



Carl R. Darnall Army Medical Center

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Medical Center

Fort Hood, Texas
January 2011

New clinic coming to Copperas Cove

Family members of active duty Soldiers stationed at Fort Hood will soon have more convenient access to healthcare with the spring 2011 opening of the Copperas Cove community-based primary care clinic.

This clinic is the first clinic among three “medical home” clinics opening to local Fort Hood communities.

The Copperas Cove Medical Home will be located in the Town Square shopping Mall on West Highway 190. The “medical home” concept of providing primary health care is different from the traditional delivery of health care in military clinics.

The new concept was inspired from the ground up by military patients’ ideas and suggestions about how Army healthcare should be.

Under the new concept, patients partner with a team of healthcare providers to develop a comprehensive, personal healthcare plan.

“Your team works with you and your family to take care of health issues as they arise,” said Col. Steven E. Braverman, commander of CRDAMC. Part of the plan includes prevention screening and services and management of chronic conditions.

“Make no mistake,” he



assures, “this is not a shifting of care from the post hospital; the clinic is an expansion of the quality health care families of active-duty Soldiers currently get at other clinics on Fort Hood. We’re just bringing it closer to home and work.”

The clinic will be in leased space and staffed with civilian employees. Patients will still have the option of using Carl R. Darnall Army Medical Center for emergency and specialized care.

The clinic is expected to employ six primary care providers and one behavioral health provider, and administer patient-centered care to over 7,000 active duty Family members. The clinic will have pharmacy and limited laboratory services. Depending on the local demands, the clinic may include some other primary care services.

According to Rick Montelongo, the group practice manager, “Enrollment is currently limited to active-duty family members living in the

76522, 76528, 76530 and 76550 zip codes.”

Montelongo assures Darnall’s patients currently enrolled in clinics on post that they can choose to remain in their current clinic.

“However, if you prefer to change your enrollment to the Copperas Cove Medical Home, you can,” Montelongo said.

He added that in the very near future patients will get a letter in the mail explaining how to request a change in enrollment to the Copperas Cove clinic.

“This initiative increases access to primary care by reducing reliance on emergency rooms at medical treatment or network facilities for routine health care needs,” Braverman said. “These clinics help to validate The Army Surgeon General’s commitment ensuring convenient access to primary care in the community,” he added.

How to Access Health Care

NURSE ADVICE LINE
Speak to a Registered Nurse 24/7
Advice about urgent health issues
Guidance on non-emergency issues. Information about self-care for Injuries and illnesses
1-254-553-3695

APPOINTMENTS ONLINE

Register online to make appointments
And refill prescriptions on the Web at
www.tricareonline.com

EVENING APPOINTMENTS

Thomas Moore Health Clinic
58th Street & 761st Tank
Destroyer Blvd.
Appointments from 5—8 p.m.
On Monday, Tuesday, and
Thursday
Call 254-288-8888

WEEKEND WALK-IN CARE

Thomas Moore Health Clinic
58th Street & 761st Tank
Destroyer Blvd.
Saturday & Sunday
From 8—11 a.m. and 1—3 p.m.

QUICKCARE

Prompt treatment of minor injuries and sudden illnesses
Walk-in Care for Families enrolled to
Bennett Health Clinic, Russell Collier Health Clinic, and Thomas Moore Health Clinic
Monday through Friday
From 8 a.m.—5 p.m.



DARNALL OFFERS CONVENIENT WAYS TO RECEIVE HEALTH CARE

From online booking to walk-in care to 24-hour advice, Carl R. Darnall Army Medical Center offers multiple convenient ways to receive medical care.

Through TRICARE Online, patients can book appointments from any computer or smart phone. They visit www.tricareonline.com, log-in and select the type of appointment they need. A calendar of available dates appears, offering users the ease of coordinating appointment times with their schedules.

Appointments aren't just limited to individual users. Families can register and grant access to other adult family members, allowing spouses to book appointments for each other and parents to book appointments for their children.

Sponsors can request a login for themselves and eligible family members at <https://myaccess.dmdc.osd.mil/dsaccess>, using either a Common Access Card or a DFAS myPay Login ID. Simply, select "Request a DoD Self-Service Logon," and the sponsor's account will be immediately established. Activation codes for family member accounts will be mailed and should be received in 5-12 business days.

Once adult family members establish their DS Logon, they should return to the DS Access Center at <https://myaccess.dmdc.osd.mil/dsaccess> and grant appointment access to other adult family members.

Then, when users login to TRICARE Online using their CAC or DS Logon, they will see all family members on the appointing page, and they can schedule appointments for primary care or self-referral specialty appointments like eye exams, physicals and more.

TRICARE Online also offers



complete health risk assessment questionnaires and prescription refill services.

In addition to online appointments, patients can book appointments Monday through Friday from 7 a.m. to 4 p.m. by calling (254) 288-8888 or 1-800-305-6421.

Carl R. Darnall Army Medical Center also offers walk-in health care for non-emergency illnesses for family members ages 1 and up at the Family Medicine Residency Center, Bennett, Thomas Moore, Pediatric and Russell L. Collier Health Clinics. QuickCare is available Monday through Friday from 8 a.m. to 5 p.m.

Weekend acute care is available at Thomas Moore Health Clinic Saturday, Sunday and on Federal holidays to active duty and family members assigned to Darnall's family medicine clinics and to children enrolled in the pediatric clinic. Active duty sick call is from 8 to 10 a.m., and family member acute care is from 8 to 10 a.m. and 1 to 3 p.m.

Additionally, the Darnall Nurse Advice Line is available 24 hours-a-day, 7-days-a-week at (254) 553-3695. By calling this number, beneficiaries will speak to an experienced registered nurse who can offer advice to help patients make informed decisions about immediate health care needs.

More parking at Darnall

The Jan. 2 addition of more than 150 parking spaces in between the patient and staff parking lots directly in front of the main entrance eased the parking situation at Carl R. Darnall Army Medical Center.

The additional parking spaces are divided between patients and staff.

"We added 124 new spaces for patients in the new lot," said Brian Prediger, chief of Darnall's facility management branch. "Another 41 new spaces in row F are designated for staff, and we added five new motorcycle spaces near the front entrance."

Additionally, in early December, nearly 100 staff spaces were recaptured behind Bldg. 36001 after the renovation of that building was complete and temporary construction trailers were removed, Prediger added.

To make parking more convenient for some patients, 20 stork-permit spaces for expectant moms were relocated close to the hospital main entrance, and 30 handicap spaces were consolidated in front of the hospital. Both handicapped patients and staff can use these spaces.

Prediger said new signs mark the newly designated patient and staff parking areas. In the near future, roads in the parking lot will be painted to distinguish between patient and staff parking.

"When you are driving around the lots looking for parking, you don't always see the signs," said Col. Steven E. Braverman, commander of Darnall. "Painting the roads is just another aid to guide individuals to the right parking area."

Because the addition of the new spaces has eased the parking crunch, Darnall has discontinued the shuttle service between the III Corps parking area and Darnall.