



ARMY MEDICINE
Serving To Heal...Honored To Serve

Dunham U.S. Army Health Clinic

Welcome To Retiree Appreciation Day

COL Rebecca I. Porter
Commander
Dunham U.S. Army Health Clinic
11 October 2014

Service to the Finest



- **Clinic Overview**
- **Clinic Key Information**
- **TRICARE Plus Program**
- **Health Services for RAD**
- **Questions**





Dunham U.S. Army Health Clinic Key Leaders



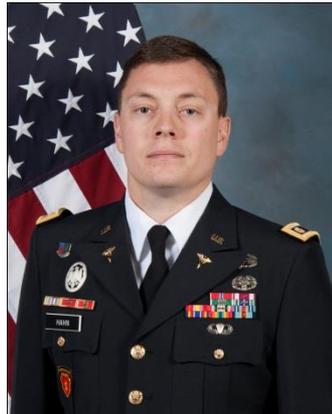
Rebecca I. Porter
COL, MS
Commander



Lawrence J. Romero
SFC, USA
Clinic NCOIC



Dalmar Jackson
MAJ, MS
Deputy Commander for
Administration



Parker Hahn
MAJ, AN
Deputy Commander for
Nursing



Douglas Dudewicz
MAJ, MC
Deputy Commander for
Clinical Services



Healthcare Services Offered



• Primary Care

- Family Medicine
- Pediatrics
- Women's Health
- Optometry
- Physical Exams
- Physical Therapy
- Nutrition Counseling
- Clinical Pharmacist

• Behavioral Health

- Community Mental Health Services
- Family Advocacy
- Enhanced Services Through
Tele-Psychiatry

• Ancillary Service

- Pharmacy
- Radiology
- Laboratory
- Allergy and Immunization
- Occupational Health
- Environmental Health
- Industrial Hygiene



Information and Appointments



- **Main Information Phone Number: 717-245-3400**
- Hours of Operation
 - Monday, Tuesday, Wednesday and Friday, 0730 – 1630
 - Thursday, 0730 – 1200
- Busiest Times to Make an Appointment
 - 0730-0830, 1130-1300 (Mondays are highest volume)
- Best Times to Make an Appointment
 - 0900-1100
 - 1400-1530 (Except Thursdays)
- TRICARE ONLINE is also available (www.tricareonline.com)



Pharmacy Options



Full Service Pharmacy

- Dunham U.S. Army Health Clinic (Carlisle Barracks, Pa)
Monday, Wednesday, Friday: 0730 – 1630
Tuesday: 0730 – 1900
Thursday: 0730 – 1200

Additional Refill Pick-Up Site

- Carlisle Barracks Post Exchange (Carlisle Barracks, Pa)
Tuesday, Wednesday, Friday: 0900-1500
Thursday: 0900-1200
- Troop Medical Clinic Fort Indiantown Gap (Annville, Pa)
- Fillmore U.S. Army Health Clinic (New Cumberland, Pa)



Pharmacy Wait Times



- Shortest wait times:
 - Monday all day (**Best**)
 - Tuesday (Afternoon and Evening to 1900)
 - Wednesday - Friday
 - 0730 – 1000
 - 1500 – 1630 (except on Thursdays)



Laboratory



- Hours:
 - Monday, Tuesday, Wednesday, Friday: 0730-1630
 - Thursday: 0730-1200
- No appointment needed for routine tests
- Patients are seen on a walk in basis
- Require a provider's order in our computer based system or a script from an outside provider



Radiology



- Hours:
 - Monday, Tuesday, Wednesday, Friday: 0730-1630
 - Thursday: 0730-1200
- No appointment needed for routine x-rays or mammogram
- Patients are seen on a walk in basis
- Require a provider's order in our computer based system or a script from an outside provider



TRICARE PLUS



“The TRICARE PLUS Program at Dunham”

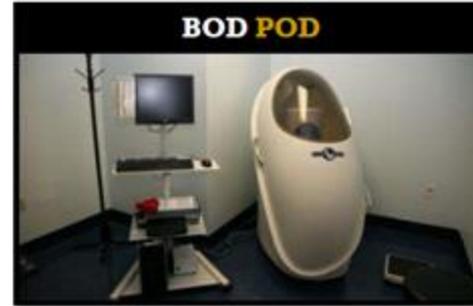
- Offered to patients enrolled in TRICARE Prime at Dunham who turn 65
- Agree to be an active participant in their wellness
- Fort Indiantown Gap and Fillmore U.S. Army Health Clinic also have TRICARE Plus availability.
- Non-TRICARE Plus can use our clinics for:
 - Pharmacy, lab, immunizations, radiology, optometry, and physical therapy



Health *Performance*
Nutrition
Fitness



ARMY Wellness Center



Weight Loss
Increasing Physical Activity
Improving Body Composition
Decreasing Your Risk for Disease
Better Eating Habits
Stress Management
Tobacco Education



Health *Performance*
Nutrition
Fitness



ARMY Wellness Center



Sustained
Healthy
Lifestyles!





Health *Performance*
Nutrition
Fitness



ARMY Wellness Center

Office Hours:

Monday-Friday

0630-1630

Closed Thursdays

1300-1630

Location:

**315 Lovell Ave.
Carlisle, PA. 17013**

**Call for an appointment!
(717) 245-4004**



Help Us, Help You



- Keep your DEERS and health records current
- Tell us if we don't meet your expectations (or when we've done something well)
- Use TRICARE Online, Mail Order Pharmacy, and Relay Health
- Take charge of your health through prevention and leading a healthy lifestyle!



Health Services Provided



Root Hall Gym

- **Mini Health Screening**
 - BP Checks
 - Bone Density Testing
 - Mammography Info
 - Wellness and Prevention Handouts
 - Behavioral Health info
- **Ask a Provider: (On site)**
 - Optometrist
 - Dietician
 - Physical Therapy
 - Behavioral Health
- **TRICARE Information**
- **Army Wellness Center**

Other Services

- **Pharmacy** is open TODAY for your convenience from 0730 to 1600 (closed between 1130-1245)
- Carlisle Barracks **Dental Clinic** will conduct oral screenings
- Get your **Influenza (flu) vaccination**



For Additional Information



- Dunham information
 - Web Page: <http://dunham.narmc.amedd.army.mil>
 - Facebook: <http://www.facebook.com/dusahc>
 - E-Mail: dunham.clinic@us.army.mil
- TRICARE information, including the many pharmacy benefits
 - www.tricare.mil
 - www.express-scripts.com
- Online appointing (Prime only), script refills, and general health information
 - www.tricareonline.com
- MEDICARE
 - www.medicare.gov



Website





U.S. ARMY MEDICAL DEPARTMENT
Dunham US Army Health Clinic


Sign In

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ACCESS TO CARE

Access to Care Standards

General Information

- After Hours Care
- Clinic Hours and Appointments
- Commander's Welcome
- Commanding Officer
- Directions to Dunham
- Dunham Operations
- Emergency
- Patient Handbook
- Patient Rights & Responsibilities
- Patient Safety
- Privacy & Security Notice
- Notice of Privacy Practices (NOPP)
- Clinic NCOIC
- Staff Directory
- Training

Services

- Allergy & Immunization Clinic
- Appointments
- Army Wellness Center
- Behavioral Health
- Exceptional Family Member Program (EFMP)
- Laboratory
- Medical Records
- Occupational Health
- Optometry
- Pediatrics
- Pharmacy
- Physical Exams
- Radiology
- Third Party Collections
- Nurse Advice Line

Outlying Clinics

- Fillmore Army Health Clinic
- Ft. Indiantown Gap (FIG) Troop Medical Clinic
- Letterkenny Army Depot (LEAD) Occupational Health Clinic
- Dental Clinic

Military

- In Processing
- Out Processing
- Soldier Medical Readiness

Civilian

- External Links
- Army Knowledge Online
- US Army War College
- Carlisle Barracks

Tricare Service Center Closure

Walk-in service is ending at TRICARE Service Centers in the U.S. by April 1, 2014

(click here for more information)



Dunham US Army Health Clinic



Find Jobs at Dunham!

Dunham Army Health Clinic News

Flu Campaign Information:

Please find information about our current Flu Campaign [here](#).

Dunham Summer Newsletter:

Please check out our Summer Newsletter [here!](#)

Drug Take Back Program Coming Again in September:

Please read the flyer about the Drug Take Back Program [here](#).

NEW Nurse Advice Line Service for Dunham Beneficiaries:

SERVICE START DATE: 30 MAY 2014
 1-800-TRICARE (1-800- 874-2273), option 1
 24 hours a day, 7 days a week

Under a new contract, TRICARE beneficiaries can now access a team of registered nurses by telephone for advice about immediate health care needs. *This service will*

To Contact Us, please click...



Please do not post Personally Identifiable Information (PII) about yourself or others on this link. If you have an issue you would like to bring to our attention, please call our Patient Advocate at 717-245-3911.

Commander



COL Rebecca Porter
Office: 717-245-3041

Mission, Vision and Values

Our Mission
Promote health and build resilience for warriors, military families and all those entrusted to our care through value-based and patient-centered care.

Our Vision
A premier Patient Centered Medical Home, full service Ambulatory Care Center that is the first choice for our customers because of legendary customer service, and a culture of trust by a well developed workforce empowered to continually set the MEDCOM standard for excellence before others.

Our Values
Teamwork, transparency, accountability, efficiency, evidence-based, compassion, empathy, customer-focused, trust.

EMERGENCY

CALL 911

If you have a medical emergency. 



Questions?





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