5
Exceptional Family Member Program	301-295-5060	America	19	4
Executive Medicine Clinic	301-295-4408		57A	

LIST OF CLINIC LOCATIONS cont.

SERVICES	PHONE	ZONE	BLD	FLOOR
Eye Care				
• Ophthalmology	301-295-1339	Liberty	8	1
• Optometry	301-295-1133	Liberty	8	1
• Refractive Surgery Center	301-295-1200	Liberty	8	1
• Vision Center of Excellence (VCoE)	301-295-1133	Liberty	8	1
Gastroenterology				
• Colon Health/Virtual Colonoscopy	301-295-4600	Arrowhead	9	1
• Hepatology/Liver Clinic	301-295-4330	Arrowhead	9	1
General Surgery	301-295-4400/1	Arrowhead	9	1
Gynecological Cancer Center of Excellence	301-400-1257	America	19	3
Hematology/Oncology	301-319-2100	America	19	3
Infectious Disease Clinic	301-295-6400	Eagle	10	1
Inpatient Wards				
• 3 Center	301-295-4700	Eagle	10	3
• 4 Center	301-295-8857	Eagle	10	4
• 4 East	301-295-4142	Eagle	10	4
• 4 West	301-295-8828	Eagle	10	4
• 5 Center	301-295-4160	Eagle	10	5
• 5 East	301-319-2300	Eagle	10	5
• 5 West	301-295-2589	Eagle	10	5
• 6 East (Maternal Infant Child Center)	301-319-5100	Eagle	10	6
• 6 West (Neonatal Intensive Care Unit)	301-319-6428	Eagle	10	6
• 7 East	301-295-4014	Eagle	10	7
• 7 West	301-295-4095	Eagle	10	7
Intensive Care Unit	301-295-4830	Arrowhead	9A	3, 4
Internal Medicine	301-295-0196	America	19	2
Labor and Delivery (MICC)	301-319-5100	Eagle	10	6
Laboratory Services (Blood Draw and Specimen Collection/Drop-Off)	301-295-0250	America Arrowhead	19 9	1 2
Main Street Café and Shops	301-986-4996	Liberty	2	1
Maternal Infant Care Center (MICC)	301-319-5000	Eagle	10	6
Medical Home	301-319-8342	America	19	2
Military Advanced Training Center (MATC)	301-319-8147	Arrowhead	9	BSMT
Military Medical Records	301-295-0644	Liberty	7	2

LIST OF CLINIC LOCATIONS cont.

SERVICES	PHONE	ZONE	BLD	FLOOR
Naval Post-Graduate Dental				
• Comprehensive Dentistry	301-295-0145	President	1	2
• Endodontics	301-295-1830	President	1	2
• Oral Maxillofacial Pathology	301-295-5828	President	1	2
• Oral Maxillofacial Surgery	301-295-4339	President	1	2
• Oral Medicine/Radiology	301-295-5000	Liberty	2	2
• Orofacial Pain Clinic	301-295-1495	Liberty	2	3
• Orthodontics	301-295-5451	Liberty	2	3
• Pediatric Dentistry	301-295-1364	Liberty	2	3
• Periodontics	301-295-0077	President	1	2
• Prosthodontics & Maxillofacial Prosthetics	301-295-1550	President	1	3
Neonatal Intensive Care Unit (NICU)	301-319-6428	Eagle	10	6
Nephrology	301-295-4330	Arrowhead	9	2
Neurology	301-295-4774	America	19	6
Neurosurgery	301-295-4429	Arrowhead	9	1
NICoE (National Intrepid Center of Excellence)	301-319-3798/ 3799		51	
Nuclear Medicine	301-295-4974	Arrowhead	9	1
Obstetrics/Women's Health	301-295-5552	Arrowhead	9	2
Occupational Medicine				
• Occupational Audiology/Hearing Conservation	301-295-0786	Liberty	7	2
Oral Maxillofacial Surgery	301-295-4339	Arrowhead	9	2
Orthopaedics/Podiatry	301-295-4290	America	19	2
Orthotics/Prosthetics	301-295-4866	America	19	1
Pain Clinic	301-319-8600	Arrowhead	9	3
Pastoral Care	301-295-1510			
• Main Chapel		Liberty	8	1
• Offices		Liberty	8	1, 2
Patient Services				
• Customer Advocacy	301-295-0156	Arrowhead	9	1
• Health Benefits Office	301-295-5143/4	Arrowhead	9	1
• Patient Accounts	301-295-1874/ 5599	Eagle	10	1
• Patient Administration (Admission/Disposition)	301-295-2126	Eagle	10	1
Pediatrics				
• Early Intervention Services	301-295-4959	America	19	4
• Hematology and Oncology	301-400-1664	America	19	4
• Pediatric Inpatient Care Unit	301-319-2400	Arrowhead	9	3
• Primary Care	301-295-4941/ 6168	America	19	4
• Specialty Care	301-319-4095	America	19	4

LIST OF CLINIC LOCATIONS cont.

SERVICES	PHONE	ZONE	BLD	FLOOR
Personnel Support Detachment (PSD)	301-295-0712		17	1
Pharmacy Services				
• Pharmacy	301-295-3432	America	19	1
• Pharmacy	301-295-2121/ 2124	Arrowhead	9	2
• Investigational Research Pharmacy	301-400-0907	Arrowhead	9	2
Physical Medicine and Rehabilitation	301-295-7850	America	19	1
Physical Therapy	301-295-4880/1	America	19	1
Plastic Surgery	301-319-4226	Arrowhead	9	2
Podiatry	301-295-4295	America	19	2
Post Anesthesia Care Unit (PACU)	301-295-4111	Arrowhead	9	3
Prostate Disease Research Center		America	19	3
Prosthetics	301-295-7850	America	19	1
Pulmonary	301-295-4191	America	19	2
Radiation Oncology	301-295-5000/1	America	19	BSMT
Radiology Services				
• Interventional Radiology	301-295-4332	Arrowhead	9	2
• Main Radiology Suite	301-295-5030/2	Arrowhead	9	1
• Nuclear Medicine	301-295-4974	Arrowhead	9	1
• Radiology Oncology	301-295-5000/1	America	19	BSMT
• Satellite Radiology		America	19	2
Red Cross Offices	301-295-1538	Liberty	8	2
Rheumatology	301-295-4512	America	19	3
Social Work	301-295-1719	Liberty	7	6
Surgical Oncology	301-280-	America	19	3
• Stone Center	2497/2496/2494	Arrowhead	9	3
TRICARE Service Center (Enrollment)	301-295-2494	Arrowhead	9	1
Urology	301-295-4271	Arrowhead	9	2
Vaccine Healthcare Center	301-295-5798	America	19	4
Women's Health				
• Gynecology	301-295-6672	Arrowhead	9	2
• Obstetrics	301-295-6672	Arrowhead	9	2
• Reproductive Health	301-400-2432	Arrowhead	9	2

MEDICAL HOME



The basic concepts and tenets of Medical Home include Stable Primary Care Manager, Team Based Healthcare, Improved Access, Proactive Healthcare, Coordination with Medical and Surgical Specialists and Improved Communication and Information Systems.

Medical Home (MH) is a term that refers to a new approach to health care delivery. It is based on the concept that the patient is always at the center of every decision made regarding their care. MH patients receive closer, more personalized care coordinated with an entire team and have improved access to their primary care provider. Patients also have new medical and community resources at their disposal.

It is our priority that a patient's PCM remains the same as long as he/she continues to work at WRNMMC. This provides improved continuity of care, and allows the patient and the PCM to develop a closer relationship and partnership.

The Team Approach

MH patients will have an entire team responsi-

ble for their healthcare which includes the PCM, a Registered Nurse (RN), a Licensed Practical Nurse (LPN), and/or a Hospital Corpsman. This team works together to fulfill administrative requests, book appointments directly and provide additional medical services. For urgent issues, a MH patient is able to call and schedule an appointment for that same day. For routine appointments and on-going (chronic) health issues, patients can speak to a team member and schedule a timely appointment with the PCM directly. A team member will also contact patients directly to ensure that healthcare needs are met.

Specialist care and referrals are made easier because a MH team member will see WRNMMC specialist appointments are made, and will help schedule these services so that the process is made easier for the patient. If referred to the

network, a team member will assist with the referral and ensure that the results and follow-up are reported directly to the PCM.

Patient and Family – Centered Care (PFCC)

PFCC is “an approach to health care based on beneficial partnerships among health care providers, patients and families.”
(Adapted from the Institute for Family Centered Care)

At WRNMMC, you are an equal partner in your health care. You decide if a family member or friend accompanies you to your clinic visit or hospital stay. Your cultural background, values and beliefs are respected.

General Pediatric Clinic

At WRNMMC, it is the Primary Care Service's mission to provide beneficiaries the best in pediatric health care, from routine health maintenance to management of your child's acute and chronic medical needs as well. On a routine basis, we offer scheduled appointments for well baby and well child check-ups, school and sports physicals, and health screenings. We also welcome consultations for all Military Health System pediatric beneficiaries from other primary care providers, or other health care professions for complex symptoms and disease management.

Additionally, the Service is the clinical site for the Department of Defense's largest training program in general pediatrics, with residents from the Army, Navy, and Air Force composing our joint service program. The residency is a three year ACGME-accredited program designed to train active duty pediatricians for competency and subspecialty board eligibility in general pediatrics. The program emphasizes a diversified education in general pediatric medicine, clinical and basic science research. The program is very active in clinical and basic science research in collaboration with the Uniformed Services University, National Institutes of Health, Walter Reed Army Institute of Research, the Food and Drug Administration, and other regional and national research institutions.

Patient services provided include inpatient and outpatient evaluations of problems, such as acute disease evaluation and management, routine preventative health care, chronic disease management and counseling, mother-infant care, and telephone advice.

A broad range of procedures are provided, including:

- Blood-drawing
- IV fluid therapy
- Administration of IV medications
- Implementation of breathing treatments
- Procedural evaluation of most patients prior to inpatient hospitalization
- Lumbar puncture
- Comprehensive diagnostic imaging

Clinic Hours:

Monday-Friday 7:30 a.m. – 4 p.m.

*Closed Federal and Training Holidays

Pediatric Clinic: 301-295-4900

Pediatric Specialty Clinics: 301-295-4959

Adolescent Clinic: 301-319-7070

Clinic Fax: 301-295-6173 / 301-319-8413

Exceptional Family Member Program (EFMP): 301-295-4092

Fax: 301-295-5069

After Hours Urgent Care: 1-800-747-3661

Call Center: 6am- 6pm 1-866-628-9633

Lactation Consultant: 301-295-9959

Appointments are available online 24 hours a day for booking at www.tricareonline.com. Communicate with your doctor by email. Register online at www.bethesda.med.navy.mil/nnmconline, and select Register as a New User.

Adolescent Medicine

Adolescent Medicine at WRNMMC provides primary care enrollment of adolescents in the National Capital Region and welcomes consultations on all Military Health System adolescent beneficiaries from primary care providers, or other health care professions. Adolescent Medi-

cine's mission is to provide the highest quality care available for adolescents, using the nationally recognized guidelines for health maintenance and specialty care, and to train the primary care providers of the future to better assess and meet the multiple growth, development and psychosocial needs of teenagers.

Patient services provided include inpatient and outpatient evaluation of problems, including school, sports and college physical exams, patient and parent education on both the routine and special issues of adolescence, acute care illnesses and injuries other than obviously broken bones. In addition, Adolescent Medicine provides the following:

- . Routine care of acne, allergies and asthma
- . Routine adolescent gynecology and evaluation of menstrual pain, irregularity, or excessive bleeding
- . School problems
- . Nutrition and disordered eating (too much, too little)
- . Psychosocial issues of depression or behavior problems
- . Primary care for persons with chronic illnesses.
- . Sexuality related concerns
- . Adolescent-specific tobacco use cessation
- . Adolescent Sports Medicine

The Adolescent Medicine Clinic is located next to the Pediatric Clinic, on the fourth floor of the America Building.

Appointments and Referrals

Patients needing evaluation or management by an Adolescent Medicine specialist should be referred by their primary health care provider. For urgent referrals, providers should call the Adolescent Clinic at 301-319-7070.

Pediatric Hematology and Oncology

Also located on the fourth floor of the America Building, the Pediatric Hematology Oncology Service offers consultations on all Military Health System pediatric beneficiaries from primary care providers, or other health care professions in the evaluation, management and follow-up of children with cancer and blood disorders. The clinical site for the Department of Defense's only fellowship training program in pediatric hematology and oncology, Pediatric Hematology-Oncology also has a fellowship program. The three-year ACGME-accredited program is designed to train active duty pediatricians for competency and subspecialty board eligibility in pediatric hematology oncology. Additionally, the program emphasizes a diversified education in

clinical pediatric hematology-oncology and clinical and basic science research. The program is very active in clinical and basic science research in collaboration with the Uniformed Services University of the Health Sciences (USU) and the National Institutes of Health.

The Pediatric Hematology-Oncology clinic also serves as the outpatient pediatric infusion clinic for pediatric specialty patients requiring outpatient infusions. Patient services provided include inpatient and outpatient evaluation of problems of cancer and blood, such as:

- Diagnosis and management of solid tumors
- Leukemias
- Lymphoma
- Anemia
- Sickle cell disease and Thalassemias

- Pre and post stem cell transplant care
- Bleeding and Clotting disorders

The clinic also provides a broad range of procedures including:

- Bone marrow biopsy
- Chemotherapeutics
- Pediatric Intravenous infusion therapies

Appointments and Referrals

Patients needing evaluation or management by a pediatric oncologist should be referred by their primary health care provider. New or follow-up appointments may be made by calling the Pediatric Clinic at (202)301 400 1663. Please check with your local clinic or hospital to see whether it is an on-site satellite clinic in pediatric hematology services.

Patient Relations/Customer Service

The Patient Relations Service administers the following programs: customer service training, staff recognition for customer service excellence, staff recognition for patient and family centered care excellence, customer service advocacy training, patient advocacy, review and analysis of patient/customer feedback, and Navy Bureau of Medicine Patient Satisfaction Monitor facility level support.

Customer Service Training

Customer Service training provides initial command orientation training, and ad hoc customer service training to functional areas or individuals. It also designs training to address specific issues and topics, which addresses: building relationships and people skills, conflict management, managing your staff customer service for middle management/supervisors, team building, communication, listening, and embracing diversity. Avenues for providing customer service training include customer advocacy seminars, monthly messages, and department/service level refresher sessions.

Department/Service Level Customer Service Advocates Program

Collateral duty department and service level customer service advocates are assigned these duties by their respective department or service chief. The Patient Relations Service tracks who is performing these duties for the department/service and their collateral duty training. The Patient Relations Service trains the collateral duty customer advocates to ensure they can react to patient needs from an advocacy role and focus on great customer service. The Customer Service program manager provides mentoring to the customer service advocates to ensure conformity with training.

Patient Advocacy

The Patient Relations Service's patient advocates assist, represent, and educate patients, family members, and visitors regarding med-

ical center services, policies, and other issues regarding delivery of health care and medical center staff interactions. The Patient Advocates are also problem solvers who tackle the issues that prevent patients' access to care, services, or cause the patient frustration.

Executive Health Care for Our Nation's Leaders

WRNMMC's Executive Health Care Clinic brings world-class medical care to our nation's leaders, ensuring availability, flexibility, security, and confidentiality at all times. These leaders include the U.S. President, the U.S. Vice President, members of the U.S. Congress, U.S. Supreme Court Justices, and Flag and General Officers. The Executive Health Care Department also provides care for other authorized government officials, beneficiaries, foreign military and embassy personnel, designated by the Navy Secretary and Defense Secretary.

Healthcare Mediator

The Healthcare Mediator Program is designed to resolve complex health care disputes, issues or concerns at the lowest level and earliest opportunity – ensuring a fair resolution process for all involved parties. The emphasis of the program is “doing the right thing” when there are unanticipated adverse outcomes of care. The Healthcare Mediator promotes an environment of transparency where unexpected results of care, treatment and services are openly and honestly disclosed, where system vulnerabilities are recognized and a commitment is made to process improvements. The Healthcare Mediator is involved with patients and providers at the time of service delivery with typical interventions surrounding documented or perceived medical errors, unanticipated outcomes, sentinel events, expected or unexpected deaths, dissatisfied with treatment outcomes or quality of care received. Early intervention is critical in the achievement of meaningful resolutions. This service is available to all beneficiaries.

TRICARE INFORMATION

For a complete Tricare reference, visit www.tricare.osd.mil or call (877) TRI-CARE. Tricare is the health benefit for all seven uniformed services: Army, Navy, Marine Corps, Air Force, Coast Guard, Public Health Service, and National Oceanic and Atmospheric Administration.

Tricare offers a choice of four health care options:

- Tricare Prime
- Tricare Extra
- Tricare Standard
- Tricare For Life

Eligibility

Tricare-eligible persons include active duty and retired service members, their spouses, unmarried children and survivors. To use Tricare, you must be listed in DEERS as being eligible for military health care benefits. To determine your eligibility, call the Defense Enrollment Eligibility Reporting System (DEERS) at (800) 538-9552.

Tricare Prime

Tricare Prime is a voluntary health maintenance organization (HMO)-type option. Active duty service members and their dependents have no enrollment fee. Retirees pay an annual enrollment fee and enroll for one year at a time. You should contact one of the information sources mentioned in the Information section for more details on Tricare Prime, and to find out if this option is right for you. Note: Active duty service members are required to enroll in Tricare Prime.

Tricare at WRNMMC

Choosing to enroll in Tricare Prime at WRNMMC prioritizes certain benefits, including:

- Timely access to care
- First priority treatment
- Tricare Prime coverage away from home
- Regular preventive medical services, such as eye exams, immunizations, hearing tests, nutrition counseling, mammograms, PAP and prostate exams
- A Primary Care Manager (PCM) who

coordinates your health care, maintains individual records and makes referrals to specialists

- Privileges at the WRNMMC Wellness Center, offering services, such as stress management, nutritional education and physical fitness
- School and sports physicals (for Prime patients enrolled in WRNMMC's Pediatric and Adolescent Medicine Clinics)
- Ability to make all your Primary Care appointments online with Tricare Online
- Access to convenient appointment scheduling via the WRNMMC's Patient Appointment Call Center

WRNMMC's Primary Care Clinics

WRNMMC's Primary Care Clinics include:

- Internal Medicine Blue Clinic
- Internal Medicine Gold Clinic
- Pediatric and Adolescent Medicine

Tricare Extra

You do not have to enroll or pay an annual fee to participate in Tricare Extra. You do, however, have to satisfy an annual deductible for outpatient care, just as you do under Tricare Standard. In the Tricare Extra program, you receive discounts on cost sharing when you use a Tricare Extra network provider. You do not have to file your own claims, and may use Tricare Extra on a case-by-case basis just by using the network provider. Tricare Extra is not available overseas. Refer to the Information section to find out how to get details on deductibles and cost sharing through Tricare.

Tricare Standard

Tricare Standard is what was once called the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS). Tricare Standard shares most of the costs of care from civilian hospitals and doctors when you don't get care through a uniformed services hospital or clinic. But there are certain important things you need to know about Tricare Standard before using it, such as the fact that it is not free, it does



not cover all health care, it pays for only medically necessary health care and your provider must be certified by the regional contractor as an authorized provider of care.

Pharmacy Benefits

Tricare beneficiaries have three options for filling prescriptions:

- . A military treatment facility
- . A Tricare retail network pharmacy
- . The Tricare Mail Order Pharmacy (TMOP)

Tricare for Life (over 65)

Tricare for Life (TFL) is an enhanced health care benefit for Medicare-eligible uniformed services beneficiaries, their eligible family members and survivors. Some key features of TFL are: you must be enrolled in Medicare Part B, Tricare pays second to Medicare and you will incur no monthly premiums (except for Medicare Part B). For additional information call (888) DOD-LIFE, or visit www.tricare.osd.mil. Tricare Plus is a health care program for selected seniors and other eligible beneficiaries that provide access to Primary Care Managers at participating Military Treatment Facilities (MTFs). Availability of the program is based on the space and resources in individual MTFs, and is at the discretion of the MTF Commander. WRNMMC is proud to be a participating Tricare Plus MTF. The Tricare Plus Program at WRNMMC features the same high access standards as for primary care: Urgent and Acute Care appointments within 24 hours, and routine care appointments within 7 days. Furthermore, Tricare Plus patients are provided specialty care on a space-available basis within the Military Health System. Tricare Senior Pharmacy Benefit provides

Medicare-eligible retirees of the uniformed services, their family members and survivors the same pharmacy benefit as retirees who are under age 65. It includes access to prescription drugs not only at military treatment facilities, but also at retail pharmacies and through the Tricare Mail Order Pharmacy program. Contact the Tricare information specialists referred to in the Information section for detailed information on eligibility.

Tricare Online at WRNMMC (TOL)

www.tricareonline.com

An innovative and easy-to-use service that gives you access to your Primary Care Manager's appointment schedule 24 hours a day from your home or office computer. If you are a Tricare Prime or Tricare Plus beneficiary, you can make all of your routine, primary care appointments at WRNMMC at www.tricareonline.com.

Tricare Information Sources

WRNMMC's Health Benefit Advisors (HBAs) provide information about Tricare, Tricare Plus, and health care options. Visit an HBA at the Customer Service Center for specific information about enrollment in Tricare Prime at WRNMMC and to receive an enrollment packet with complete instructions.

To enroll in Tricare Prime at WRNMMC, visit the Tricare Service Center located in Bldg. 9 on the 1st floor. You can also obtain an Enrollment Form by calling HealthNet at (877) TRICARE or visiting HealthNet's Web site at: www.healthnetfederalerservices.com.

The Tricare Service Center (TSC) at WRNMMC provides "walk-in service" to all Tricare beneficiaries. The TSC/HBAs provide benefits information, handles claims, answers questions, addresses enrollment inquiries and distributes marketing materials for Tricare beneficiaries. Hours of Operation are Monday thru Friday from 7:30 a.m. to 4:30 p.m.

Tricare Related Websites

. www.tricare.osd.mil (miscellaneous Tricare information)

. www.healthnetfederalerservices.com
(enrollment and other information)

. www.mytricare.com (personal claims information)

Remember...

Periodically update your DEERS (Defense Enrollment Eligibility Reporting System) information by calling toll free at: (800) 538-9552.

Appointments: Call or Click

There are two equally simple ways to make your appointment at WRNMMC.

Call Center

Local (301) 295-NAVY (6289)

Toll-free (866) NAVY-MED (628-9633)

Hours: 6 a.m. to 6 p.m.

WRNMMC Pharmacies

Pharmacy services are one of the most popular benefits for our customers. Beneficiaries may obtain medications at the WRNMMC Pharmacies at no cost. In addition to obtaining medications from the WRNMMC Pharmacy, this benefit now includes the TRICARE Mail-Order Pharmacy (TMOP) and the TRICARE Retail Pharmacy network (TRRx) that may require a small copay. WRNMMC uses an automated, robotic system to refill prescriptions. This technology guides pharmacy staff at each step in the prescription filling process, minimizing the potential for human error. It uses bar code technology to reduce wait times and ensure medication-dispensing accuracy. The pharmacy processes approximately 65,000 prescriptions each month. Due to the volume of pharmacy visitors each day, please take a moment to become familiar with the established procedures and routines. Simple measures such as using the automated call-in refill service, taking the appropriate ticket at the pharmacy, and having identification card readily available will minimize delays and keep operations moving as quickly and efficiently as possible.



The Main Pharmacy/Arrowhead Pharmacy is located in Building 9 on the second floor. Hours of operation are from 7:30 a.m. to 8:30 p.m. (Monday thru Friday) and Saturdays from 8 a.m. to 4 p.m. The Pharmacy is closed Sunday and all Federal Holidays. Peak business hours are on weekdays from 10 a.m. to 2 p.m. and 4 p.m. to 5:30 p.m., with the busiest days being Monday, Tuesday, and the day before and after a three-day weekend. This pharmacy also provides executive health, emergency room and discharge pharmacy services.

The America Pharmacy is located in the America Building (Building 19) on the first floor. Hours of operation are from 7:00 a.m. to 6:00 p.m. (Monday thru Friday). The pharmacy is closed Saturday, Sunday and all Federal Holidays. Peak business hours are on weekdays from 10 a.m. to 4:00 p.m., with the busiest days being Monday, Tuesday, and the day before and after a three-day weekend.

WRNMMC Satellite Pharmacy (Drive-Through Refill Service)

For added convenience, patients can call in refill prescriptions for pick-up at WRNMMC Satellite Pharmacy. The drive-through pharmacy, located between the Navy Lodge and Child Development Center, allows our beneficiaries to receive medication refills without leaving the vehicle. Refills must be requested 3 days prior to pick-up at 1-800-377-1723 or online at www.bethesda.med.navy.mil/refill. Hours of operation are from 8 a.m. to 6 p.m. Monday through Friday and Saturdays from 8 a.m. to noon. The Satellite Pharmacy is closed Sundays and all federal holidays.

BRANCH HEALTH CLINICS

WRNMMC operates 15 outlying clinics in D.C., Maryland, Virginia, West Virginia, Pennsylvania and New Jersey. Many of these are primary care clinics (patients may enroll in Tricare Prime at these locations). To make an appointment at any of the designated Primary Care Clinics, call (301) 295-NAVY or (866) NAVY-MED. For more information about each clinic, visit www.bethesda.med.navy.mil or call the numbers listed below.

Primary Care Clinics

Naval Surface Warfare Center **

Bldg. 192,
Dahlgren, VA 22448
(540) 653-8241/8242

Naval Weapons Station Earle **

201 Highway 34 South,
Colts Neck, NJ 07722
(732) 866-2300/1/3

Naval Surface Warfare Center */**

Bldg. 1600, Indian Head, MD 20640
(301) 744-4601

Naval Air Engineering Station **

Bldg. 39, Lakehurst, NJ 08733
(732) 323-4854

Naval Support Activity Mechanicsburg

5450 Carlisle Pike, Bldg. 23A,
P.O. Box 2020,
Mechanicsburg, PA
(717) 605-2636

Naval Air Facility (NAF) */**

(Active Duty Only)
1 San Diego Loop, Bldg. 3188,
Andrews Air Force Base,
Washington, D.C. 20396
(240) 857-2850

Washington Navy Yard */**

(Active Duty Only)
624 Warrington Ave. SE,
Washington, D.C. 20374
(202) 433-3132

Naval Security Group Activity **

Sugar Grove, WV 26815
(304) 249-6380

Naval Air Station **

Joint Reserve Base, Bldg. 137,
Willow Grove, PA
(215) 443-6360

Arlington Annex DiLorenzo Tricare Health Clinic

(Active Duty Only)
Federal Office Bldg. #2, Room 1323,
Washington, D.C. 20370
(703)-614-2726

Pentagon Tri-service Dental Clinic **

Located within the Pentagon
(703) 692-8700

Occupational Health Clinics

Carderock

9500 MacArthur Blvd., Bldg. 22,
West Bethesda, MD 20817
(301) 227-1585

Naval Research Lab

4555 Overlook Avenue SW,
Washington, D.C. 20375
(202) 767-3592

Philadelphia Naval Business Center (PNBC)

Philadelphia Business Center, Bldg. 615, 4898 South
Broad Street, Philadelphia, PA
(215) 897-8147

Uniformed Services University of Health Sciences

(Primary care services are provided to students and their family members)
Bldg. A, 4301 Jones Bridge Road,
Bethesda, MD 20814
(301) 295-3630

* Use WRNMMC Call Center

** Dental Services offered

USNS COMFORT

Initially built as a San Clemente class tanker, the USNS COMFORT (T-AH 20) was converted into a hospital ship and commissioned as a U.S. Navy vessel in 1987. The COMFORT's primary mission is to provide mobile, flexible, and rapidly responsive medical support for wartime operations, disaster relief and humanitarian operations worldwide.

At full capacity, the 894 feet full-service hospital ship has a staff of approximately 1,200 active duty Navy medical and hospital support personnel and 60 Navy civil service mariners who operate the ship. The impressive ship contains 12 fully equipped operating rooms, a 1,000-bed hospital facility, radiological services, a medical laboratory, a pharmacy, an optometry lab, a CAT scan unit, a physical therapy center, an invasive angiography suite and oxygen-producing capabilities. Patients arrive aboard primarily by helicopter and sometimes by small boat.

1990/1 Operations Desert Shield and Desert Storm

COMFORT deployed to the U.S. Central Command area of operations to treat wounded U.S. military personnel. The ship's medical personnel saw more than 8,000 outpatients, admitted 700 inpatients and performed 337 complex surgical procedures.

1994 Operations Uphold Democracy and Sea Signal

The USNS COMFORT deployed to Port-au-Prince, Haiti and Kingston, Jamaica during 1994 to provide both combat surgical support for U.S. contingency operations, and health aid to approximately 35,000 Cuban and Haitian migrants.

2001 Operation Noble Eagle

COMFORT activated the afternoon of Sept. 11, 2001, in response to the terrorist attack on the World Trade Center. This mission, which started out with the hope of providing medical aid to possible survivors, ended up being a mission of humanitarian relief for thousands of 'ground zero' workers such as NYC fire fighters, rescue personnel and police. Designed to care for



war-wounded service members, the hospital ship provided immediate treatment for hundreds of relief workers for cuts, respiratory ailments, fractures and other minor injuries.

The Psychology and social service personnel provided over 500 mental health consultations helping relief workers to mentally prepare before they headed back to the disaster site. The crew provided food, showers and beds for more than 10,000 relief workers.

2003 Operation Iraqi Freedom

COMFORT deployed in support of Operation Iraqi Freedom in 2003. For 56 days in the Persian Gulf, Comfort served as a floating trauma center and provided expert medical care to nearly 700 wounded U.S. military personnel.

2005 Hurricanes Katrina and Rita

The USNS COMFORT provided medical assistance to the Gulf Coast following the devastation of hurricanes Katrina and Rita. COMFORT's medical crew provided treatment to nearly 1,500 people.

2007 Operation Continuing Promise

The USNS COMFORT conducted a four-month humanitarian assistance mission to Latin America and the Caribbean. More than 98,000 people in 12 countries were treated during this unique mission, with the ship staffed by medical professionals from the U.S. Navy, Air Force, Coast Guard and Public Health Service as well as Canadian troops and civilian volunteers from a number of nonprofit organizations.

2009 Operation Continuing Promise

In April 2009, the hospital ship began a four-month deployment to Antigua,

Colombia, Barbados, Dominican Republic, El Salvador, Haiti, Nicaragua, and Panama. The humanitarian mission offered training for U.S. military personnel while providing valuable services to communities in need, and medical treatment for more than 100,000 patients.

2010 Operation Unified Response Haiti

On Jan. 16, 2010, the USNS COMFORT deployed to aid the people of Haiti after a devastating 7.0 earthquake that struck the island nation Jan. 12, 2010. Comfort's medical personnel treated 871 patients and performed 843 surgeries.

2011 Operation Continuing Promise

Comfort served as the platform for humanitarian and civic assistance missions in Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Haiti, Jamaica, Nicaragua and Peru. During the mission, shipboard medical personnel treated more than 67,000 people.



USNS COMFORT (cont.)

Military Family and USNS COMFORT Ombudsman

WRNMMC's Military Family Ombudsman and USNS Comfort Ombudsman provide information, resources and support for all active duty service members and their families, including the spouses and children of active duty members, their parents and siblings. Ombudsmen will always keep all problems, issues, concerns and resolutions in the strictest confidence. You may contact a WRNMMC Ombudsman seven days a week, between 7 a.m. and 9 p.m., by calling the Command Duty Office at (301) 295-4611. Call (717) 309-5675 to reach a USNS Comfort Medical Treatment Facility Ombudsman.



WOUNDED WARRIOR CARE

Achieving Excellence in Casualty Care

Today, military medicine is performing around the world, on land, at sea and in the air, saving lives and safely transporting patients to military emergency care within minutes of the initial injury and on to a stateside military treatment facility within 22 hours.

Our patients are transported, from theater, to Joint Base Andrews by the Medical Evacuation (Med Evac) and the Critical Care Air Transport Team (CCATT). The CCATT's mission is to operate an intensive care unit in an aircraft cabin during flight, adding critical care capability to the U.S. Air Force Aeromedical Evacuation System. CCATT patients have received initial stabilization, but are still critically ill or wounded. They require evacuation from a less capable, to a more capable hospital and evacuation from the combat zone.

Medical training in casualty care with highly technological and state-of-the-art means of rescue and resuscitation is surpassing anything thought possible just a few decades ago. Hands-on courses in advanced training in field medical techniques while dealing with extreme "simulated" combat scenarios has prepared Army, Navy and Air Force practitioners to care for the most important patients they will ever serve.

Furthermore, an integrated health care system supports the individual service member who is returning to the force or transitioning to the civilian workplace. Creating healing environments that encompass both the inpatient and outpatient experience is integral to the renewal of psychological, physical, and spiritual wellness.

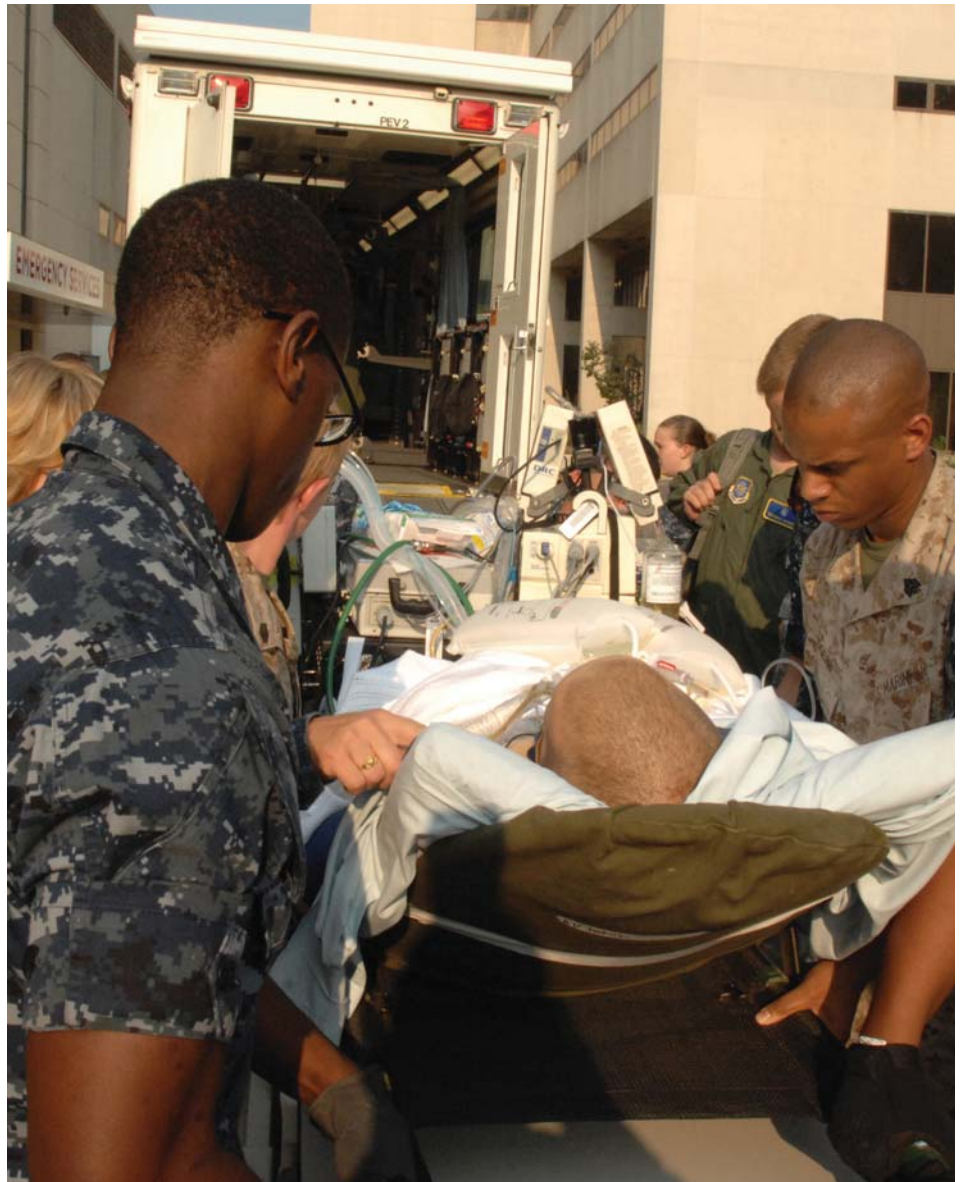
Within a framework of patient and family-centered care, a dedicated team of health care professionals facilitates a speedy recovery of Soldiers, Airmen, Sailors and Marines to productive activities of daily living through cutting edge technology, evidence-based design, innovation, and partnerships with volunteer agencies.

Many of our wounded heroes transition to the U.S. Department of Veterans Affairs (VA) for rehabilitative care. To help this process, the VA created a program called "Seamless Transition," that assigns a VA representative to ensure a smooth evolution of medical services. WRNMMC is one of the few facilities with a representative from this program.

Empowering Our Wounded Ill and Injured (WII)

Wounded Warrior Care and Transition (WWCT) empowers WII and transitioning service members and their families by:

- Providing Recovery Care Coordinators to help WII service members and their families develop and use a Comprehensive Recovery Plan and receive the non-medical



support they need to create the lives they want.

- Restructuring the Disability Evaluation System for an equitable and efficient adjudication of benefits from the DoD and VA.
- Informing service members, veterans, and families through the National Resource Directory and eBenefits websites.
- Utilizing the Transition Assistance Program to give all service members the tools they need to succeed at home when they have completed their service to our nation.

Amputee Care

The high energy delivered by modern weapons can cause extensive soft-tissue injury and result in wound complications that require a longer time to heal. Battlefield wounds are initially left open because of the high risk of infection. A staged approach to amputation surgery is used to obtain wound closure and a residual limb that can provide the best function. At WRNMMC, we care for our wounded warriors until their acute wounds are healed and arrangements for rehabilitation are made at one of our state of the art military Amputee Centers.

WARRIOR FAMILY COORDINATION CELL

The Warrior/Family Coordination Cell (WFCC) provides a command level, centralized, and coordinated operating platform to serve as an interface between NSA Bethesda, WRNMMC, all respective services and all entities and organizations that are integrated under the WII care umbrella. The objectives of the cell are to leverage efficiencies, minimize redundancies, promote/assist Services and optimize a healing environment for recovering Warriors and Families. Provide a 24/7 operation for Warriors and Families, Service Representatives, NSA Bethesda, MTF personnel and all benevolent and volunteer organizations to ensure communication, coordination and appropriate facilitation across and amongst all stakeholders. The WFCC is organizationally aligned as a special staff reporting directly to the MTF Commander.

Wounded Warrior Pain Care Initiative

What is the Wounded Warrior Pain Care Initiative (WWPCI) and its Mission?

The WWPCI is designed to improve quality and access to pain care for Wounded Warriors, and is active via treatment and education of inpatients, outpatients, warriors in transition, and families of Wounded Warriors. The WWPCI is also involved with providing guidance to other healthcare staff who may be involved in the pain management of Wounded Warriors.

What is the goal of the Wounded Warrior Pain Care Initiative?

The goal of the program is to help Wounded Warriors and families achieve their pain management goals and provide them with knowledge and tools that they can take with them once they leave the hospital's care.

Wounded, Ill and Injured Support SERVICE LIAISONS: A Quick Reference

WFCC (hospital): 301-219-1710

NSA Bethesda: 301-547-1136

Navy/Coast Guard: 301-213-6972

Army: 301-547-1449

Air Force: 301-547-1169

Marine Corps: 240-515-6932

HELPFUL LINKS

United States Marine Corps
WOUNDED WARRIOR REGIMENT
www.woundedwarriorregiment.org

U.S. ARMY WOUNDED WARRIOR PROGRAM (AW2)
www.wtc.army.mil/aw2/index.html

NAVY PERSONNEL COMMAND
www.public.navy.mil/bupers-npc/support/safe_harbor/Pages/default.aspx

AIR FORCE
WOUNDED WARRIOR
www.woundedwarrior.af.mil

Military OneSource
www.militaryonesource.mil



UNIFORMED SERVICES UNIVERSITY of the HEALTH SCIENCES

The Uniformed Services University of the Health Sciences (USU) is the nation's federal health sciences university. USU students are primarily active-duty uniformed officers in the Army, Navy, Air Force and Public Health Service who receive specialized education in tropical and infectious diseases, preventive medicine, the neurosciences (to include TBI and PTSD), disaster response and humanitarian assistance, and acute trauma care. A large percentage of the university's more than 4,700 physician and 500 advanced practice nursing alumni are supporting operations in Iraq, Afghanistan and elsewhere, offering their leadership and expertise. The University also has graduate programs in biomedical sciences and public health, open to civilian and military applicants, committed to excellence in research, which have awarded more than 375 doctoral and 800 masters degrees to date. For more information, visit www.usuhs.mil.



NATIONAL INTREPID CENTER OF EXCELLENCE

The National Intrepid Center of Excellence (NICoE) is an evaluation, treatment planning and research facility located on the campus of NSA Bethesda, Md. Designated a center of excellence because of its diverse capabilities and overarching mission, the NICoE is dedicated to providing care to service members and families dealing with traumatic brain injury (TBI) and psychological health (PH) conditions.

COMMITMENT

Built and equipped through the philanthropic contributions of the Intrepid Fallen Heroes Fund (IFHF), the NICoE is a tribute to all who serve and a lasting legacy of the patriotic citizens who have made its existence possible.

INNOVATION:

The NICoE provides an interdisciplinary team assessment in a holistic, patient and family-centered environment that also offers high-tech diagnostic capabilities. Our treatment planning and long-term follow up for service members with combat-related TBI and PH conditions allows us to foster physical, psychological and spiritual healing.

- **HEALING:** Every action we perform provides a sense of healing through physical, behavioral, social and spiritual care.
- **LEARNING :** We seek to be the national scientific and research information hub for service members, families, providers, researchers, staff and our academic partners.
- **HOPE:** We aim to recognize currently unknown patterns of physiological and psychological processes to develop proven treatment solutions for service members and their families, instilling hope in each who interact with the NICoE that healing is possible.
- **DISCOVERY:** We strive to be a leader through family centric approaches to the physical, social and spiritual wellness continuum as well as a forum for research and promising treatment trials.



IMPORTANT PHONE NUMBERS

CLINIC/DEPARTMENT	LOCATION/FLOOR	PHONE NUMBER
3 Center (Inpatient Ward)	(10/3)	.295-4700
3 East (Ambulatory Procedures Unit)	(10/3)	.295-2560
3 West (Pediatrics Inpatient Ward)	(10/3)	.319-2400
4 Center (Inpatient Ward)	(10/4)	.295-8857
4 East (Inpatient Ward)	(10/4)	.295-4142
4 West (Inpatient Ward)	(10/4)	.295-8828
5 Center (Inpatient Ward)	(10/5)	.295-4160
5 East (Inpatient Ward)	(10/5)	.319-2300
5 West (Inpatient Ward)	(10/5)	.295-2589
6 East (Maternal Infant Child Center)	(10/6)	.319-5100
6 West (Neonatal Intensive Care Unit)	(10/6)	.319-6428
7 East, Inpatient Ward	(10/7)	.295-4095
7 West, Inpatient Ward	(10/7)	.295-4095
Defense Reutilization Management Office (DRMO)	(54/B)	.295-2008
Equipment Management - DRMO	(54/B)	.295-2008

A

Acquisition Management	(54/1)	.295-1063
Addiction Treatment Services	(7/4)	.295-4553
Administration, Deputy Commander for	(1/5)	.295-4553
Adolescent Medicine	(19/4)	.295-4553
Allergy/Immunology/Immunization	(19/4)	.295-4510/5710
Ambulatory Procedures Unit (APU)	(3 East) (10/3)	.295-2560
Ambulatory Procedures Unit (APU) Check-In	(9/3)	.295-2560
American Red Cross Offices	(8/2)	.295-1538
Anatomic Pathology	(9/B)	.295-2520/2517
Anesthesia Services	(9/3)	.295-4455, EXT. 156
Apheresis/Donor Center	(9/1)	.295-2104/5
Army Continuing Education	(17/2)	.400-1256
Armed Forces Center for Child Protection (AFCCP)	(1/10)	.295-4100/2150
Assisted Reproductive Care	(10/2)	.319-4700
Audiology and Speech Pathology Center	(19/5)	.295-4665
Audiovisual Production Department (NMSC)	(7/1)	.295-0055
Awards Office	(1/1)	.319-8449

B

Barber Shop	(2/1)	.(93) 295-6390
Behavioral Health - Adult Outpatient	(19/6)	.295-0500
Behavioral Health - Child and Adolescent Outpatient	(19/4)	.295-0576
Behavioral Health - Inpatient	(10/7)	.295-4095
Behavioral Health - Neuropsychology Assessment Services	(10/7)	.295-4095
Behavioral Health - Resiliency / Psychological Health	(10/7)	.319-4600
Behavioral Health Consultation Liaison	(10/7)	.295-4095
Behavioral Health, Deputy Commander for	(1/5)	.295-2459
Biomedical Repair	(5/2)	.295-5515/3875
Blood Bank	(9/3)	.295-1737
Bowling Center (MWR)	(56)	.295-2034
Breast Care Center	(19/3)	.295-3899

C

Cardiac Rehabilitation	(9/2)	.295-1840
Cardiology (CVHIR)	(9/2)	.295-0394/4500
Cardiothoracic Surgery (CVHIR)	(9/2)	.295-2552
Cardiovascular Health and Interventional Radiology Center (CVHIR)	(9/2)	.295-4332
Career Development	(17/2)	.319-4895/6
Center for Prostate Disease Research Center	(19/3)	.319-2900
Central Distribution	(9/B)	.295-4539/38
Chief of Staff	(1/5)	.295-2427
Child Protection, Armed Forces Center for	(1/10)	.295-4100/2150
Children's Behavioral Health	(19/4)	.295-0576
Chiropractic Services	(19/1)	.295-5160
Clinical Case Management	(7/5)	.295-1100
Clinical Nutrition Department	(9/B)	.295-4065
Clinical Nutrition, Outpatient	(7/3)	.295-4065
Clinical Pathology	(9/B)	.295-20250
Clinical Support, Deputy Commander for	(1/5)	.319-8598
Colon Health Initiative	(9/1)	.295-5035
Command Duty Office (WRNMMC)	(10/1)	.295-4611
Command Evaluation and Investigation	(1/2)	.295-5502

Command Secretariat (1/1)	295-5805
Command Senior Enlisted Leader (1/5)	295-2429
Comprehensive Dentistry (NPDS) (1/2)	295-0145
Comptroller (17/3)	295-2426
Computer Help Desk (One Stop Shop) (10/2)	295-6300
Contract Services (12/B)	295-1570
Convenience Store (Dry Dock) (2/1)(301)	951-6442
Coumadin Clinic (Cardiology) (9/2)	295-4497
Credentialing (Medical Staff Services)(17/3)	319-4790/295-2737
Customer Advocacy (9/1)	295-0156

D

Darnall Biomedical Learning Resource Center (1/3)	295-1184
Defense and Veterans Brain Injury Consortium (DVBIC) (19/6)	319-8852
Dental Readiness (2/2)(93)	295-5411
Dentistry, Deputy Commander (1/5)	400-2911
Deployment Health Center (8/2)	295-1576/319-8469
Dermatology (19/3)	295-4551
Dialysis Center/Nephrology (9/1)	319-8114
Diabetes Care Center (9/1)	295-3037
Dining Facility (9/B)	295-6050
Dry Dock, Convenience Store (2/1) (301)	951-6442
Dunkin' Donuts/Subway (2/1)(301)	652-4667

E

Ear, Nose and Throat / Otolaryngology (19/5)	295-4664
Education - Staff and Faculty Development (5/4)	319-5209
Education, Research and Training, Deputy Commander for (1/1)	319-6798
Emergency Medicine (9/1)	295-4810
Endocrinology/Diabetes (19/5)	295-5165
Endodontics (NPDS) (1/2)(93)	295-1830
Equipment Management (3/2)	295-4338
Equipment Management - Biomedical Repair (5/2)	295-5515/3875
Exceptional Family Member Program (19/4)	295-5060
Executive Medicine (7/1)	319-4408
Executive Services (10/2)	319-4143/8927
Eye Care - Ophthalmology (8/1)	295-1339
Eye Care - Optometry (8/1)	295-1133
Eye Care - Refractive Surgery Center (8/1)	295-1200

F

Fisher Houses (24/25)	295-5334
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Fleet and Family Support Center (11/1)	319-4087
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G

Gastroenterology (9/1)	295-4600
General Surgery (9/1)	295-4440/1
Graduate Medical and Dental Education (1/19)	319-8278
Graduate Medical Education (5/4)	319-8278
Gynecological Cancer Center of Excellence (19/3)	400-1257

H

Health Benefits Services (9/1)	295-5113
Health Physics / Radiation Safety Office (8/5)	295-1043
Health Professions Education (3/5/3)	319-5209
Healthcare Resolutions (1/12)	295-5434
Healthcare Resolutions (9/1)	319-4447
Health Promotions/PFA (11/1)	295-5502
Hearing Conservation/Occupational Audiology (7/2)	295-6095
Hematology/Oncology (19/3)	319-2100
Hepatology (9/1)	295-4330
HIPAA Privacy Office (1/2)	319-4775
HIV, Navy Central(301)	295-6590
Hospital Dentistry (9/2)	400-2060
Housekeeping (4/1)	295-1050

I

Infectious Diseases (7/1)	295-6400
Infectious Diseases - Travel Clinic (7/1)	319-8369
Information Desk (19/1)	295-1865
Information Desk (9/1)	295-4000
Information Desk (Tranquility Hall) (62/1)	400-0200
Inpatient Medical Records (10/1)	295-2201
Inpatient Nutrition Services (10/2)	295-5360
Inpatient Physical and Occupational Therapy (10/3)	295-2883
Inpatient Private Health Insurance Claims (10/1)	295-1006
Inpatient Ward, 3 Center (10/3)	295-4700
Inpatient Ward, 4 Center (10/4)	295-8857
Inpatient Ward, 4 East (10/4)	295-4142
Inpatient Ward, 4 West (10/4)	295-8828
Inpatient Ward, 5 Center (10/5)	295-4160
Inpatient Ward, 5 East (10/5)	319-2300
Inpatient Ward, 5 West (10/5)	295-2589
Inpatient Ward, 7 East (10/7)	295-4014

Inpatient Ward, 7 West (10/7)	295-4095	Medical Photography (NMSC) (4/6 2)	295-1014/5
Inpatient Ward, Pediatrics (3 West) (10/3)	319-2400	Medical Readiness (8/2)	295-5483
Inpatient Warrior and Family Liaison Office (IWFLO)(10/2)	319-6805	Medical Staff Services (17/3)	319-4790/295-2737
Insurance Claims, Inpatient Private Health (10/1)	295-1006	Microbiology (9/B)	295-2043
Insurance Claims, Liability (Third Party Collections) (17/3)	295-4860	Military Advanced Training Center (MATC) (19 1/B)	319-3832
Insurance Claims, Outpatient Private Health (17/3)	295-4934	Military Medical Records (7/2)	295-0644
Intensive Care Unit, Medical (9/4)	295-4830	Morale Welfare & Recreation InfoCenter (2/1)	295-0434
Intensive Care Unit, Neonatal (10/6)	319-6428	Morale Welfare & Recreation Liberty Zone (11/1)	295-4727
Intensive Care Unit, Pediatric (9/3)	400-2010	Morgue (9/B)	295-2507
Intensive Care Unit, Surgical (9/3)	295-4830	N	
Internal Medicine (19/2)	295-0196	Naval Dosimetry Center (4/6 4)	295-0142
Investigational Pharmacy (9/2)	400-0907	Naval Postgraduate Dental School (NPDS) Cont. Education (1/4)	295-0205
J		Naval Research Laboratory	202-767-3592
Joint Task Force (JTF) Cap-Med (27/2)	319-8400	Naval Support Activity Bethesda (NSAB) Command Suite (11/2)	295-3964
L		Navy College (Education Center)(17/2)	295-2014/5423
Labor and Delivery (Maternal Infant Child Center) (10/6)	319-5100	Navy Federal Credit Union (2/1)	1-888-842-6328
Laboratory/Outpatient Phlebotomy (9/2)	295-0250	Navy Marine Corps Relief Society (11/1)	295-1207
Laser Vision Center (8/1)	295-1200	Navy Medicine National Capital Area (NMNCA) (1/9)	319-8613
Legal (1/6)	295-2215	Navy Medicine Manpower Personnel Training & Education (MPT&E) (1/17)	
Legal Assistance (1/7)	295-6052	295-5594
Legislative and Executive Affairs (Executive Services)(10/2)	319-4143/8927	Neonatal Intensive Care Unit (NICU) (6 West) (10/6)	319-6428
Liability Insurance Claims (Third Party Collections) (17/3)	295-4860	Nephrology/Dialysis Center (9/1)	319-8114
Library (Darnall Biomedical Learning Resource Center) (1/3)	295-1184	Neurology (19/6)	295-4771
Linen Management (9/B)	295-2205	Neuropsychology Assessment Services (10/7)	295-4095
M		Neuropsychology Health Services (19/6)	295-0015
Main Radiology (9/1)	295-5050	Neurosurgery (9/1)	295-4771
Main Street Café (2/1)	(301) 986-4996	NEX, Uniform Center (1/1)	295-1489
Manpower Management (8/2)	295-5208	Nuclear Medicine (9/9A 1)	295-4974
Marine Corps Liaison Office (62)	295-6111	Nursing Administration (10/1)	
Marketing/Strategic Communications (1/11)	319-4108	Nursing Civilian Recruitment Office (17/2)	295-4549
Materials Management (9/B)	295-4067	Nursing, Deputy Commander for (1/5)	319-6800
Maternal Infant Child Center (MICC) (6 East) (10/6)	319-5100	Nutrition Services, Inpatient (10/2)	295-5360
Medevac Office (10/1)	295-2620	O	
Media Relations, Office of (1/11)	295-5727	OB GYN - Assisted Reproductive Care (10/2)	319-4700
Mediation Chapel (9A/3)	295-1510		
Medical Board/Physical Evaluation (10/1)	295-5511/2		
Medical Home (Internal Medicine) (19/2)	295-0196		
Medical Intensive Care Unit (9A/4)	295-4830		

Obstetrical Care (9/2)	295-5552	Pediatrics - Armed Forces Center for Child Protection (AFCCP) (1/10)	295-4100/2150
Occupational Audiology/Hearing Conservation (7/2)	295-6095	Pediatrics - Inpatient Ward (3 West) (10/3)	319-2400
Occupational Health (7/2)	295-0786	Pediatrics: Health Administration (19/4)	295-5060
Occupational Medicine (7/2)	295-0786	Pediatrics: Hematology and Oncology (19/4)	400-1664
Occupational Therapy (Outpatient)(19/1)	295-4866	Pediatrics: Primary Care (19/4)	295-4941/6168
Office of Media Relations (1/11)	295-5727	Pediatrics: Specialty Care (19/4)	319-4095
Oncology Clinic (19/3)	319-2100	Pentagon Tri-Service Dental Clinic	703-692-8700
One Stop Shop (ITD) (10/2)	295-6300	Periodontics (NPDS) (1/2)	295-5077
Operating Rooms (Surgical Suites) (9/3)	295-4991	Personal Property	3/2
Operational Readiness (7/4)	295-2880	Personnel Support Detachment (PSD) (17/1)	(93) 295-0712
Operational Support Office (17/1)	295-0974	Pharmacy (America Zone) (19/1)	319-3432
Ophthalmology (8/1)	295-1339	Pharmacy (Arrowhead Zone) (9/2)	295-2121
Optometry (8/1)	295-1339	Physical and Occupational Therapy, Inpatient (10/3)	295-2883
Oral and Maxillofacial Pathology (NPDS) (1/2)	295-4340	Physical Medicine and Rehabilitation (19/1)	319-4195
Oral and Maxillofacial Surgery (9/2)	295-4339	Physical Therapy (19/1)	295-4880
Oral and Maxillofacial Surgery (NPDS) (1/2)	(93) 295-0077	Plastic and Reconstructive Surgery (9/2)	295-2304
Orthodontics (NPDS) (1/3)	295-5451	Podiatry / Orthopaedics (19/2)	295-4290
Orthopaedics/Podiatry (19/2)	295-4290	Post Anesthesia Care Unit (PACU) (9/3)	295-4111 EXT. 150
Orthotics/Prosthetics (19/1)	295-4866	Postal Services (2/1)	295-0162/5161
Otolaryngology/Ear, Nose and Throat Clinic (19/5)	295-4664	Prenatal Assessment Center (10/6)	319-5050
Outpatient Behavioral Health (19/6)	295-0500	Primary Care Dentistry (Dental Readiness) (2/2)	(93) 295-5411
Outpatient Clinical Nutrition Services (7/3)	295-4065	Prostate Clinic (19/3)	319-2900
Outpatient Medical Records (3/1)	295-5150	Prosthetics / Orthotics (19/1)	395-4866
Outpatient Private Health Insurance Claims (17/3)	295-4934	Prosthodontics and Maxillofacial Prosthodontics (NPDS) (1/3)	295-1550
P		Psychiatric Continuity Service (8/4)	295-6637
Pain Clinic (9/3)	319-8600 EXT. 139	Public Affairs (Office of Media Relations) (1/11)	295-5727
Pass and ID, Decals and Facility Badges (102)	295-4607	Pulmonary Medicine (9/1)	295-4191
Pastoral Care (6/2)	295-1510	Q	
Patient Accounts (10/1)	295-1874/5599	Quality Management Department (1/2)	295-5815
Patient Administration (Admission/Disposition) (10/1)	295-2126	R	
Patient Relations (Customer Advocacy) (9/1)	295-0156	Radiation Oncology (19/B)	295-5001
Pediatric Dentistry (NPDS) (1/3)	295-1364	Radiology, Main (9/1)	295-5050
Pediatric Intensive Care Unit (PICU) (9/3)	400-2010	Radiology, Satellite (19/2)	295-4321

Radiation Safety Office (8/5)	295-1043
Records, Active Duty (7/2)	295-0644
Records, Outpatient (3/1)	295-5150
Records, Inpatient (10/1)	295-2201
Recruitment, Nursing Civilian (17/2)	295-4549
Refractive Surgery Center (8/1)	295-1200
Reprographic Services (4/3)	295-6176/7
Resiliency / Psychological Health (10/7)	319-4600
Rheumatology (19/3)	295-4512

S

Satellite Radiology (19/2)	295-4321
Security Office (Base Monitoring) (7/1)	295-1246/7
Senior Enlisted Leader, Command (1/5)	295-2429
Simulation Center	3 4
Sleep Study Lab (9/2)	295-4547
Social Work (7/6)	295-1719
Speech Pathology and Audiology Center (19/5)	295-4665
Sponsor Program (17/1)	319-8404
Staff and Faculty Development (5/4)	319-5209
Staff Judge Advocate General (1/6)	295-2215
Sterile Processing (9/B)	295-4545
Stone Center (9/3)	400-2498/9
Substance Abuse (Addiction Treatment Services) (7/4)	295-4553
Subway/Dunkin' Donuts (2/1)	(301) 652-4667
Supply - Central Distribution (9/B)	295-4539/38
Surgery Department Administration (8/5)	295-4142
Surgery, Deputy Commander for (1/5)	295-4790
Surgical Intensive Care Unit (9A/3)	295-4830
Surgical Suites (Main Operating Rooms) (9/3)	295-4991
Surgical Waiting Room (9/3)	295-2763

T

TAD Office (17/3)	319-4898/295-0741
Telemedicine Services (9/1)	295-0325
Third Party Collections (17/3)	295-4860

Time and Attendance Office (17/3)	295-2020/4637
Transplant Services (9/1)	295-4330
Travel Clinic (Infectious Diseases) (7/1)	319-8369
TRICARE Service Center (Enrollment) (9/1)	1-877-TRICARE

U

Uniform Center (1/1)	295-1489
Uniformed Services University of the Health Sciences (70-76)	295-9800
Urology (9/2)	295-4270/1

V

Vaccine Healthcare Center/Immunizations (19/4)	295-5798
Vascular Surgery (CVHIR) (9/2)	295-4779

W

Warrior Clinic (8/3)	400-1012
Warrior Family Coordination Cell (62/1)	400-0208
Wedge Café (9/1)	(301) 986-5170
William III Café (10/1)	295-5387
Women's Health (9/2)	295-6168
Wound Care (9/1)	295-4440