



DUNHAM US ARMY HEALTH CLINIC



Patient Handbook 2014

<http://dunham.narmc.amedd.army.mil>

IN CASE OF EMERGENCY

Dunham US Army Health Clinic DOES NOT have an emergency room and is not equipped to accept emergency patients. If an emergency occurs, you are urged to call 911 and ask for assistance. Patients presenting with a life, limb, or sight threatening emergency will be stabilized and transported to the nearest available emergency room.

Emergency Numbers:

Ambulance.....	911
Carlisle Borough Rescue Squad.....	911
Cumberland County Rescue Squad.....	911
West Shore/Harrisburg Rescue Squad.....	911
Carlisle Regional Medical Center	
Emergency Department.....	717-960-1695
Fire Department (Carlisle Barracks).....	717-245-4419
Military Police (Routine Calls).....	717-245-4115
Carlisle Regional Medical Center Switchboard.....	717-249-1212
(For Directions—see MAP ON PAGE 53)	
American Red Cross (Carlisle).....	717-243-5211
Child Abuse (ACS).....	717-245-4357
Child Abuse Hotline.....	1-800-932-0313
Crisis Intervention (Carlisle).....	717-243-6005

FREQUENTLY USED CLINIC CONTACTS

Appointment Cancellation.....	717-245-3325
Army Substance Abuse Clinic.....	717-245-4694
Army Wellness Center.....	717-245-4004
Behavioral Health.....	717-245-4602
Clinic Call Center Toll Free Number.....	1-877-787-2569
Clinic Call Center.....	717-245-3400
Dental Clinic.....	717-245-4542
Troop Medical Clinic, Ft. Indiantown Gap, PA.....	717-861-2091
Fillmore US Army Health Clinic, New Cumberland, PA.....	717-770-7281
Health Benefits Advisors.....	717-245-4112
HealthNet Federal Services (TRICARE).....	1-877-874-2273
Inclement Weather Hotline.....	717-245-3700
Letterkenny Army Depot Occupational Health Clinic, Chambersburg, PA.....	717-267-8416
Nurse Advice Line.....	1-800-874-2273
Pharmacy Refill Line.....	1-800-377-1723
Physical Exams (Active Duty).....	717-245-3723/4500
Toll Free Clinic Information.....	1-877-787-2569

Dunham Clinic makes every encounter superior by treating everyone as if they were family.

WELCOME

On behalf of the staff of the Dunham US Army Health Clinic, welcome to Carlisle Barracks and to our clinic.

The Dunham Health Care Network includes Dunham U.S. Army Health Clinic and the Army Wellness Center located at Carlisle Barracks, the Fillmore U.S. Army Health Clinic, located at the Defense Distribution Center in New Cumberland, an Occupational Health Clinic located on Letterkenny Army Depot in Chambersburg, and a Troop Medical Clinic located at the National Guard Training Center at Fort Indiantown Gap. The Network serves over 11,000 Active Duty, Reserve, National Guard, Retiree and Family member beneficiaries.

We have received recognition as a National Committee for Quality Assurance (NCQA) Level III organization, offering a Patient Centered Medical Home practice where our patients are at the center of everything we do. Dunham US Army Health Clinic specializes in Family Medicine, caring for patients throughout their lifetime. Our multidisciplinary teams of doctors, nurses, & other practitioners focus their activities on health-rendering personal, professional, and comprehensive care to the entire family. The Dunham staff seeks to make every encounter superior by treating everyone as if they were a member of our own family.

The health care team at Dunham is focused on “Your Best Health” monitoring indicators for potential disease, identifying your healthy behaviors and offering alternatives for the less healthy ones. We offer routine health screenings, wellness assessments, disease specific group appointments, and preventive health exams.

Dunham has a variety of medical specialties as well. These services include pediatrics, optometry, immunizations, physical therapy, behavioral health and wellness programs. We utilize Telemedicine, a cutting edge technology to expand the specialty care available. Our health care teams including telemedicine are supported by accredited laboratory, radiology with mammography, pharmacy, and a medical logistics branch.

The programs developed by the professionals on our staff are designed to prevent disease and maintain, restore, and improve your health. Our primary goal is to ensure we establish a partnership with you. This partnership includes fully integrating our patients in their plan of care. All of the Dunham committees have opportunities for our patients to participate as voting members.

Our Army Wellness Center provides standardized primary prevention programs and services designed to build and sustain good health and improve the overall lifestyles of Soldiers, Family Members, Retirees, and DA Civilians.

The Army Medical Department has served with distinction at Carlisle Barracks since 1777. All of our staff at Dunham is proud to be a part of that long tradition of excellence and to serve your health care needs.

Again, welcome to Carlisle Barracks and the Dunham US Army Health Clinic. We look forward to becoming your partners in health.

A handwritten signature in cursive script that reads "Rebecca I. Porter".

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

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THE HISTORY OF DUNHAM US ARMY HEALTH CLINIC

Dunham, then known as US General Hospital 31, was organized on 3 August 1918 under its first Commander, MAJ A. C. Beckmeyer. It was housed in the buildings formerly used by the Indian School. In 1920 the Medical Field Service School was established. From 1921 to 1946 the School graduated some 30,000 medical officers and corpsmen trained in field operations. On 6 December 1961 the hospital was designated the Dunham US Army Hospital in honor of MG George C. Dunham and moved into a newly constructed 25-bed modern facility. The hospital was redesignated as Dunham US Army Health Clinic and converted to a primary care facility in 1976. Major renovations have included redesign of the Radiology Section in 1998, and Lab refurbishment and an addition to the Outpatient Clinic in 1994. A three-phase construction/renovation project began in the fall of 1999 and was completed in the fall of 2002.



CLINIC MISSION, VISION & VALUES STATEMENTS

Mission

To promote health and build resilience for Warriors, Military Families and all those entrusted to our care.

Vision

We are a premier Patient Centered Medical Home. Our legendary customer service, delivered by a well-developed workforce, makes us first choice for care.

Values

Team work, transparency, accountability, efficiency, evidence-based, compassionate, empathetic, customer-focused, trustworthy

DIRECTIONS TO DUNHAM

The Dunham US Army Health Clinic is located at Carlisle Barracks in Carlisle, Pennsylvania. Carlisle Barracks is approximately 18 miles west of Harrisburg, Pennsylvania and 27 miles north of Gettysburg, Pennsylvania. It is about 2 miles west of the Carlisle interchange of the PA Turnpike/Interstate 76 and Interstate 81.

The address for Dunham US Army Health Clinic is:

450 Gibner Rd.
Carlisle, PA 17013

****REMINDER**** When traveling to Carlisle Barracks, please allow time for security checks during which you will need photo identification for everyone in the car, as well as vehicle registration and proof of vehicle insurance. The main/visitor entrance to post is via the Claremont gate entrance off Claremont Road.

When traveling from I-81 or I-76

- Take US Route 11 South
- From the Turnpike interchange, travel 1.2 miles, turn left at the Carlisle

Barracks road sign onto Harmony Hall Drive (2nd stoplight)

- Turn right at the Carlisle Barracks road sign onto Claremont Road
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left
- Security Checkpoint
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left).
- Dunham Health Clinic is located on the left, 450 Gibner Road
- Patient parking is located on the west side of the clinic

From Philadelphia and Points East

- I-76 (PA Turnpike) to exit 226 (Carlisle)
- South on Route 11 toward Carlisle - 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight)
- Turn right at the Carlisle Barracks road sign onto Claremont Road
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left
- Security Checkpoint
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road
- Patient parking is located on the west side of the clinic

From Baltimore

- Route 70 to Route 15 North:
- Pass Gettysburg, at Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- In Carlisle, at Y intersection, turn left onto 641 for one block
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into Security Checkpoint area
- Security Checkpoint
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road
- Patient parking is located on the west side of the clinic

From Washington, DC

- Route 270 to Route 15 North
- Pass Gettysburg, at Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- In Carlisle, at Y intersection, turn left onto 641 for one block
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks Security Checkpoint area
- Security Checkpoint
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
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PATIENT RIGHTS

QUALITY CARE: You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin, or religion.

RESPECT AND DIGNITY: You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

PRIVACY AND CONFIDENTIALITY: You have the right to privacy and confidentiality concerning medical care. That includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

IDENTITY: You have the right to know the name and professional status of the individuals who provide your care and which practitioner is primarily responsible for your care.

INFORMATION: You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives *prior* to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding

your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

REFUSAL OF TREATMENT: You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

ADVANCE DIRECTIVES: You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney) and to take part in ethical discussions pertinent to your care.

RESEARCH: You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

SAFE ENVIRONMENT: You have the right to care and treatment in a safe, free from any form of abuse or harassment.

CLINIC RULES AND REGULATIONS: You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

PAIN MANAGEMENT: You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

THE JOINT COMMISSION: You have the right to address a concern regarding the treatment or care that are (or fail to be) furnished. We encourage you to report it to your PCM, or you may contact the Patient Representative at 717-245-3911. If your concerns are not addressed to your satisfaction you may also report a complaint to The Joint Commission:

E-mail: complaint@jointcommission.org

Phone: 800-994-6610

Mail: The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

PATIENT RESPONSIBILITIES

MAINTAIN POSITIVE HEALTH PRACTICES: You have the responsibility to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships, and stress management.

PROVIDING INFORMATION: You have the responsibility to give your physician's and health care provider's accurate and complete information about your illness, the presence of pain, medical history, and medications. You have the responsibility to communicate to your health care provider your understanding of your treatment and what is expected of you.

COMPLIANCE WITH MEDICAL CARE: You have the responsibility to follow your physician's and health care provider's recommendations to the best of your ability, to ask questions if you have problems or concerns. You are responsible for keeping appointments, filling prescriptions, following through on health care instructions, and adhering to the guidelines of the clinic.

SUPERVISION OF UNDERAGE CHILDREN: There are inherent dangers in leaving children under twelve years of age unsupervised in the waiting areas of the clinic, including injury to the child or other patients. You have the responsibility to arrange adequate childcare for your underage family members during your medical appointments.

RESPECT AND CONSIDERATION: You are responsible for treating our staff and other patients with respect, and consideration.

SMOKING POLICY: Tobacco Free Campus

LATE ARRIVAL POLICY: In order to provide quality care in a timely manner, we request that you arrive and check in on time. If you check in 10 minutes past your scheduled appointment time, you may be asked to wait until an appointment becomes available, or if the health issue is not urgent, you may be asked to reschedule. We appreciate your cooperation.

MEDICAL RECORDS: All medical records are required to be maintained at a Military Treatment Facility (MTF). You are responsible for turning in your medical records to Dunham U.S. Army Health Clinic Medical Records section for continuity of care. Upon arrival or during in processing, check in with the medical records staff for further guidance to request your medical records from your previous medical treatment facility.

REPORTING OF PATIENT COMPLAINTS: You are responsible for helping the command provide the best possible care to all beneficiaries. You should report any recommendations, questions, or complaints to the designated patient representative.

FINANCIAL OBLIGATION: You are responsible for ensuring that the cost of your health care is promptly paid.

MAKING CHOICES: You have the responsibility to make choices in your own best interest based on a clear understanding of your medical care, its costs, risks, and alternatives. You have the responsibility to ask for information on your illness, work with your health care provider to develop a treatment/pain management plan, to learn what you can and to do what you can to help maintain the best health possible.

PATIENT SAFETY: “Speak Up” to improve the quality of your healthcare.

S peak up if you have questions or concerns.

P ay attention to the care you are receiving.

E ducate yourself about your diagnosis, medical tests and treatment plan.

A sk a family member or friend to be your advocate.

K now what medications you take and why you take them.

U se a health care organization that is certified by The Joint Commission.

P articipate in all decisions about your treatment.

NATIONAL PATIENT SAFETY GOALS

The National Patient Safety Goals (NPSG) is designed to stimulate organizational improvement activities for several of the most pressing patient safety issues that all health care organizations are struggling to manage effectively. If we fail to perform any of the following NPSG initiatives during your visit, most importantly verifying your name and date of birth every step of the way and hand sanitation, please inform our staff immediately. With your assistance, together we will improve the safety of the care delivered at Dunham.

NATIONAL PATIENT SAFETY GOALS:

Improve the Accuracy of Patient Identification:

-Use at least 2 patient identifiers whenever providing care, treatment or services.

Identifiers are:

- Patient name
- Patient date of birth

-Label containers used for laboratory specimens in the presence of the patient.

Improve the Safety of Using Medications:

-Label all medications, medication containers, and other solutions on and off the sterile field in peri-operative and other procedural settings. Note: Medication containers include syringes, medicine cups, and basins.

-Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.

Reduce the Risk of Health Care-acquired Infections:

-Comply with current Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines.

-Maintain an evidence-based practice for preventing surgical site infections.

Accurately and Completely Reconcile Medications Across the Continuum of Care:

-There is a process in place for comparing the patient's current medications with those ordered for the patient while under the care of the organization.

-When a patient is referred or transferred to another organization, the patient's complete and reconciled list of medications is communicated to the next provider of service and the communication is documented.

-When a patient leaves the organization's care, a complete and reconciled list of the patient's medications is provided and explained to the patient.

Identify Individuals at Risk for Suicide:

-Conduct a risk assessment that identifies specific characteristics of the individual and environmental features that may increase or decrease the risk of suicide.

-Address the immediate safety needs and most appropriate setting for treatment of the patient.

-When a patient at risk for suicide leaves the organization, provide suicide prevention information (such as a crisis hotline) to the patient and their family.

Universal Protocol:

The Universal Protocol applies to all surgical and nonsurgical invasive procedures.

-Conduct a pre-operative verification process.

- Mark the operative site as described in the Universal Protocol.
- A **Time-Out** is performed immediately prior to the start of the procedure.

ELIGIBILITY

Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure their family members are enrolled in DEERS. Initial registration and any necessary updating of information such as change of address, phone number, or duty station, should be done at the Carlisle Barracks Military Personnel Office, Anne Ely Hall, 1st floor, 46 Ashburn Dr. Sponsors and family members who may have questions regarding their benefits or DEERS enrollment can contact the DEERS Beneficiary Telephone Center Monday through Friday, from 0800-1600, at 1-800-538-9552 or www.dmdc.osd.mil/milconnect.

A valid Uniformed Services Identification and Privilege Card are issued by DoD to verify eligibility for care at military medical facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD patient care facility or pharmacy.

Children under 10 years old are treated without an ID card. The parent's ID card is sufficient evidence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to the Outpatient Records Desk to verify if you are eligible to receive care.

YOUR MEDICAL TEAM

Our team of military and civilian professionals stands ready to coordinate your health care needs. Additional consultations with military and civilian health care providers and services are available in the local community and throughout the military health care system. Our provider team includes board-certified family practitioners, general medical officers, a pediatrician, a GYN nurse practitioner, physician assistants, a clinical pharmacist, a dietitian, a nutritionist, a physical therapist, and an internal behavioral health consultant. Your care team consists of medical providers, registered nurses, licensed practical nurses, medics, medical assistants diligently working together as a team to meet your health care needs and provide quality care. Other members of the health care team include the medical clerks who handle the clerical duties, the logistical technicians who procure and stock medical supplies, and housekeepers who clean the clinic areas. If one of our team members cannot answer your question or assist you, he/she will refer you to

the appropriate person or office.

ACCESS TO CARE STANDARDS

To ensure that beneficiaries who use the Department of Defense (DoD) Military Health System receive medically necessary care when they need it, DoD leadership developed access standards for TRICARE Prime enrollees. What's important is ensuring that access to care is easy, fast and logical. TRICARE's standards for access are:

- 24 hours or less for urgent care
- 28 days for specialty or wellness care

TRICARE's standards for access to Behavioral Health Care:

- 24 hours for urgent care
- 7 days for routine
- 28 days for specialty

Emergency services are available and accessible within the TRICARE Prime service area 24 hours a day, seven days a week. In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room.

CLINIC SERVICES

PATIENT APPOINTMENTS

HOURS:

0630-1630 Monday, Wednesday

0630-1900 Tuesday

0630-1200 Thursday

0630-1615 Friday

CLOSED: Weekends and Holidays

To make or cancel an appointment, call 717-245-3400 or Toll Free 1-877-787-2569. The peak hours for the phone lines are 0730-0930 and 1400-1630. If you are scheduling a routine, follow-up, or specialty appointment, it is best to call outside of these times.

Telephones for patient use are located in the central corridor. You can also go

to TRICARE On Line (TOL) at www.tricareonline.com to make an appointment. There is a computer at the information desk to register for TOL or make an appointment. You can also cancel a scheduled appointment by calling the 24-hour cancellation line at 717-245-3325. Please leave a message which includes your name, date and time of appointment, and the name of the provider you were scheduled to see. We ask that you cancel your appointment at least 24 hours in advance.

The Managed Care Program provides outpatient medical and optometry appointment services. When scheduling an appointment, please have the following information available when you call: patient's name, date of birth, nature of problem, sponsor's social security number, and a daytime phone number where you can be reached.

AFTER HOURS CARE/MEDICAL EMERGENCIES

If you have a medical emergency you do not need a referral. Dial 911 or go to the nearest ER (in Carlisle, go to Carlisle Regional Medical Center, see page 53 for map). After normal clinic hours, TRICARE beneficiaries can now access the Nurse Advice Line by calling 1-800-TRICARE (1-800-874-2273), and selecting option 1. The Nurse Advice Line is a team of registered nurses who can offer home care advice about immediate health care needs. The Nurse Advice Line, available at no cost to beneficiaries, helps callers make informed decisions about self-care at home or when to see a health care provider. The Nurse Advice Line is available 24 hours a day, 7 days a week. Nurse Advice Line nurses ask a series of questions about a caller's specific concerns to advise when and how to seek care for an urgent problem or give instruction on self-care at home. For pediatric issues, the NAL will route the beneficiary to a pediatric nurse. If follow-up is necessary or requested, the NAL will call the beneficiary back to check the child's status a few hours later. The NAL will make same-day appointments with the beneficiary's primary care manager (PCM) for TRICARE Prime beneficiaries who are enrolled to Military Treatment Facilities (MTFs). If a same day appointment is not available, the NAL will re-direct the beneficiary to the closest urgent care center, and advise the PCM that an urgent care referral is needed so the patient does not have to worry about paying any point of service co-pays.

PRIORITY FOR SCHEDULING APPOINTMENTS

- Warriors in Transition (WT)
- Active Duty personnel
- Active Duty Family members enrolled in TRICARE Prime.

- Retirees and their Family members and survivors enrolled in TRICARE Prime/Plus

Non-enrolled persons eligible for military health care may be seen at military hospitals and clinics on a space-available basis.

ACTIVE DUTY ACUTE (SICK CALL) APPOINTMENTS

The clinic sees all patients, to include service members, by appointment instead of a walk-in sick call. Please call for an appointment (245-3400). If you are an active duty service member, you can make an appointment by dialing 106 from any Carlisle Barracks office phone.

ACCESS STANDARDS

PRIME/PLUS ENROLLEES:

Open Access Appointments Within 24 hours

Follow up Appointments Within 28 days

We are committed to treating patients the same day they want to be seen. In doing so, our goal is to schedule acute patients the day they call. This is part of the Army Surgeon General's initiative to better serve patients through Patient Centered Medical Home (PCMH). This initiative is directed towards performing "Today's work today." Priority scheduling will be conducted through your Care Team. When possible we make every effort to maintain open appointments to assist all patients within a reasonable time.

ONLINE APPOINTING AT DUNHAM

TAKE COMMAND OF YOUR HEALTH CARE

You can now communicate with our office online using the Army Medicine Secure Messaging Service (AMSMS) provided by Relay Health. After you register online, face-to-face contact is required to complete your registration.

<https://app.relayhealth.com/Registration.aspx>

We think you'll find the messaging service neatly organized and easy to use. The first time you log in, we recommend taking a few seconds to review the Quick Tour presentation that pops up in your browser window.

Available services are listed below. Once you select the type of message you'd like to send, you simply compose the message and send it to us.

AMSMS IS NOT FOR URGENT OR EMERGENT MATTERS since a RESPONSE MAY NOT BE IMMEDIATE. *Please allow up to 3 business days for routine communications.*

Consult Your Doctor (webVisit™)	Use a webVisit to consult us about non-urgent health conditions or symptoms. In a webVisit, you're presented with a series of questions about your symptoms and other important health information. Your answers help us determine the best course of treatment for you.
Request An Appointment	Request an appointment online and avoid waiting on hold or playing phone tag with our office.
Request Medication Refills	Request a prescription renewal when you need additional refills for a prescribed medication. Once we approve your request, we can electronically route it to the MTF pharmacy for filling.
Request a Lab or Test Result	Ask us to forward information about recent lab results or diagnostic tests to you electronically.
Send Note To Your Doctor	Use this feature to ask routine administrative and health questions.

www.tricareonline.com

Forget to call and make an appointment for a follow up or wake up in the middle of the night with a sinus headache? Hoping to remember to call later or waiting for the clinic appointment line to open to make those appointments? Wait no more! TRICARE Prime and T-Plus patients now have the access to make their own appointments and avoid the telephone appointment system. TRICARE Online (TOL) allows beneficiaries to schedule routine, follow up, and acute appointments 24 hours a day, 7 days a week. Appointments scheduled using TOL can also be cancelled using the system.

The main objective of TRICARE Online Appointing is to improve healthcare services and benefits to our patients through the use of the internet. TRICARE online interfaces with the Composite Health Care System (CHCS) and the Defense Enrollment Eligibility Reporting System (DEERS) to determine eligibility. TRICARE Online pulls appointments directly from CHCS. It does not reduce the number of appointments available via central telephone appointments, but simultaneously offers another method for beneficiaries to

access those same appointments.

In order to take advantage of TOL:

- Each beneficiary must register and create an account using unique identity information.
- This information is validated by DEERS to ensure that the user is eligible for care.
- Each family member is required to have their own personal username and password, but the password can be the same.
- Sponsors are able to see Family members under their login.
- You will be prompted to change passwords every 150 days for each user.
- The type of appointments offered to patients is based on their choice of the “reason for visit” in a dropdown box.
- Open Access (OPAC) appointments will be designated for patients who require an office visit with the Primary Care Manager (PCM) for a new or urgent health care problem.
- The established appointments will be pulled up for patients requesting a follow-up appointment with the PCM.
- Wellness appointments will be pulled for patients requesting a first time PCM appointment.

When the beneficiary logs onto the system:

- The user will be able to initiate a search for available appointment slots based on the TOL “Visit Reason” selected from the dropdown box of predefined reasons.
- User selects the urgent care “Visit Reason” code to use for booking OPAC appointments.
- The OPAC appointments become available 24 hours prior to the day the appointment is needed.
- A list of available slots will be displayed for the patient to make a selection. Once the user has selected an appointment the request is transmitted to CHCS.
- A confirmation is displayed for users informing them that their appointment is made.
- A confirmation message can be printed as a reminder of the appointment.
- Users may view their current web-booked appointments and cancel one or more of them by clicking the ‘Cancel this appointment’ link that appears under each appointment.
- A confirmation message will also appear when the appointment has

been successfully cancelled in CHCS.

TRICARE Online also has more than 18 million pages of health and wellness information and disease management tools for military beneficiaries. Beneficiaries are able to access the Military Treatment Facility (MTF) clinic and provider web pages, create a personal health journal, and access RX checker for potential medication side effects and interactions.

PHARMACY SERVICES

HOURS:

0730-1630 Monday, Wednesday & Friday

0730-1900 Tuesday

0730-1200 Thursday

PHONE: 245-3400 (option 3)

CLOSED: Weekends and Holidays

BUSIEST TIMES:

1000-1400 Tuesday - Friday

(Please allow extra time for prescription pick up between these hours.)

Refill Pick-up at the PX Mall is open Tues, Wed, Fri 0900-1500 and Thurs 0900-1200.

Patients are always encouraged to phone (717) 245-3400 (option #1 for touch tone, option #3, then #1) before driving long distances to ensure the Pharmacy is open and the prescription is ready to pick up.

Patients are encouraged to phone (717) 245-3700 for closure/delays due to severe weather.

MANDATORY ID CHECKS: Patients must have their ID card for Pharmacy services. A MEDDAC Form 757, Authorization to Release Medications to Third Parties, signed by the patient with an expiration date indicated, is necessary to pick up another person's prescription. The MEDDAC Form 757 is available at the pharmacy and can be found on our Web site: <http://dunham.narmc.amedd.army.mil> under Services, Pharmacy.

MEDICATION LIST (FORMULARY): The National Capital Area Formulary can be accessed at: <http://www.wrnmmc.capmed.mil/SitePages/home.aspx>. Click

Patients & Visitors, under Patients click on Pharmacy, scroll down to Links and click on WRNMMC Formulary Search.

REFILLS: Mandatory call in refills: It takes 2 business days to process your refills; please plan accordingly. Refills may be phoned to 1-800-377-1723 (24 hours a day):

- select #2 for Army,
- #4 for facilities in Pennsylvania,
- then option #1 for the PX Pick-Up Location,
- option #2 for Fillmore Army Health Clinic in New Cumberland,
- option #3 for Troop Medical Clinic at FIG,
- option #4 for Dunham Army Health Clinic.

Patients may request refills online via:

<http://dunham.narmc.amedd.army.mil>

- 1. Click on Services, click on Pharmacy,
- 2. Click On-Line Refill Request,
- 3. Select Pharmacy location.

Refill requests may be dropped off at the Pharmacy (ready in 2 business days). Please allow 10 business days for refill requests mailed to the Pharmacy.

Prescriptions not picked up within 14 business days will be returned to stock. Patients may request refills or have renewals filled after their current prescription is 75 percent consumed. Same day refill service is only provided for active duty.

NEW PRESCRIPTIONS:

- Patients should not mail new prescriptions to the Dunham Pharmacy, but physically bring prescriptions to the pharmacy and they will be filled at that time.
- Civilian physicians/providers must hand sign the prescription in ink. Hand stamps are not honored at MTFs.
- Instructions to patients that state “Use as directed” are not acceptable for patient safety reasons.
- Prescriptions will be filled as written up to a 90 day supply.
- Faxed and phoned in prescriptions are not accepted.
- The Pharmacy accepts outside providers’ written prescriptions for drop-off before 1400 to be picked up after 2 hours. Drop-offs after 1400 will be ready the next business day.

TRICARE PHARMACY PROGRAM: TRICARE’s pharmacy benefit is available to all eligible uniformed service members, retirees, and family members,

including beneficiaries age 65 and older. The TRICARE Pharmacy Program provides outpatient prescription drugs to more than 9.6 million individuals. Express Scripts, Inc., who administers the TRICARE Pharmacy benefit, provides your home delivery, retail, and specialty pharmacy services. Express Scripts handles millions of prescriptions each year through home delivery and retail network pharmacies.

The TRICARE Pharmacy Program is designed to provide the medications you need, when you need them, in a safe, convenient, and cost-effective manner. The program's three objectives are to:

1. Provide a uniform, effective, and efficient benefit: TRICARE provides you with several pharmacy options. The TRICARE Pharmacy Program Handbook contains more information on these options. This handbook is available in the TRICARE Service Center to Dunham US Army Health Clinic beneficiaries. It is the most comprehensive source of information on the pharmacy benefit. Beneficiaries may also visit www.tricare.mil/pharmacy or www.express-scripts.com/TRICARE, to obtain helpful information about their pharmacy benefit.

2. Encourage TRICARE Pharmacy Home Delivery use: TRICARE Pharmacy Home Delivery is the least expensive option when not using a military treatment facility pharmacy. You can receive up to a 90-day supply of maintenance medications delivered directly to your home. The Member Choice Center is available at 1-800-238-6095 to help you switch prescriptions to the convenient, cost-effective home delivery option.

3. Promote patient safety: All prescriptions dispensed through military treatment facilities, TRICARE Pharmacy Home Delivery, and retail network pharmacies are vigorously checked for accuracy and against your TRICARE prescription history for potential drug interactions.

FAMILY MEDICINE CLINIC

HOURS:

0730-1630 Monday, Wednesday, Friday

0730-1900 Tuesday

0730-1200 Thursday

CLOSED: Weekends and Holidays

APPOINTMENT NECESSARY? Yes, call 245-3400 or Toll Free 1-877-787-2569. There are no walk-in appointments available.

ALLERGY & IMMUNIZATION CLINIC

IMMUNIZATION CLINIC HOURS:

0730-1200/1300-16300 Monday, Wednesday & Friday

0730-1200/1300-1900 Tuesday

0730-1200 Thursday

ALLERGY CLINIC HOURS:

0730-1130/1300-1530 Monday, Wednesday & Friday

0730-1130/1300-1830 Tuesday

0730-1130 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3608

LOCATION: Corridor A

APPOINTMENT NECESSARY? No. Walk-ins only. Patients must allow for extra time to be observed after receiving immunization or allergy shots.

A provider's order is necessary for anyone other than active duty personnel (PPD is an exception).

All children less than 5 years old must be seen by a health care provider prior to receiving immunizations for no counteraction from a previous vaccination.

Certain immunizations are given on specific days of the month; i.e., yellow fever. Flu shots are available during the fall season, with special times and days announced annually to facilitate this program. Personnel relocating to another installation or assignment should check with the Allergy and Immunization Clinic to determine if special requirements apply for their next duty station. If you have questions about immunizations, please call the Clinic directly.

LABORATORY

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3400 (option #1 for touch tone, option #5, option #3)

LOCATION: Adjacent to the Atrium

NO APPOINTMENT NECESSARY: Patients are seen on a walk-in basis. We need an order from your healthcare provider. If you see a provider in our clinic, the orders will be in the computer system. If the tests are ordered by a provider outside of our clinic, we need you to provide a printed order that contains:

- A) Patient Name, Sex, Date of Birth/Age
- B) Provider's Full Name and address
- C) Provider's Signature
- C) Tests to be performed with Diagnosis Codes
- E) Telephone Number for the Provider/Office
- F) Fax Number for the provider/Office. We will fax the results to this number.

Many tests require you to be "fasting" (no food or drink except water for 10-12 hours beforehand). The ordering provider should tell you if this requirement is necessary.

Please contact your provider, Medical Records, or access TriCare on line for results.

RADIOLOGICAL SERVICES

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday
0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3143

LOCATION: Adjacent to the Atrium

APPOINTMENT NECESSARY? No; however, an x-ray request from your provider is required.

The Radiology Section provides diagnostic, routine services for x-ray requests from Primary Care Managers. Dunham does not have an assigned radiologist. A local network provider and radiology contractor conduct special procedures

and interpretation of the films, respectively.

Appointments for specialty procedures are processed through radiology. Digital mammography services are available at Dunham by obtaining a referral from a Primary Care Manager. Appointments for mammograms are scheduled by calling the Patient Appointment Service at 245-3400. Self-referrals are accepted and mammograms can be obtained on a walk-in basis subject to scheduling availability. If you are experiencing any abnormal symptoms you must make an appointment with your PCM before receiving a mammogram.

SCHOOL PHYSICALS

Prior to the beginning of each school year, there are designated blocks of appointments set aside to provide your children with school physicals. If you have any questions or need to schedule a school physical, please contact Patient Appointments at 245-3400 for assistance. Please ensure all required forms are completed and brought to the appointment. Forms can be obtained from the school districts. Pennsylvania Department of Education requires students to have a physical on initial entrance into school (kindergarten or 1st grade), 6th grade and 11th grade. Sports physicals are required for all children participating in school or summer sports activities.

BEHAVIORAL HEALTH CLINIC

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

Limited evening hours are available

CLOSED: Weekends and Holidays

PHONE: 245-4602

In the event of an emergency call Carlisle Barracks Department of Security at 245-4115.

For confidential Sexual Assault Reports call 245-3775.

For any Behavioral Health emergencies call Crisis Intervention at 243-6005.

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes, call 245-4602 to schedule

A variety of clinical counseling services are available for Active Duty

personnel, Family members of Active Duty, and other TRICARE Prime enrollees. Various therapeutic interventions are used to include cognitive behavioral therapy, insight-oriented therapy, play therapy, marital therapy and other alternative therapies jointly agreed upon between therapist and patients. Specific therapies proven to be successful with combat stress and reintegration are available.

All services are provided by licensed (Masters level and Doctorate level) Clinical Social Workers, Counselors, and Psychologists. Psychiatric consultation, command directed evaluations and medication management are available for appropriate patients through the use of telemedicine. Comprehensive evaluations are completed to accurately assess a situation or problem and to assist the patient and/or Primary Care Manager in identifying appropriate services. Psychological assessment and testing are available for Active Duty personnel and for Family member beneficiaries on a space available basis.

All of these services are designed to help resolve personal and interpersonal conflicts and to deal with stresses that interfere with a person's functioning and well-being. Referrals of patients to appropriate military or civilian resources are coordinated as needed or when services are unavailable through this office.

ARMY FAMILY ADVOCACY PROGRAM

HOURS:

0800-1630 Monday, Tuesday, Wednesday & Friday

0800-1200 Thursday

CLOSED: Weekends and Holidays

(Call Carlisle Barracks Department of Security at 245-4115 for emergency services 24/7)

PHONE: 245-4602

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY: Preferred, but not required. Walk-ins accepted as needed.

Specialized treatment is provided through the Army Family Advocacy Program to address domestic violence and child abuse/neglect. Services are also provided for families who are at risk of violence. Individualized prevention, intervention, and treatment programs are developed. Specialized treatment

includes intake and assessment of reports of abuse; individualized safety planning and conflict resolution; individual, family and marriage counseling; child/teen therapy; parenting classes; group counseling; and Behavioral Health Management and Care Planning for families experiencing abuse or at risk for abuse.

ARMY SUBSTANCE ABUSE PROGRAM (ASAP)

HOURS:

0730-1630 Monday - Friday

PHONE: 245-4694

LOCATION: Building 632

APPOINTMENT NECESSARY? Yes; however, walk-ins are seen if the clinical director is available.

ASAP provides screening, assessment and treatment for alcohol and drug abuse. This program is designed to help individuals abstain from the use of alcohol and other drugs and develop and maintain a sober lifestyle. Treatment is individualized to meet each patient's specific needs and is provided on an outpatient basis via individual and/or group counseling. A physician provides medical oversight for the program and consultation for patients with medical issues related to alcohol and other drug use. The program coordinates referrals for more intensive treatment to a residential or inpatient program as needed, and offers aftercare upon return. A family program for those affected by someone else's alcohol or drug abuse is available. Couples and family counseling related to alcohol and other drug abuse can be provided. ASAP is a command program whose mission is to help ensure the combat readiness of Soldiers and strengthen the overall fitness and effectiveness of the Army's total workforce. Priority is given to Active Duty personnel. Services are offered on a space available basis to Department of the Army civilian employees as well as Active Duty and retiree Family members age 18 and over. Confidentiality for patients is maintained in accordance with Federal and Army regulations.

DENTAL CLINIC

HOURS:

0730-1615 Monday - Friday

Sick call hours: 0730-0830

CLOSED: Weekends and Holidays

PHONE: 717-245-4542

LOCATION: Bldg. 450 Suite 2, adjacent to Health Clinic

APPOINTMENT NECESSARY? Yes, for routine treatment; no appointment required for emergency treatment.

The Dental Clinic provides general dental services to authorized Active Duty personnel. Patients with emergency cases such as pain, swelling, or bleeding will be seen in the Dental Clinic on a walk-in basis during sick call hours.

OPTOMETRY CLINIC

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3056

LOCATION: Central Corridor, Room 600

APPOINTMENT NECESSARY? Yes, call 245-3400

EYE EXAMINATIONS: Provided on an appointment basis for Active Duty personnel and TRICARE Prime enrollees. Optometry appointments for non-enrolled beneficiaries can be booked on a space available basis. Children 5 years of age and above may be scheduled for a routine optometry exam; those below age 5 require an appointment with their pediatrician, who will determine the appropriate referral route for vision care. Eye examinations include a complete assessment of the health of the visual system, dilation and determination of spectacle prescription. Vision testing for driver's license renewal forms requires a routine eye examination appointment.

CONTACT LENS: Services are limited to prescription updates for patients who currently successfully wear contact lenses, who have the lenses for assessment of proper fit, and who have contact lens prescription information to identify all necessary lens parameters. Patients should bring in their last contact lens

prescription or the boxes/vials their lenses came in. Initial fits and contact lens insertion and removal training are not offered at this clinic.

MILITARY SPECTACLES: Fitted, ordered, adjusted, and repaired for Active Duty and retired service members. Retired service members having a current spectacle prescription (less than 1 year old) from a civilian eye doctor may order military spectacles by bringing the prescription to the Optometry Clinic during normal hours. Referrals/appointments are not required.

VISION READINESS SCREENING: All US Army soldiers are required to complete an annual vision readiness screening. A vision readiness screening can be conducted by the Soldier's unit or can be completed through the annual PHA. Soldiers are required to bring all current military eyewear (glasses and protective mask inserts) to the screening. Soldiers should not be wearing contact lenses at the vision screening. This is not a comprehensive eye exam and those determined to have deficient vision and spectacles (classified a 3 or 4) are required to schedule a routine optometry appointment. Question on MEDPROS updates can be directed to Physical Exams, 717-245-4500.

REFRACTIVE SURGERY PROGRAM: For information go to the Walter Reed National Military Medical Center Web site at www.bethesda.med.navy.mil under the Patient Center column, click on Health Care, then scroll to and click on Ophthalmology. This site will explain all current policies and procedures concerning Army/Navy Refractive Surgery. Those Active Duty Soldiers interested in requesting refractive surgery must schedule a routine appointment with Dunham Optometry. Active Duty Soldiers who wear soft contact lenses must remove contact lenses and discontinue wear 30 days prior to refractive surgery appointment. Those Soldiers who wear rigid gas permeable lenses should contact the optometry clinic prior to making a refractive surgery appointment. Rigid gas permeable lenses require a different length of time than 30 days dependent upon the number of years lenses are used. All necessary forms will be furnished and completed during the appointment.

OCCUPATIONAL HEALTH

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday
0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3410

LOCATION: Corridor F

APPOINTMENT NECESSARY? Yes, call 245-3410 for routine appointments.

For acute job-related injury/illness, no appointment is necessary; however, a phone call in advance with a brief description of the event is appreciated if time allows.

Occupational Health (OH) provides and manages programs designed to reduce or eliminate preventable injuries and potential health hazards in the work place, promote good health and wellness with emphasis on prevention, and provide proper medical care for job-related injuries or illnesses to eligible Military and Federal Department of Army (DA) civilian employees.

All eligible Military and Federal DA civilian employees are required to in-process initially through OH for appropriate job-related medical surveillance and periodically if indicated by OSHA law, Army regulation, and prudent occupational health medical practice.

Appropriate vaccinations are offered based on job hazards or if required for official foreign travel as recommended by current guidelines from the Centers for Disease Control (CDC) and Army regulations, policies, and directives.

Medical treatment for a job-related injury or illness may be provided at Dunham U.S. Army Health Clinic by a provider within their scope of practice or by a civilian physician or medical treatment facility of employee's choice. Treatment for non-job-related injuries or illnesses is not authorized for civilians through Occupational Health.

Civilian employees of U.S. Government contractors are not eligible for routine OH services as those are the responsibility of their employer, except for initial evaluations from a blood-borne pathogen exposure. All patients who present with conditions that are a threat to life, limb, or eyesight will be appropriately assessed and stabilized regardless of patient beneficiary status then referred and/or transferred by Emergency Medical Services (911) to an appropriate level of medical care (i.e. local hospital Emergency Room).

PHYSICAL EXAM SECTION

Active Duty Personnel ONLY

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday
0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-4500/3723

LOCATION: Central Corridor, Room 200

APPOINTMENT NECESSARY? Yes, call 245-3723/4500

The Physical Examination Section provides routine periodic (IAW AR 40-501) physical examinations, pre- and post-deployment health assessments, and PHAs for active duty, AGR, and other eligible military personnel. All physicals are scheduled through the Physical Examination Section.

Individuals who are retiring should call and schedule their retirement physical at least 6 months in advance of their final out processing to allow time for any further evaluations that may be necessary.

PHYSICAL THERAPY CLINIC**HOURS:**

0730-1600 Monday, Wednesday, Friday
0730-1800 Tuesday
0730-1200 Thursday

CLOSED: Weekends, and holidays

PHONE: 245-3400

LOCATION: Central Corridor, Room 328

APPOINTMENT NECESSARY? Yes, call 245-3400 to schedule an evaluation with a physical therapist.

A consult is required from your health care provider in order to schedule an evaluation. Hand written consults are accepted. For lower extremity injuries, please wear or bring shorts to your appointment. The Dunham Physical Therapy Clinic provides outpatient musculoskeletal evaluation and treatment for acute and chronic musculoskeletal pain as well as orthopedic postoperative care. The clinic also supports Army War College sports

competitions. The clinic is currently staffed by one military physical therapist and one military physical therapy technician.

ARMY WELLNESS CENTER

HOURS:

0630-1630 Monday, Tuesday, Wednesday & Friday

0630-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-4004

LOCATION: 315 Lovell Avenue

APPOINTMENT NECESSARY? Yes, call 245-3400

Army Wellness Centers provide standardized primary prevention programs and services designed to build and sustain good health and improve the overall lifestyles of Soldiers, Family Members, Retirees, and DA Civilians. Army Wellness Centers help individuals build good health by empowering participants to set their own health goals and achieve them. It addresses lifestyle change in areas that affect both short- and long-term health, engaging people in their "lifespace"— the places where they live, work, relax and rest. Appointments for health assessments can be made through referrals from Primary Care Managers or self-referral in person, or by phone at 717-245-4004.

NUTRITIONAL MEDICINE

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3400

Dunham Now Provides Nutritional Medicine Appointments

Dunham Clinic and Fillmore Clinic offer nutritional medicine services as part of your comprehensive health care! The clinic is currently staffed by one military member to see Tricare beneficiaries. Eating right can seem tough, but

it doesn't have to be. A registered dietitian (RD) can help you on the path to lowering weight, eating healthfully, and reducing your risk of chronic disease.

Registered Dietitians bring food and nutrition expertise to the table:

Registered Dietitians are food and nutrition experts who provide medical nutrition therapy and preventive nutrition counseling. RDs have at least a bachelor's degree (with over half holding an advanced degree), complete an accredited supervised practice program in nutrition, pass a registration exam, and maintain continuing education requirements for recertification.

Health professionals agree that nutrition services are one of the first treatments that individuals should receive to improve conditions such as diabetes, heart disease, and hypertension.

What are the benefits of working with a registered dietitian?

A RD will aid you by: 1) providing the highest level of nutrition counseling and personally tailored advice; 2) supporting management of chronic diseases such as diabetes, cardiovascular problems, and high blood pressure; 3) providing guidance navigating food allergies, sensitivities, and intolerances; and 4) assisting with medical nutrition therapy for weight loss/gain, prediabetes, and other health promotion activities to prevent future diseases.

What should I expect when I see the RD?

Together with the RD, you will set nutrition goals to improve your health.

Medical nutrition therapy provided by a RD includes:

- A review of what you eat and your eating habits,
- Thorough review of your nutritional health, and
- A personalized nutrition treatment plan.

The first visit with the registered dietitian lasts approximately one hour. After the first session, the RD will schedule follow-up appointments to check your progress, and modify therapy if changes are needed in your nutrition goals and treatment plan.

Contact your provider for a referral for medical nutrition therapy or you can self-refer.

CLINICAL PHARMACY SERVICES

HOURS:

0730—1630 Monday, Tuesday, Wednesday & Friday

0730—1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3400

Dunham Clinic, Fort Indian Town Gap and Fillmore Clinic offer clinical pharmacy services as part of your comprehensive health care. Appointments are available at Dunham Clinic at the Carlisle Barracks. The clinic is currently staffed by one Civilian Clinical Pharmacist to see Tricare beneficiaries. Managing multiple medications and chronic diseases (Example: Diabetes, High Blood Pressure, and High Cholesterol) can seem tough, but it doesn't have to be. A Clinical Pharmacist can help you on the path to reducing risk of complications from chronic disease and achieving therapy goals.

A Clinical Pharmacist can bring herbal, vitamin, mineral, supplement, over-the-counter and prescription medication expertise to streamline and manage medication therapy. Clinical Pharmacists have gone to school for 6 years and have a Doctorate of Pharmacy, passed a license exam, law exam, and maintain continuing education requirements for practice. Many have obtained additional training and may even be Board Certified in Ambulatory Care Pharmacy.

What are the benefits of working with a Clinical Pharmacist?

A Clinical Pharmacist will assist you by:

- 1) providing the highest level of clinical pharmacy services of personalized medication therapy management;
- 2) supporting management of chronic diseases such as diabetes, cardiovascular disease, high cholesterol and high blood pressure;
- 3) providing medication reconciliation including a comprehensive printed medication list.
- 4) assist patients that are having difficulty meeting diabetes, blood pressure and cholesterol goals by providing additional education and medication management.

GROUP CLASSES/APPOINTMENTS

Group Classes/Appointments are available in various topics such as High Cholesterol, High Blood Pressure, Pre-Diabetes, Diabetes, Weight Management, Sleep Hygiene, and Tobacco Cessation. Please contact 245-3400 for more details and class schedule.

TRICARE/HEALTH NET FEDERAL SERVICES

HOURS: 24 hours a day, 7 days a week

PHONE: 1-877-TRICARE (1-877-874-2273)

WEBSITE: www.tricare.mil, www.hnfs.com

As TRICARE beneficiaries increasingly access electronic, Internet, and toll-free customer service features, the need for walk-in locations has lessened. As a result, walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States ended on 31 March 2014. Due to the unique needs of overseas beneficiaries, TSCs outside of the United States will continue to offer walk-in service. This however does not mean health care delivery will change in any way, nor does it mean you will not be able to obtain the assistance you previously received by visiting our TSC. Information and customer service will be available by phone or on the internet. The toll-free phone number to call for customer assistance is 1-877-TRICARE (874-2273). The official TRICARE website, www.tricare.mil, also provides the same level of information and services. The TRICARE Contractor for our TRICARE Region (North Region) is Health Net Federal Services, and their official website, www.hnfs.com, is also an excellent source of information. Using the TRICARE toll-free number and the websites mentioned above will allow you to receive assistance and information for the following listed services and benefits: Enroll in or purchase a plan, File or check a claim, View referrals and prior authorizations, Find a doctor, Change primary care managers, See what's covered, Compare plans, and Obtain information on the TRICARE Pharmacy Program.

REFERRALS

Patients enrolled in TRICARE Prime with Dunham Army Health Clinic, Fillmore Army Health Clinic, and the Fort Indiantown TMC, who require specialty care of any kind not available at these clinics, will receive referrals from the Primary Care staff for specialty care in the local TRICARE Network. Patients should not attempt to access specialty care without a referral. Doing so will result in the receipt of full charges for that care. Emergency room visits do not require referrals. Patients requiring emergency care should seek it immediately at the nearest emergency room, or call 911 for assistance. However, the patient should report the emergency room visit to TRICARE /

Health Net Federal Services as soon as possible, and they should also report it to their Primary Care Manager (at Dunham, Fillmore or Fort Indiantown Gap). Visits to Urgent Care Centers are NOT considered emergency care and therefore DO require referrals. Patients should contact their Primary Care Manager during clinic hours or the Nurse Advice Line after clinic hours, on weekends and holidays, before visiting an Urgent Care Center.

HEALTH BENEFITS ADVISORS

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 717- 245-4112

LOCATION: Central Corridor, Room 510

APPOINTMENT NECESSARY? No, walk-in basis

Health Benefits Advisors assist patients with understanding all of their options as a health care beneficiary of the Military Health System (MHS). They also provide assistance and information to patients who are experiencing billing problems, especially those resulting in debt collection. Health Benefits Advisors are the primary point of contact for information regarding TRICARE For Life (TFL), and the TRICARE Plus Program at Dunham, Fillmore or Fort Indiantown Gap. If a patient is approaching eligibility for TFL (normally by turning age 65), they should contact a Health Benefits Advisor to receive information about the TFL Program, specifically how it works in conjunction with Medicare.

PRIVACY OFFICER

HOURS:

0730-1600 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3911

LOCATION: Central Corridor, Room 325

APPOINTMENT NECESSARY? No

The privacy officer coordinates all activities with privacy implications. The privacy officer advocates and protects patient privacy by serving as a key privacy advisor for patients and staff, handling disputes, and managing patient requests regarding Protected Health Information.

If you believe your privacy rights have been violated, you may submit a written complaint to our privacy officer or with the Secretary of the Department of Health and Human Services (HHS) by going to the HHS Web site and follow the complaint and inquiry process at <http://www.hhs.gov/ocr/privacy/hipaa/complaints/hipcomplaintform.pdf>.

PATIENT ADVOCATE

HOURS:

0730-1600 Monday, Tuesday, Wednesday & Friday
0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 245-3911

LOCATION: Central Corridor, Room 325

APPOINTMENT NECESSARY? No, walk-in basis

The advocate's primary role is to act as liaison between patients and the Clinic staff. The patient advocate is available to assist patients and their families in obtaining additional information or solutions to problems, needs, or concerns.

If you have a recommendation or suggestion that will help improve the Clinic, please contact the patient advocate or complete a comment form and place it in one of the suggestion boxes located throughout the Clinic. You may also e-mail any comments or non-urgent, non-appointment related questions to dunham.clinic@us.army.mil.

FOR THE HANDICAPPED

Special parking is available in the Clinic parking lot. Patients in need of wheelchair assistance should call 245-3400 prior to their arrival. Handicapped rest rooms are available.

EXCEPTIONAL FAMILY MEMBER PROGRAM

HOURS:

1230-1600 Tuesday

PHONE: 245-4574

LOCATION: Corridor A

APPOINTMENT NECESSARY? Yes, call 245-3400 or Toll Free 1-877-787-2569

The Exceptional Family Member Program (EFMP) is a program designed to assist Active Duty personnel and their Families with Exceptional Family Members who have special physical, emotional, developmental, or intellectual needs. As of 5 June 1990, enrollment in EFMP is mandatory for all Soldiers who have Family members with chronic medical or educational needs. This benefits the entire Family by allowing accurate assessments of career and Family needs during assignment decisions. All sponsors enrolled in EFMP are still subject to worldwide assignments. EFMP works with other military and civilian agencies to provide comprehensive and coordinated community support, educational, housing, personnel, and medical services to Families with special needs. This office will assist Soldiers and their Families in obtaining appointments with the appropriate health care providers and ensure completion of the enrollment process.

If there are dual military Families, both Soldiers must enroll. Enrollment is based upon medical and educational requirements of Family Members of Active Duty military personnel. Enrollment updates are required every 3 years or if the condition changes.

SUPERVISION OF CHILDREN

Children must be supervised at all times by an adult. Parents may not leave children under the age of 12 unattended during their appointment. It is encouraged that you only bring the child with the appointment to the Clinic. Maximum use of the Child Development Center (CDC) is encouraged as safety concerns of your child and other patients may lead to your appointment being rescheduled.

CDC HOURS:

0630-1730 Monday-Friday

CDC PHONE: 245-3701

LOCATION: Child Development Center (Bldg. 455)

Carlisle Barracks operates a day care center staffed with trained attendants to care for children between the ages of 6 weeks and 5 years. The center is open Monday through Friday. A fee is charged based on a sliding scale according to rank and number of children. All children must be registered with the day care center prior to using it.

THIRD PARTY COLLECTIONS PROGRAM

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 717-245-4513/3401/3431

LOCATION: Central Corridor, Room 510

APPOINTMENT NECESSARY? No, walk-in basis

The Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA) established the Third Party Collection Program. Under this program Military Medical Treatment Facilities are obligated to bill your private health insurance company policy. This program does not include Active Duty members who are covered under private insurance plans. Dunham US Army Health Clinic must comply with this law, and we need your help to make this program successful. All non-Active Duty patients receiving services are required to complete a DD Form 2569, Third Party Collection Program—Record of Other Health Insurance. This form must be completed yearly for each Family member whether they have other health insurance or not. The information on this form is verified with insurance carriers and this enables the Clinic to submit a claim to your insurance. Money collected from your insurance company for your health care is used for enhancement of patient care services and to purchase items to help improve our community's medical services. Most insurance plans have deductibles that must be met before the plan starts to pay. When we file claims, the amount billed will be applied toward the patient's deductible. Therefore, if the patient visits us a few times and the deductible is met, they will have less out-of-pocket expenditures should they

have to visit a civilian health care provider or facility. They will actually spend less money out-of-pocket. The obligation to pay medical care costs applies only to the insurance carrier. **You will not be sent a bill for amounts not covered by the carrier.** Dunham US Army Health Clinic is entitled to obtain the same benefits for its health care services as any other medical care provider would receive. Your insurance company will pay benefits directly to us, and **you will not be billed for uncollected charges.** The billing of your health insurance company will not affect your premiums or coverage provided under the insurance plan.

Outpatient Itemized Billing was implemented at every Military Treatment Facility in 2002. This methodology parallels the industry standards used by civilian providers and hospitals. The charges reflect the actual care and procedures received during an outpatient encounter and the cost of prescription medication dispensed here.

In most cases, Dunham US Army Health Clinic is no different than other health care providers who need insurance information. Please have your health insurance identification card with you every time you come to the Clinic.

PAIN MANAGEMENT

All patients have the right to appropriate assessment and management of pain. Therefore, the relief of any pain and suffering is integral to the mission of Dunham US Army Health Clinic. The goal of pain management is to relieve the physical and psychosocial symptoms associated with pain while maintaining the patient's level of function, promoting optimal recovery and healing. To this end, the Command has made the relief of pain a priority for the organization. Please speak to your Primary Care Manager for more information about pain management.

SEXUAL HARASSMENT ASSAULT RESPONSE PREVENTION PROGRAM (SHARP)

The following services are available to adult family members who are survivors of sexual assault not related to domestic violence.

Unrestricted Reporting: This option is recommended for victim of sexual assault who desires medical treatment, counseling, and an official investigation of the crime.

Restricted Reporting: This option is recommended for victims of sexual

assault who wish to confidentially disclose the crime to specifically identified individuals and receive medical treatment and counseling without triggering the official investigative process. Victims who make a restricted report can change to an unrestricted report at any time.

For additional information or immediate assistance contact:

Safe Helpline-Sexual Assault Support for the DOD Community

(877)995-5247

Text: 55-247 (inside the U.S.)

Text: 202-470-5546 (outside the U.S.)

www.safehelpline.org/

Or

Carlisle Barracks installation Sexual Assault Response coordinator
(SARC) 717-226-3414 On-Call Cell

INTERNAL BEHAVIORAL HEALTH CONSULTATION SERVICES (IBHC)

The Behavioral Health Consultation Service offers assistance when changing habits, behaviors, decreasing stress, worry, or managing emotional concerns about physical or other life problems that are interfering with a person's daily life and/or overall health. The internal behavioral health consultant (IBHC) works with your primary care manager (PCM) to evaluate the mind-body-spirit connections and provide brief, solution-focused interventions.

The IBHC has specialty training in the behavioral management of health problems. Together, the IBHC and your PCM can consider the physical, behavioral, and emotional aspects of your health concern and help determine a course of action that will work best for you.

What Kind of Health Concerns Do You See?

The IBHC can help you reduce stressors associated with various chronic medical conditions, or help you understand better the overall impact these conditions have on your Wellbeing. A few examples of these are: Headaches, Sleep Hygiene, High Blood Pressure, Asthma, Diabetes, Weight Challenges, and Hypertension.

The IBHC can help you and your PCM develop behavioral change plans for smoking cessation, exercise or other lifestyle modifications. The IBHC can also help you and your PCM develop skills to effectively manage emotional or behavioral matters such as: Grief, Depression, Anxiety, and Stress.

Who Is Eligible to Receive These Services?

The service is available to all patients within the Primary Care Medical Home network as a part of good overall health care.

What Should I Expect When I See the Internal Behavioral Health Consultant?

You can expect the IBHC to ask you specific questions about your physical symptoms, the emotional concerns you are experiencing, your behaviors, and how all of these might be related. You can expect your appointments to last approximately 30 minutes and for the IBHC to provide brief solution-focused assessment and treatment. You can also expect to be seen in this clinic and for the IBHC to have a close working relationship with your PCM. Remember, you and your PCM remain in charge of your health care; the IBHC's primary job is to help you and your PCM develop and implement the best integrated health care plan for YOU!

How is This Service Different from Specialty Care Behavioral Health Services?

The services provided by the IBHC are simply another part of your overall health care and are not specialty behavioral health care. The IBHC does not provide traditional psychotherapy. If you request, or the IBHC thinks you would benefit from specialty behavioral health services, the IBHC will assist you with the service coordination.

How Do I Schedule a Behavioral Health Consultant Appointment?

Your PCM can give valuable insight as to the many ways this service can be of assistance. If you and your provider agree this service would be helpful, call the Dunham US Army Health Clinic Call Center at 717-245-3400 option #1 to schedule an IBHC appointment.

OUTPATIENT MEDICAL RECORDS

HOURS:

0730-1630 Monday, Tuesday, Wednesday & Friday
0730-1200 Thursday

PHONE: 245-4579/3117

CLOSED: Weekends and Holidays

LOCATION: Atrium

APPOINTMENT NECESSARY? No

The Medical Records Section is responsible for maintaining, tracking, and safeguarding all records for patients using Dunham as their primary care facility. Personnel assigned to the section ensure that every medical record is maintained in order as prescribed by regulation and is readily available for the health care provider. The medical record is the property of the US Government and must be maintained by the military treatment facility from which you receive your primary care. In 2004 medical facility commanders were directed to implement changes to ensure the ability to retrieve documentation of care provided to every patient. To comply with this directive, we “closed” the medical record system effective 1 April 2004. Patients are no longer permitted to sign out their personal medical record or the records of any of their family members. All patients may request copies of their records, but the original record will remain within the clinic and will be sent by FedEx to your next duty station upon receipt of a request from the gaining facility. However, patients presenting with orders for a permanent change of station overseas will be permitted to sign out their medical records. Please provide medical records with a copy of the orders at least 7 days prior to picking up the records.

Copies of laboratory results, radiology results, or other pertinent medical information will be provided to patients upon request. Please allow 14 days’ notice to copy the entire record. In addition, we will maintain the capability to fax pertinent information to referring providers and other medical treatment facilities as required.

Those requesting to pick up medical information for beneficiaries over the age of 18, married and/or pregnant, or high school graduates will be required to present a completed DD Form 2870, Authorization for Disclosure of Medical or Dental Information. This form can be obtained at the Medical Records Section or clinic’s Information Desk. This is to ensure we maintain compliance with the requirements set forth under the Health Information Portability and Accountability Act.

This is a significant change in culture and the way the Army Medical Department has done business in the past, but converting to a “closed” medical record system will facilitate tighter control of patient confidential information. It requires your understanding and the foresight to request copies of medical information well in advance of needing them. As we continually implement newer technologies and complete the transition to the electronic medical record, there will be fewer and fewer reasons to actually

hand carry medical records in the future.

Your ID card is required for all appointments or any medical care provided at Dunham.

LIVING WILL/ADVANCE DIRECTIVE

Advance Medical Directives are legal documents that state a patient's decisions regarding his/her health care. Advance medical directives become effective when the patient is unable to make health care decisions. There are two types of advance medical directives: a living will and a durable health care power of attorney. A living will is a legal document prepared by a person when the person is competent that instructs physicians and health care workers to administer, withhold, or withdraw life-sustaining treatment in the event of a terminal, incurable, or irreversible medical condition.

A durable power of attorney for health care (also known as "medical power of attorney") is a legal document in which the patient names an individual to act as his/her agent with legal authority to make health care decisions when the patient is unable to do so. The patient can designate anyone (a spouse, relative, or good friend) as his/her agent. In addition to "agent," this named person is frequently referred to as "proxy" or "surrogate decision-maker."

Where can I obtain information about a living will/advance directive?

- Dunham's Patient Advocate
- Dunham's Outpatient Medical Records Section
- Post Judge Advocate's Office, Building 45

The Judge Advocate General (JAG) will also assist all beneficiaries requesting legal advice. JAG's hours of operation are 0800-1600 Monday-Friday. Please call 245-4940 for further information.

SMOKING POLICY

Dunham recognizes tobacco use as the most important preventable cause of death and chronic illness in the United States. Therefore, to better support Dunham's mission to protect the health, safety and comfort of employees, patients and visitors from the adverse health effects of tobacco products, tobacco use is prohibited on Dunham campuses effective 1 April 2013. Tobacco products include cigarettes, cigars, pipes, electronic nicotine delivery products and smokeless tobacco. This policy applies to all Dunham

employees, patients, visitors, students, trainees, volunteers, and supplemental staff to include contract employees.

INCLEMENT WEATHER POLICY

During winter weather conditions, please call the Post Operations Line at 717-245-3700 for updates regarding base/clinic delays and closures before departing your home for an appointment. If travel becomes unsafe for patients and employees, medical appointments may be affected. When the post is closed due to winter weather conditions, the clinic may be closed as well. You can access this information via Facebook at www.facebook.com/usawc or follow us on Twitter using "dunhamhealth".

VENDING MACHINES

VENDING MACHINES

Vending machines are located in the Central Corridor off the Atrium.

OUTLYING CLINICS

LETTERKENNY ARMY DEPOT (LEAD) OCCUPATIONAL HEALTH CLINIC

HOURS:

0615-1600 Monday, Tuesday, Wednesday & Friday
0615-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 717- 267-8416

LOCATION: 1 Overcash Avenue
Building 322
Chambersburg, PA 17201

Clinic Location

From I-81 S toward Chambersburg, take PA-997 N exit 20. Turn rt. onto Black Gap Rd/PA-997. Turn left onto Coffey Ave. Turn left onto Advantage Ave. Turn left onto Capital Ave, Take the 1st right onto Overcash Ave.

APPOINTMENT NECESSARY? Yes, call 267-8416.

Their mission is to provide occupational health services for the military and federal civilians located at Letterkenny Army Depot. The Occupational Health mandate is prevention. We follow applicable OSHA Standards and Army regulations as well as prudent occupational health medical practices.

All military and Federal DA civilian employees located at Letterkenny must process through the clinic to determine the need for medical surveillance while at the job site and to provide orientation to Clinic services.

Services include medical surveillance, fitness for duty, pre-placement, disability, retirement and termination physicals, case management for workers' compensation, treatment of work-related injuries and Travel Medicine. They are equipped to do visual acuity tests, electrocardiograms, pulmonary function tests and phlebotomy for certain lab studies. Required immunizations are provided to those workers going OCONUS, Td updates are provided when necessary, and the annual flu program is provided to those who want to participate.

Providing health promotion and education to the Federal workers is another vital role for their clinic. Questions regarding their services and capabilities can be addressed to their Clinic Manager at 267-8017

FORT INDIANTOWN GAP (FIG) TROOP MEDICAL CLINIC

HOURS:

0800-1630 Monday, Tuesday, Wednesday & Friday
0800-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 717- 861-2091/2716

LOCATION: Bldg. 4-114 on Hawkins Road
Annville, PA 17003-5031



Clinic Location

Building 4-114 on Hawkins Road. From I-81, take exit 85. Go approximately 2.5 miles North on SR 934 (becomes Fisher Avenue on the installation). Take a right after the Blue Mountain Sports Complex onto Blair Road; go 1 block and turn left on Hawkins Road.

APPOINTMENT NECESSARY? Yes, call 861-2091. Sick Call is for soldiers on Annual Training (AT) orders and short-term ADOS orders. Sick Call hours are Monday through Friday 0800-0900 hours. All others must make an appointment.

Their mission is to support year round annual training exercises of Reserve and National Guard military personnel. Additionally, the mission is to provide primary care to active duty and active guard reserve soldiers of the installation and their families. Department of the Army civilian employees receive acute care for emergency. National Guard civilian technicians are eligible for emergency care only.

The clinic has on-site routine diagnostic x-ray and electrocardiograph services. Some adult immunization services are available. Limited laboratory and pharmacy services are available for acute care treatment; more extensive services are available at Dunham Army Health Clinic.

FILLMORE US ARMY HEALTH CLINIC

HOURS:

0730-1630 Monday, Wednesday & Friday

0730-1930 Tuesday

0730-1200 Thursday

CLOSED: Weekends and Holidays

PHONE: 717- 770-7281/7282

LOCATION: Building 400, G Avenue
Defense Distribution Center
New Cumberland, PA 17070

Clinic Location

Building 400, located on G Ave at the DLA Distribution Susquehanna, New Cumberland, PA.

GPS Address: 1 Mission Drive, New Cumberland. This will take you to the Main Gate.

a. From I-83 South, take exit 39A (Lewisberry Road), or I-76 (PA Turnpike) exit 242 to I-83 South, take exit 39A right at the stop sign to the third traffic light. Turn right on Old York Road. Take the first left onto Old Post Road to the Main gate on left side.



b. From Main gate: Proceed thru checkpoint onto Mission Drive. Continue to stop sign. Go thru stop sign to G Ave (first street on the right), and turn right. The bowling alley is on your left and Housing on your right. The Fillmore Clinic is on the right at the end of the barracks with a glass atrium.

APPOINTMENT NECESSARY? Yes, call 770-7281/7282. Active Duty Sick Call by appointment only.

The Fillmore Army Health Clinic has a dual mission, providing both primary care services for all ages as well as occupational health services to Federal workers located on the Defense Distribution Center located in New Cumberland. Some of the services that are offered include GYN, lab, immunizations, and a limited pharmacy with more extensive services available daily by courier. A Health Benefits Advisor is also available every Wednesday from 0800-1630.

You can obtain additional information on services provided by the Fillmore Army Health Clinic by contacting them by telephone.

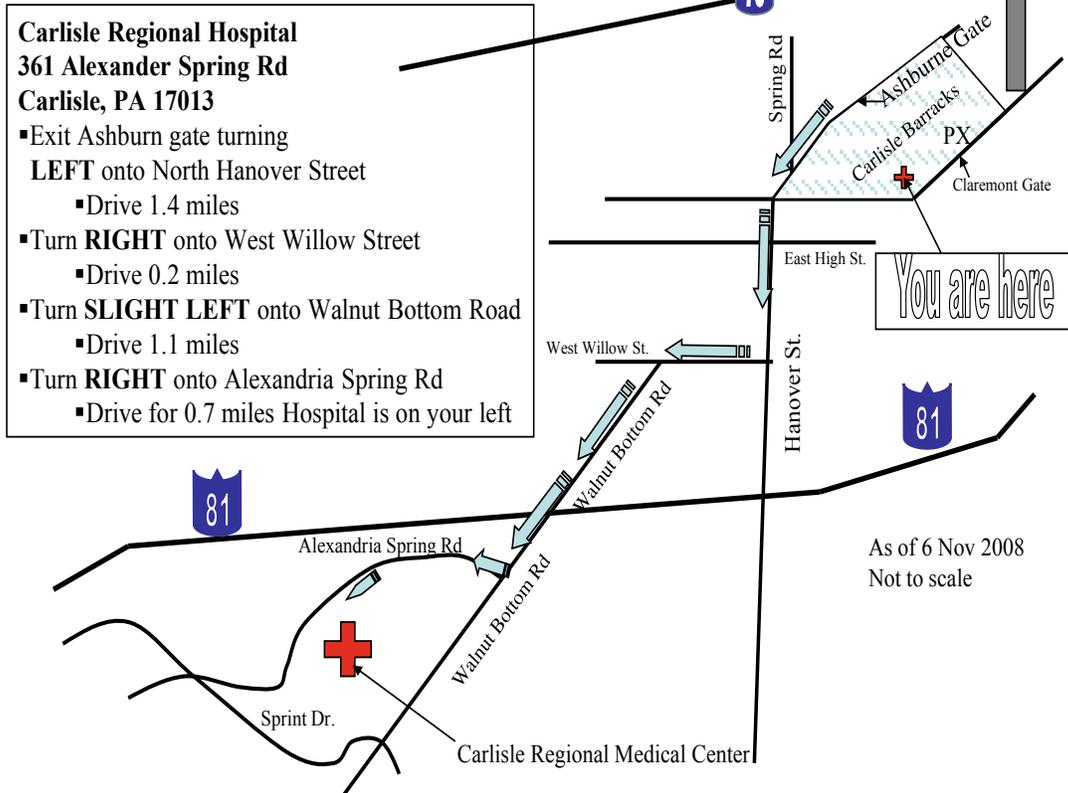
CARLISLE REGIONAL MEDICAL CENTER

CARLISLE REGIONAL MEDICAL CENTER

IF THIS IS AN EMERGENCY CALL 911

Directions to Carlisle Regional Medical Center

Phone number (717) 249-1212



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Phone 717-245-3400
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E-mail: dunham.clinic@us.army.mil**

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