

## Dunham US Army Health Clinic Update; Feb 12

Greetings! Here is a quick Top 10 update on the hot clinic and military healthcare issues.

**1. NCQA Level III Patient Centered Medical Home (PCMH) Recognition for Dunham:** This recognition from the National Committee for Quality Assurance (NCQA) shows that we meet clear and specific care health care criteria to facilitates partnerships between individual patients, and their personal physicians. Our PCMH care is facilitated by health information technology, best practices, and a positive experience to get you the indicated care when and where needed and wanted.

**2. Inclement Weather:** Call 717-245-3700 for closures/delays due to bad weather. We may open earlier, or when other Carlisle Barracks organizations are not. We will also send Tweets (@dunhamhealth) and post on our and the Army War College Facebook.

**3. President's Weekend Clinic Closure:** We are closed 20 February for a Federal Holiday, but open Friday, 17 February. **If you have an emergency**, "a sudden illness or injury that if not treated immediately could result in death, long-term impairment or serious jeopardy to your health," **call 911 or go to an Emergency Room.** For minor illnesses or injuries after Dunham is closed, call (717) 245-4047 to speak with the on-call PCM – Primary Care Manager. The on-call PCM can help decide if you should go to an Urgent Care Clinic (UCC) or wait until Dunham reopens to see a healthcare provider.

**4. Patient Satisfaction Surveys:** Visit here <http://www.surveymonkey.com/s/DunhamAHC> to provide feedback on our services, hours, and much more. We will use your comments as part of our 7-8 February strategic planning. For immediate feedback contact our Patient Advocate at 717-245-3911 or [dunham.clinic@us.army.mil](mailto:dunham.clinic@us.army.mil)

**5. TeleDerm:** Dunham will start Teledermatology on 6 Feb 12. This will allow us to photograph patient's skin conditions and send them electronically and securely to a board certified Dermatologist at Walter Reed National Military Medical Center to provide a diagnosis and medical options back to our referring provider. **To take advantage of TeleDerm please schedule an appointment with your PCM.**

**6. Army Wellness Center Initiative:** We are working closely with the closing Army Physical Fitness Research Institute (APFRI) and the US Army Public Health Command to develop an interim fitness assessment capability for AWC Students, and a permanent wellness and fitness program for all Dunham patients. **The intent of our program is to provide Weight Management classes, Healthy Nutrition courses, Fitness Assessments and Stress Management.**

**7. Pharmacy Home Delivery:** You can now receive a 90-day supply of your formulary generic medications **FREE**, and the convenience of maintenance medications delivered to your home eliminating trips to the retail or military pharmacy. It's easy to sign up and start using HOME DELIVERY. Just visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) (click on the pill bottle), call 877-262-3390 and an Express Scripts representative will work with your doctor to transfer your maintenance medications to Home Delivery, or ask our staff for the easy to follow Home Delivery tri-fold.

**8. Be a Germ Buster:** Help stop the spread of colds, the flu, and other communicable diseases. Wash your hands before and after eating, after using the bathroom, and when you cough or sneeze. Use alcohol-based hand sanitizers after shaking hands with others. Be on the lookout for office and personal sized hand sanitizer in Carlisle Barracks buildings.

**9. Population Health:** Start the year off right. If you need a well woman exam, book with TRICARE Online or by calling 245-3400; for mammograms please call 245-3143 or visit Radiology to schedule an appointment here in the clinic. If you had any wellness care outside our clinic, to include lab tests for diabetics, contact [dunhampophealth@us.army.mil](mailto:dunhampophealth@us.army.mil) or call Population Health at 245-4285 so we can update your records.

10. **Behavioral Health:** Non-Active Duty TRICARE Prime beneficiaries may seek outpatient behavioral health services without a referral or authorization for eight visits/fiscal year, from a TRICARE approved network provider. Authorization from the patient's Primary Care Manager or network behavioral health provider authorization from Health Net Federal Services at 877-TRICARE is required for additional visits and to continue care.

**Ask the Commander Question:**

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To your best health,  
The Dunham Team

Opt Out: If you do not want to receive e-mail updates from us, reply back with OPT OUT in the subject line.

POC:

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