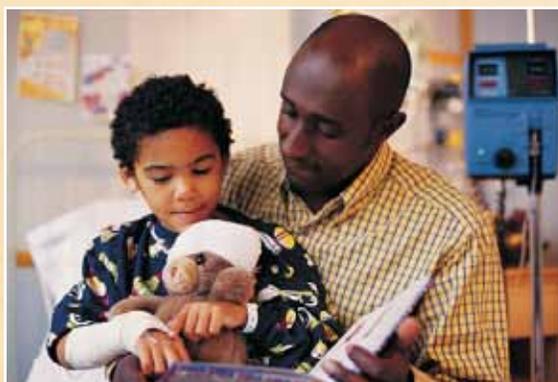
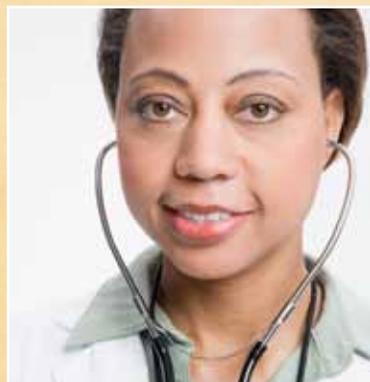


DARNALL

ARMY MEDICAL CENTER



WELCOME TO
CARL R. DARNALL
ARMY MEDICAL CENTER



www.crdamc.amedd.army.mil

WELCOME

On behalf of the entire staff, I want to welcome you to Carl R. Darnall Army Medical Center (CRDAMC). We feel privileged to have you as a patient and a guest at our medical treatment facility. We promise to do everything possible to make your visit as pleasant and comfortable as possible.

At CRDAMC, we are committed to a “tradition of caring” for you and your family. Because of this commitment, a team of the best-educated, most professional health care physicians, nurses, therapists, technicians, dieticians, and other medical providers work around the clock to ensure medical care of the highest quality. Their first priority is a lasting commitment to provide the best health care through continuing education and leading-edge technology. As our patient, you have access to call the medical and wellness services in our system.

This booklet has been prepared to help answer your questions concerning CRDAMC. If you have a question not covered in this handbook, please don't hesitate to ask your hospital representatives.

Thank you for allowing us the opportunity to serve you.

Yours truly,

Commander

Web Pages

CRDAMC:

www.crdamc.amedd.army.mil

HUMANA:

www.humana-military.com

TRICARE:

www.tricare.osd.mil

Nurse Advice Line

Open to active duty, retirees, and family members eligible for military healthcare.

- 254-553-3695
- 24 hours a day
- Advice about urgent health issues
- Guidance on non-emergency situations
- Information about self-care for injuries and illnesses

Appointments

To make an appointment, call Patient Appointment Service, 288-8888 or (800) 305-6421 (7 a.m. to 4 p.m.) or go online, www.tricareonline.com, 24 hours a day. To cancel an appointment, call 288-8888.

When you enroll in TRICARE Prime, you are given a primary care manager. The Patient Appointment Service staff will attempt to give you an appointment with your provider. When your provider is unavailable, your appointment will generally be with a member of your provider's team in the same clinic to ensure continuity of care.

Defense Enrollment Eligibility Reporting System (DEERS) – Identification (ID) Cards

You must have an ID card to receive services at CRDAMC.

Bldg. 18010, 1st Floor, Room B115, Battalion Ave. and T.J. Mills Blvd.

For information, call 553-4444, or schedule an appointment online at http://www/hood.army.mil/drh/idcards_info.aspx

Patient Comments

We would like to hear from you. Your ideas are important to us and we have implemented many of your suggestions. You may use any of the following forms to present your ideas and concerns:

- **Interactive Customer Evaluation (ICE):** ICE kiosks are located in various locations of the hospital and the primary care clinics. ICE comments may also be submitted online at <http://ice.disa.mil>
- **E-mail:** You may submit an e-mail via our website, www.crdamc.amedd.army.mil
- **Patient Advocate Office:** You may visit the patient advocate office, which is located in the main lobby of CRDAMC

Army Provider Level Satisfaction Survey (APLSS)

The APLSS program is a valuable tool that allows you, the patient, to communicate with the U.S. Army Medical Department leadership on how CRDAMC is meeting your needs.

The APLSS program, which is administered by the Office of the U.S. Army Surgeon General, randomly selects beneficiaries who have been seen by a provider within 48 hours after their visit. Even if you are not seen by your provider, but have been seen by one of the other staff members within the clinic, you may be surveyed on the visit.

The randomly selected patients are sent a letter asking them to complete a brief questionnaire regarding the care they received.

TRICARE ONLINE (TOL) REGISTRATION

Register Now

1. Go to www.tricareonline.com
2. Read the Online Privacy and Security Policy, and click "I agree"
3. Click "Register Now on TOL"
4. Read and click on the "ok" button to accept the consent policy.
5. Fill in the information requested in each blank and submit.
 - Location: Region 18-South
 - Military Treatment Facility: Darnall AMC
 - Registering as: Beneficiary

TRICARE Online Resources:

- Schedule appointments at any time
- Refill prescriptions
- View directions, maps, contact information, and clinic hours for the military treatment facility
- Use the "quick links" on the right side of the screen to quickly navigate to other areas
- View information on TRICARE programs such as dental and pharmacy services

Access Help

Please contact Customer Service at (800) 600-9332 or (210) 767-5250 if you experience any problems or have questions regarding this website.

Agents are available 24-hours a day to assist you.

Username

Password

Your registration will become inactive after 365 days if not used.

FACILITIES MAP



* Map not to scale

* Family Medicine Residency Clinic & Internal Medicine Clinic Located inside CRDAMC

SOLDIER AND FAMILY CARE

You will receive most of your health care in our primary clinics. When clinics cannot provide the appropriate care, you may be referred to hospitals in the TRICARE network. Our clinics offer the following services:

- Well Baby, Well Child Exams
- Well Women Exams
- Physicals
- Minor Illness, Injury
- Radiology, Laboratory, and Pharmacy
- Management of Limited Chronic Illnesses

If you have a special medical problem that was being treated at your previous installation and you need care or an appointment immediately, visit the TRICARE Service Center.

Patient Appointment Services

To schedule an appointment in any of the following clinics, call Patient Appointment Services, 288-8888:

- Active Duty Periodic Health Assessments
- Appointment Cancellations
- Immunizations
- OB/GYN
- Overseas Screening
- Pap Smear
- Physical Exams
- Primary Care Appointments (sick, routine, follow-up and wellness exams)
- School Physicals
- Specialty Care Appointments
- Well Baby Exams

Bennett Health Clinic

31st St. between Battalion Ave. and 761st Battalion Ave.

- Quick Care available

Sick Call on weekdays: 6:30 – 7:00 a.m.

Clinic on weekdays: 7:00 a.m. – 5 p.m.

Closed weekends and holidays

Phone: 618-8039

Pharmacy: 618-8123

Family Medicine Residency Clinic (FMRC)

1st Floor of CRDAMC, Bldg. 36000, Darnall Loop

- Quick Care available at Thomas Moore Health Clinic

Sick Call on weekdays: 7:00 – 7:30 a.m.

Clinic on weekdays: 6:30 a.m. – 5 p.m.

Closed weekends and holidays

Phone: 288-8280/8281

Collier Health Clinic (formerly the West Fort Hood Clinic)

Corner of Clarke Rd. & Loop Rd.

- Quick Care available

Sick Call on weekdays: 7 a.m. – 8:00 a.m.

Clinic on weekdays: 7 a.m. – 5 p.m.

Closed weekends and holidays

Phone: 553-3148

Flight physicals: 553-3005

Pharmacy: 553-3019

Charles Thomas Moore Health Clinic

Bldg. 2245, corner of 58th St., between Battalion Ave. and 761st Tank Battalion Ave.

- Quick Care available
- Weekend Care
- Evening Clinic

Sick Call on weekdays: 6:30 a.m. – 7 a.m.

Clinic on weekdays: 6:30 a.m. – 5 p.m.

Phones:

Red Banner: 285-6227/6228

Green Banner: 285-6271/6272

Yellow Banner: 285-6269/6270

Blue Banner: 285-6229/6230

Pharmacy: 285-6349

Pediatric Clinic

Bldg. 421, 31st St., next to Bennett Health Clinic

Quick Care available at Bennett Health Clinic

For children from birth to 18 years of age. Children with special health needs are usually enrolled in the Pediatric Clinic.

Weekdays: 7:30 a.m. - 4:30 p.m.

Closed weekends and federal holidays

Phone: 286-7700

Internal Medicine Clinic

4th floor of CRDAMC, Bldg. 36000, Darnall Loop

Weekdays: 7 a.m. - 4:30 p.m.

Phone: 254-288-8090/8091

Evening Clinic

Open to patients enrolled to a CRDAMC primary care clinic excluding the Pediatric and Internal Medicine clinics. The clinic is not for active duty Soldiers.

Charles Thomas Moore Health Clinic Bldg. 2245, corner of 58th St., between Battalion Ave. and 761st Tank Battalion Ave.

Monday, Tuesday, and Thursday: 5 p.m. – 8 p.m.

Phone: 288-8888 to schedule an appointment.

Weekend Clinic

Open to all active-duty military and patients enrolled to a CRDAMC primary care clinic (excluding the Internal Medicine Clinic) for acute health care issues on weekends and federal holidays.

Charles Thomas Moore Health Clinic, Bldg. 2245, on the corner of 58th St. and 761st Tank Battalion Ave.

Saturday, Sunday, and holidays (walk-in) 8 a.m. – 10 a.m. and 1 p.m. – 3 p.m.

Closed Thanksgiving and Christmas Day
No Phone – Walk-ins only

QuickCare Clinic

Quick Care is offered at Collier Health Clinic, Bennett and Charles Thomas Moore Health Clinics, for active duty family members, retiree and retiree family members, ages 1 to 64 years old, currently enrolled at those clinics. This is a walk-in service for acute minor illnesses or injuries. Patients are seen on a first-come, first served basis. Weekdays: 8 a.m. – 5 p.m. The last walk-in will be accepted at 4:30 p.m.

Sports Physicals & School Immunizations Clinic (SPASIC)

Each summer, usually in July or August, CRDAMC holds a Sports Physical and School Immunization Clinic for children entering local schools. The event is held to ensure children, ages 4 through 18, receive the immunizations required by the state of Texas for entry into school. Parents must bring their children's military ID card, shot record, and medical record for screening. Appointments for this clinic can be made by calling 288-8888.

Immunizations

- Children under 7: Call Patient Appointment Service, 288-8888, to book an appointment
- Children 7 and older and adult routine immunizations: Walk-in on Monday, Wednesday, and Friday, 1 p.m. – 4 p.m., to the Allergy and Immunization Clinic, located in the Charles Thomas Moore Clinic, or call Patient Appointment Service for an appointment or walk-in time available at your primary clinic. Bring medical records to the appointment.
- Active duty immunizations in the Soldier Medical Readiness Center are from 7 a.m. to 3 p.m. Monday through Thursday and from 7 a.m. to noon on Friday. Walk-ins may be seen only if medically required. Units that want to schedule mass immunizations for a large number of Soldiers may call 254-285-6268.

Health Care for Pregnant Women

Women receive their prenatal care in the Women's Health Center and the Family Medicine Residency Center. If you have a positive home pregnancy test, you may schedule your prenatal registration appointment by calling the Women's Health Center, 288-8108, or Patient Appointment Service, 288-8888, weekdays, between 7 a.m. and 4 p.m. If calling from out of the area, the number to call is (800) 305-6421.

Dental Care

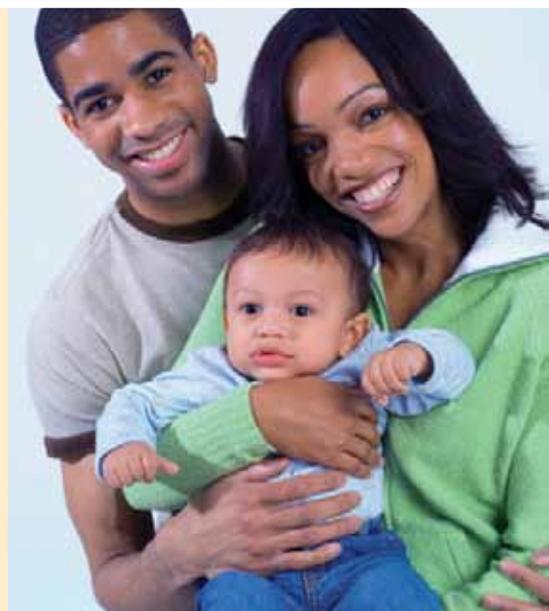
Soldiers receive dental care at unit-designated dental clinics on Fort

Hood. Family members must enroll in the TRICARE Service Center, (Bldg. 36023) or on the TRICARE Dental website at www.TRICAREdentalprogram.com

Health Care for Children

Well Baby and Well Child Exams:

Pediatric care for children from birth to 18 years of age is available from your primary care manager. Children receive comprehensive examinations and immunizations during well child visits. For an appointment, call 288-8888. Bring the child's medical records as well as all of their shot records to the appointment.



SOLDIER CARE

Health Care for Soldiers

Soldiers receive their health care at troop medical clinics and health clinics designated by their units. On a yearly basis, Soldiers update their medical information at the Soldier Medical Readiness Center in the Charles Thomas Moore Health Clinic on 58th St. Services include physical examinations, medical processing, unit annual medical reviews, and Soldier Readiness Processing for deployment. If you are active duty and have not had your annual Periodic Health Assessment, call for an appointment at 288-8888. It is important that you complete all of your required pre-appointment documentation on AKO (<https://apps.mods.army.mil/PHANew>) before you come to your appointment. Weekdays: 7 a.m. – 4 p.m. Phone: 288-8818 or 288-8888 to schedule an appointment.

Monroe Health Clinic

Weekdays: 6:30 a.m. – 4 p.m.
Sick Call: Check with unit POC or call the clinic
Closed weekends and holidays
Phone: 618-8767
Pharmacy: 618-8767

Weekend and Holiday Sick Call:

Located at Thomas Moore Health Clinic:
Hours: 8 a.m. - 10 a.m.

Troop Medical Clinic #12

Bldg. 7015, Hood Army Airfield
Sick Call: 7 a.m – 7:30 a.m., and by appointment
Phone: 285-6803

For flight physicals, call Patient Appointment Service, 288-8888. They will direct active duty Soldiers according to their unit.

Troop Medical Clinic #14

Bldg. 56501, North Fort Hood
Sick Call: 7 a.m. – 10 a.m.
Phone: 287-5307

Active-Duty Sick Call

Sick call is for acute or urgent illness. A military ID and an Individual Sick Slip (DD Form 689) are required. Hours are posted and dictated by unit medical staff; therefore, see your unit chain-of-command for location and times.

Periodic Health Assessments (PHA):

If you are active duty and have not had your annual Periodic Health Assessment, call for an appointment at 288-8888. It is important that you complete all of your required preappointment documentation on AKO (<https://apps.mods.army.mil/PHANew>) before you come to your appointment.

Flight Physicals: To schedule flight physicals, call Troop Medical Clinic #12, 288-7056, or the West Fort Hood Clinic, 553-3005.

SPECIALTY CARE SERVICES AVAILABLE AT CRDAMC

Surgery

- General Surgery/Urology
- Otolaryngology
- Anesthesia/Pain
- Ophthalmology/Lasik
- Audiology/Hearing Conservation
- Speech
- Oral/Maxillofacial

Orthopedics & Rehabilitative Medicine

- Orthopedics (hand/spine)
- Neurosurgery
- Physical Medicine
- Chiropractic Service
- Occupational/Physical Therapy
- Podiatry/Brace Shop

Medicine

- Internal Medicine
- Pulmonology
- Allergy
- Dermatology
- Neurology
- Gastroenterology
- Rheumatology/Endocrinology
- Hematology/Oncology (San Antonio Staff)
- Traumatic Brain Injury
- Infectious Disease
- Cardiology

Women's Health

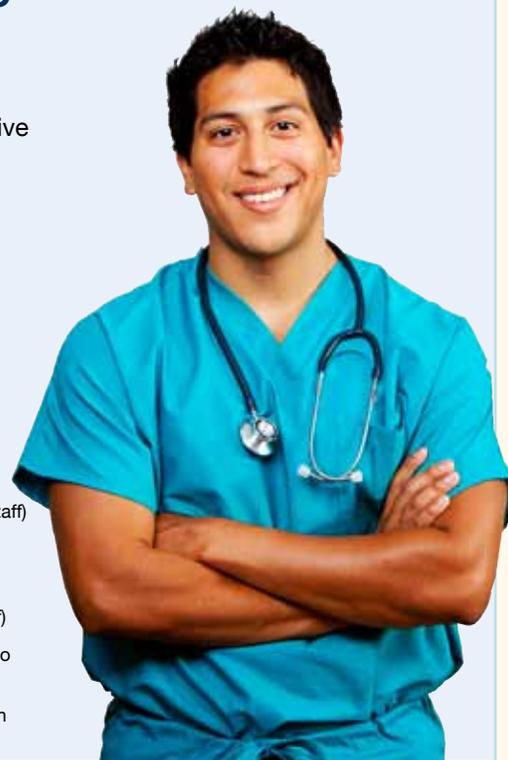
- Maternal/Fetal Medicine
- Obstetrics (OB)
- Gynecology (GYN)

Behavioral Health

- Psychiatry
- Resilience & Restorative (R&R) Psychology
- Reset Camp
- Social Work Service
- Substance Abuse

Pediatrics

- General Pediatrics
- Neonatology
- Cardiology (San Antonio Staff)
- Oncology (San Antonio Staff)
- Neurology (San Antonio Staff)
- Urology (San Antonio Staff)
- Orthopedics (San Antonio Staff)
- Infectious Disease (San Antonio Staff)



Women's Health

The primary care clinics within the Department of Family and Community Medicine have routine appointments for Pap smears, well women exams, gynecological problems, and contraceptive counseling. For an appointment, call 288-8888.

Laboratory Services

Basic laboratory services are available at Bennett, Charles Thomas Moore, Collier Health Clinic, and Monroe Health clinics. The Family Medicine Residency Center uses CRDAMC's laboratory. Special tests are done in CRDAMC's laboratory

Radiology Services

Bennett, Charles Thomas Moore, Collier Health Clinic, and Monroe Health clinics all offer basic radiology services. Special tests are done at CRDAMC's Department of Radiology to include MRI, CT, and Ultrasound.

Emergency Department

Patients are seen according to the seriousness or severity of their medical problems in CRDAMC's Emergency Department.

Dependent Parents and Parents-in-law of Active Duty Soldiers and Retirees

We recommend that you provide civilian health insurance for dependent parents. By law, dependent parents and parents-in-law (ID card holders) of active duty Soldiers and military retirees have some healthcare benefits.

Dependent parent(s) or dependent parent(s)-in-law are not eligible to be enrolled in TRICARE. They are not entitled to enroll in TRICARE Prime like other family members. They are eligible for care on a space available basis only at a military treatment facility.

CRDAMC can provide care to them in the emergency department. However, because there is very limited space available at CRDAMC, follow-up or

routine appointments are not available. If dependent parents are admitted to CRDAMC and stabilized, they may be transferred to a civilian provider for further care. It is your responsibility as the sponsor to provide them with a civilian care provider. Medications that are listed on the CRDAMC formulary may be filled at the main pharmacy in the basement.

Referral Services

Referral management is the process for managing and tracking patient referrals, both internal and external to the medical treatment facility. The Referral Management Branch is responsible for the referral management operations between the medical treatment facility and the TRICARE contractor, HUMANA Military Health Systems. The Referral Management Branch is an important component to patient-centered-care. Call the Patient Appointing Service at 288-8888 or the Referral Management Branch at 553-1846 to inquire about the status of referrals.

PHARMACY SERVICES

CRDAMC has outpatient pharmacies located in the hospital and throughout Fort Hood. Bennett, Charles Thomas Moore, Collier Health Clinic, and Monroe Health clinics all offer pharmacy services. The Family Medicine Residency Center uses CRDAMC's main pharmacy. A current military ID card (or a copy) is required to fill prescriptions for individuals 10 years of age and older. See the paragraph, Refill Pharmacy, for details concerning refills.

Main Outpatient Pharmacy and Outlying Clinic Pharmacies

Pharmacy services include filling prescriptions and over-the-counter medications stocked at CRDAMC. Prescriptions are dispensed from CRDAMC facilities without charge to military ID card holders (Soldiers, family members, retirees and their family members). All handwritten prescriptions are filled at the main pharmacy in CRDAMC. To serve our patients in an orderly fashion, the pharmacy uses the Q-Matic system to monitor each patient entering the pharmacy system and the processing of medication.

Refill Pharmacy

The Refill Pharmacy is located in the Main PX on Clear Creek Rd. inside the Customer Service area. Because of the large number of beneficiaries, patients must request refills in advance. To request refills, call 288-8911. You may also go online (www.tricareonline.com) to make your request. Medications not claimed after five days from designated pick up date are returned to stock. Contact the pharmacy staff (618-7024) if you expect a delay in picking up your refilled prescription and request that your medications be held until a specific date.

Mail Order Pharmacy

The mail order pharmacy is your least expensive option when not using a military treatment facility pharmacy. With the mail order pharmacy, you enjoy the convenience of having your

medications delivered directly to your home with free standard shipping. Mail order is best suited for medications taken on a regular basis. You may receive up to a 90-day supply of medications for minimal out-of-pocket costs. With the mail order pharmacy, there is only one copayment for each prescription filled (up to a 90 day supply). Refills can be ordered online, by phone, or by mail. The mail order pharmacy also provides you with convenient notifications about your order status, refill reminders, and assistance in renewing expired prescriptions. If you have questions about your prescriptions, pharmacists are available 24 hours a day, 7 days a week. For more information, visit www.express-script.com/tricare or call (877) 363-1303.

TRICARE Retail Network Pharmacy

Another option for filling your prescriptions is through a TRICARE retail network pharmacy. You may fill prescriptions (one copayment for each 30-day supply) when you present your written prescription along with your military ID card to the pharmacist. All TRICARE eligible beneficiaries registered in DEERS are automatically eligible for the retail network pharmacy option. This option allows you to fill your prescriptions at network pharmacies across the country without having to submit a claim. To find the nearest TRICARE retail network pharmacy, visit www.express-script.com/tricare or call (877) 363-1303.

Self-Care Program

Self-care is an educational program open to all TRICARE Prime and TRICARE for Life beneficiaries. Upon completion of a one-time, one-hour class, participants receive a card which enables them to receive limited quantities of over-the-counter medications without a provider's prescription, along with guidance for use from a staff pharmacist. For questions about the Self-Care Program, call the Army Wellness Center, 288-8488.

Outpatient Pharmacy Hours of Operation

Monday, Tuesday, Wednesday, Friday	8 a.m. - 7 p.m.
Thursday	9 a.m. - 7 p.m.
Saturday	8:30 a.m. - 5 p.m.
Sunday	Closed
Federal Holidays & Training Holidays	8:30 a.m. - 5 p.m.
Closed Christmas & New Years	

Refill Pharmacy

It is mandatory that you use the Refill Pharmacy, located in the main PX for any medications initially filled at a CRDAMC pharmacy.

Call 24 hours a day:
288-8911

Outside local calling area:
(800) 351-3636

Online: www.tricareonline.com

Hours: Monday – Saturday,
9:00 a.m. – 6 p.m.

Refill Pick-up Schedule

In by noon on:	Mon	Pick up after noon on:	Wed
	Tues		Thurs
	Wed		Fri
	Thurs		Sat
	Fri		Mon
	Sat/Sun		Mon

Closed:
Sundays
Thanksgiving
Christmas
New Years

CARE OUTSIDE OF CRDAMC

Prime Travel Benefits

The National Defense Authorization Act for FY2001 authorized the payment of transportation expenses for TRICARE Prime enrollees who travel for medically necessary, nonemergent outpatient specialty care greater than 100 miles (one way) from their primary care manager's office (Joint Federal Travel Regulations 7960).

The following year, the National Defense Authorization Act for FY2002 authorized a nonmedical attendant to accompany a nonactive duty TRICARE Prime patient meeting certain criteria.

Who may qualify: TRICARE Prime beneficiaries (active duty family members, retirees, and retiree family members) enrolled in Prime and that have been referred over 100 miles (one way) may qualify for some reimbursement for travel expenses. Active duty personnel are not covered by the TRICARE Prime Travel Benefit Program.

For more information, call the CRDAMC Beneficiary Services Branch, 288-8155, or visit their office in the TRICARE Service Center, Bldg. 36023. Their staff is available from 7:30 a.m. to 4:15 p.m., weekdays (except holidays).

Active Duty

Your ID card validates eligibility for emergency medical care to a civilian facility. Contact the nearest DOD military treatment facility, your unit, or CRDAMC, (888) 833-2607 or (254) 553-1846, as soon as possible. If you are traveling out of the local area and need urgent care, visit the nearest military treatment facility. If there is no military treatment facility nearby, call (888) 833-2607 or (254) 553-1846, for medical care instructions. The fax number is (254) 553-1819. Routine care will not be authorized while traveling.

Family Members and Retirees

To enroll in TRICARE Prime, go to the TRICARE Service Center, Bldg. 36023 (across the parking lot in front of CRDAMC). Newborns must be

registered in DEERS and TRICARE within 60 days of birth. ID card validates eligibility for emergency care. Emergency care in a hospital that does not result in an admission does not require preauthorization. You must have an authorization for urgent care which is not received in an emergency room. Routine care will not be authorized while traveling.

Additional Information for All Sponsors and Dependents

Medical claims must be submitted to TRICARE South Region, Claims Department, P.O. Box 7031, Camden, SC 29020-7031.

If your emergent or urgent care visit generated a prescription, it can be filled at a military treatment facility pharmacy or any TRICARE network pharmacy. If you need assistance, call Express Scripts, (877) 363-1303.

IMPORTANT NUMBERS

Appointment & Cancellations	(254) 288-8888	Primary Care Clinics:	
Appointments when traveling	(800) 305-6421	Bennett Health Clinic	(254) 618-8040
Beneficiary Services Branch	(254) 288-8155	Family Medicine Residency Center	(254) 288-8280/1
DEERS Information	(800) 538-9552	Internal Medicine Clinic	(254) 288-8090/1
Emergency Room	(254) 288-8114	Monroe Health Clinic	(254) 618-8767/8
Information Desk	(254) 288-8000	Pediatric Clinic	(254) 286-7700
Military One Source	(800) 342-9647	Thomas Moore Clinic (Blue)	(254) 285-6229/30
Nurse Advice Line	(254) 553-3695	Thomas Moore Clinic (Green)	(254) 285-6271/2
Pharmacy	(254) 288-8100	Thomas Moore Clinic (Red)	(254) 285-6227/8
Pharmacy, Refill (outside area code 254)	(800) 351-3636	Thomas Moore Clinic (Yellow)	(254) 285-6270
Referral Management Branch	(254) 553-1846	Troop Medical Clinic #12	(254) 285-6803
TRICARE Service Center (HUMANA)	(800) 444-5445	Troop Medical Clinic #14	(254) 287-5307
Warrior in Transition Unit (WTU)	(254) 553-4268/70	Collier Health Clinic (formerly West Fort Hood Clinic)	(254) 553-3146/7
Women's Health Clinic	(254) 288-8108		