



MISSION

CRDAMC generates increased readiness, better health, and better care effectively and efficiently in support of the Fort Cavazos and Central Texas Market.

VISION

Building a stronger community together through exceptional health care.

The Information in this booklet is subject to change based on availability of resources.

Please go to the CRDAMC website for the most up to date information.



Carl R. Darnall Army Medical Center
Public Affairs & Marketing Office

CRDAMC HO 793 (Rev)
September 2023

darnall.tricare.mil



CARL R. DARNALL ARMY MEDICAL CENTER



PATIENT HANDBOOK

DARNALL
ARMY MEDICAL CENTER

darnall.tricare.mil



Welcome to Carl R. Darnall Army Medical Center (CRDAMC).

Today marks the beginning of your journey within the CRDAMC system for health, and we are honored to serve you.

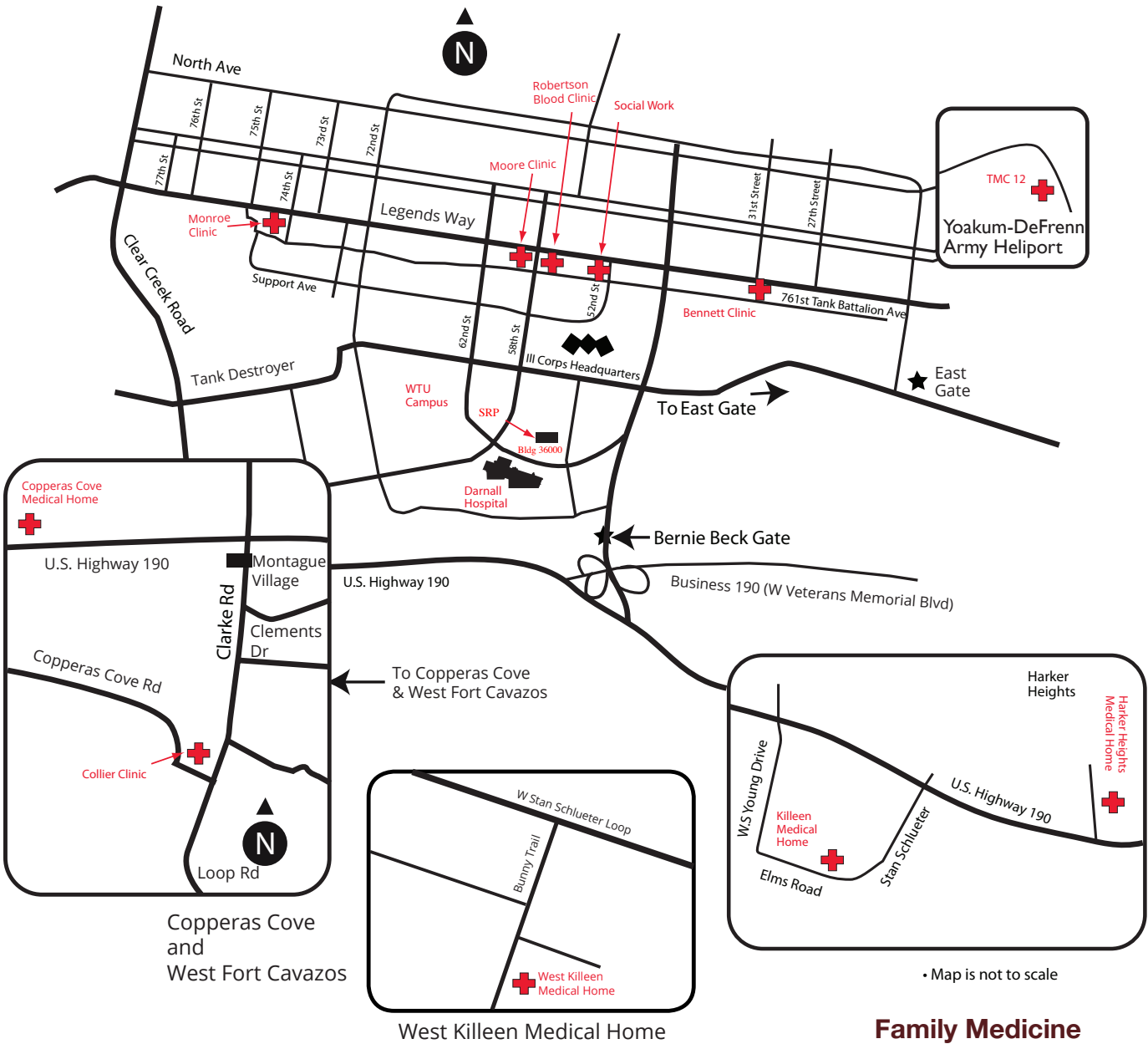
As a patient-centered organization, we believe that you play an active role in your health care decisions. Our commitment is to listen to you and understand your needs. We believe that establishing a partnership between providers, patients, and their families is beneficial to the overall patient experience and positive patient outcomes.

Finally...we know information and communication are essential elements of patient satisfaction. We've developed this booklet to provide you with information about your health care system and all it has to offer.

Every member of the CRDAMC team is committed to providing safe, quality care and excellent customer service. Whether you are an active-duty service member, family member, or military retiree, our goal is to ensure timely access to safe, quality care.

CRDAMC Executive Leadership Team

Your Guide to Locations



**Family Medicine
Residency Clinic,
Pediatrics & Internal
Medicine located
inside (CRDAMC)**





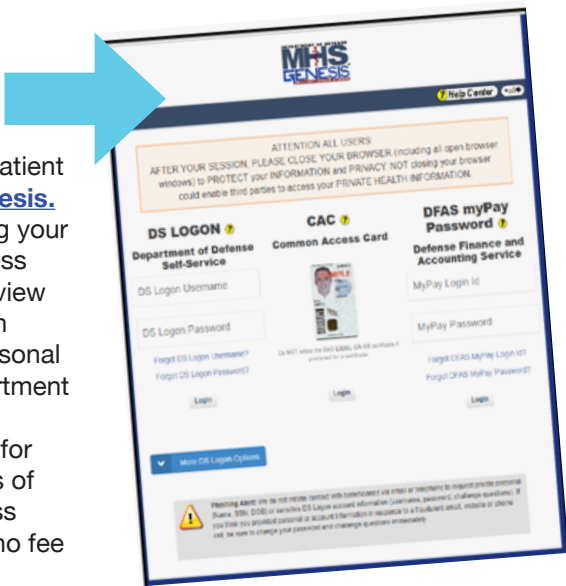
What is the Patient Portal?

MHS GENESIS Patient Portal is a secure website that allows you 24/7 access to your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. It replaces TRICARE Online (TOL) and Secure Messaging. Beneficiaries seeking to view or download their health records to include lab and test results for medical care received prior to Mar. 19, 2022, can still gain access to their records via the TOL website at <https://www.tricareonline.com>. This capability will, however, end on Oct. 31, 2023.

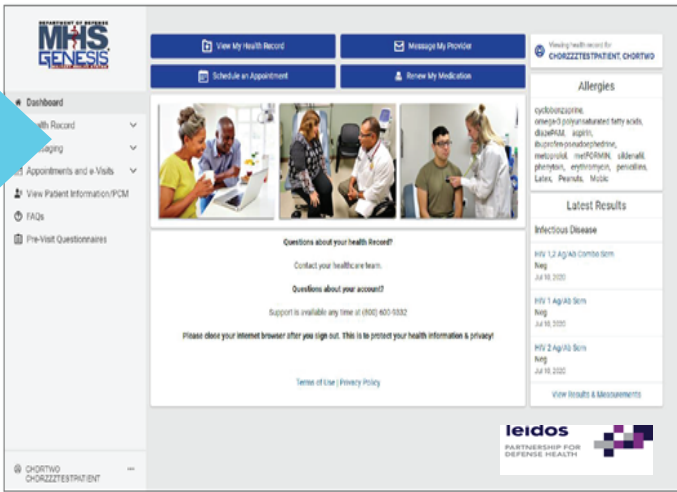
Through the MHS GENESIS Patient Portal, you can now communicate efficiently and securely with your primary care and specialty clinics online. The portal does not only provide a more convenient method to contact your provider, but it allows for health care concerns to be addressed without a physical appointment. You can still call the clinic or come in for a face-to-face office visit - this option was made available for your convenience.

How to access the Patient Portal?

To access the MHS GENESIS Patient Portal, visit <https://my.mhsgenesis.health.mil/>. You can log in using your DS Logon. A free premium access (Level 2) account is required to view the health record. The DS Logon Premium allows you to view personal data about yourself in the Department of Defense and Department of Veterans Affairs systems, apply for benefits online, check the status of your claims, update your address information and more. There is no fee to access this service.



MHS GENESIS Patient Portal Login



How do patients access their online Health Record?

- 1. Account: Health Record in MHS GENESIS
- 2. Credentials: DS Logon Premier Access account, CAC or DFAS account credentials
- 3. Link/Internet: <https://my.mhsgenesis.health.mil/>

Where to go for more information?

For questions regarding the DS Login, visit <https://milconnect.dmdc.osd.mil> or contact the Global Support Center at (800) 600-9332.

What health care services can I access online with the Patient Portal?

- 1.View your health record. Your historical Health Record data captured prior to MHS GENESIS will continue to be available for viewing using TRICARE Online Patient Portal at <https://www.tricareonline.com>. The MHS is working on a solution to view all data in one location. Until then, you may need to access both Patient Portals to view your complete Health Record.
- 2.Securely send messages and documents to your health care team.
- 3.Request prescription renewals.
- 4.Request medication refills. To request medication refill, you will need to send secure message. Your health care team and provider will receive your message for prescription refills in the Message Center, evaluate and respond by either sending a new prescription to the pharmacy, request you come in for an appointment, or deny the request, if appropriate.
- 5. View notes from your clinical visits and certain lab/test results, such as blood tests.
- 6. Schedule medical appointments.
- 7. Schedule active-duty dental service members appointments.
- 8. Complete a pre-visit active-duty service members dental health questionnaire online.

- 9. Fill out forms before your appointments.
- 10. Access education content related to your health concerns and medication.
- 11. Complete an **eVisit**.

Patient Portal Eligibility

- Parents cannot access their children’s medical record via MHS GENESIS Patient Portal once they turn 13 years old.
- Parents serving as proxies for family members can only view appointments.
- Parents will have to request information through Outpatient Medical Records.
- This is driven by DoD Policy and the Children’s Online Privacy Protection Act of 1998, COPPA.
- Ages 0-12: For beneficiaries between the ages of 0-12, the parents or guardians do have access to their child’s patient portal account.
- Ages 13-17: Beneficiaries between the ages of 13-17 do not have access to online health records per DS Logon. Sensitive data “hides” clinical information for 13-17 year age patients from proxies. Only appointments, messaging, immunizations, and allergies are available for proxies.
- Ages 18+ : For beneficiaries ages 18 and up, access is available with a DS Logon account.
- National Guard/Reserve/Retired Service members maintain access to their MHS GENESIS Patient Portal via their DS Logon.

- Separated but not retired: Service members who have ended their military service, but not before becoming eligible for retirement, are allowed a grace period of six months to maintain their DS Logon and access to the MHS GENESIS Patient Portal.
- Deceased: The MHS GENESIS Patient Portal account for a deceased service member are inactive. However, family members who where granted proxy access will still have access to this through MHS GENESIS Patient Portal.

PATIENT CENTERED MEDICAL HOMES (PCMH)

You will receive most of your health care in your your assigned PCMH's. When they cannot provide the appropriate care, you may be referred to hospitals in the TRICARE network. Our PCMH's offer the following services:

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



Patient Appointment Services

To schedule an appointment for any of the following, call Patient Appointment Services at (254) 288-8888:

- Active-duty Periodic Health Assessments
- Appointment cancellations
- Immunizations
- OB/GYN
- Overseas screening
- Pap smear
- Physical exams
- Primary Care appointments (sick, routine, follow-up and wellness exams)
- School physicals
- Specialty care appointments
- Well baby exams

Family Medicine Residency Clinic (FMRC)

Bldg. 36065
Grasslands Clinic (1st Floor)
590 Medical Center Road
Monday-Friday: 7:30 a.m.-4:30 p.m.
Active-duty Sick Call on weekdays: 7:30-8 a.m. (Soldiers Only)
(Closed weekends and holidays)
Phone: (254) 288-8280/8281

Internal Medicine Clinic

Bldg. 36065
Wetlands Clinic (2nd Floor)
590 Medical Center Road
Mon-Fri: 7:30 a.m.-4:30 p.m.
1st and 3rd Friday: 7:30 a.m.-noon
Immunizations are Walk-in:
Mon & Wed: 1-3 p.m.
Fri: 9-11 a.m.
Phone: (254) 553-0808
(254) 553-3805 (specialty clinic)

Russell Collier Health Clinic

2515 S. Clarke Road
Clinic Hours: Mon-Fri, 7 a.m.-4:30 p.m.
Active-duty Sick Call: Mon-Fri, 7-7:30 a.m.
Front Desk Phone: (254) 553-3146

Chinook Pediatrics: (254) 553-3180
Apache Active Duty: (254) 553-3673
Cobra: (254) 553-3181
Blackhawk: (254) 553-3034
Flight physicals: (254) 553-3673
Flight nurse: (254) 553-3001
Pharmacy: (254) 553-3019/3007
Hours: Mon-Fri, 7:30 a.m.-4:30 p.m.
(Closed noon-1 p.m.)

Pediatric Clinic

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

Bldg 36065
Wetlands Clinic (1st Floor)
Sante Fe Ave.
Weekdays: 7:30 a.m.-4:30 p.m.
(Closed weekends and federal holidays)
Phone: (254) 553-3745
Pharmacy:
Hours: Mon-Fri, 8 a.m.-4:30 p.m.
Phone: (254) 553-3696/3697

COMMUNITY BASED MEDICAL HOMES

Copperas Cove Medical Home

(Lab and Pharmacy Available)



Clinic Information

458 US Business 190
Copperas Cove, Texas 76522
Clinic Hours: Mon-Fri, 8 a.m.-5 p.m.
(Closed lunch: 12:30-1:30 p.m.)
Phone: (254) 499-8742

Harker Heights Medical Home

(Lab and Pharmacy Available)



Clinic Information

201 E. Central Expressway, Suite 200
Harker Heights, TX 76548
Clinic Hours: Mon-Fri, 8 a.m.-5 p.m.
(Closed: 12:30-1:30 p.m.)
Phone: (254) 499-8743

West Killeen Medical Home

(Lab and Pharmacy Available)



Clinic Information

5200 Bunny Trail
Killeen, TX 76549
Clinic Hours: Mon-Fri, 8 a.m.-5 p.m.
(Closed: 12:30-1:30 p.m.)
Phone: (254) 499-8740

Killeen Medical Home

(Lab and Pharmacy Available)



Clinic Information

3404 Kaydence Court
Killeen, Texas 76542
(Located off Elms Road in between WS Young Dr & Stan Schlueter Loop)
Clinic Hours: Mon-Fri, 8 a.m.-5 p.m.
(Closed: 12:30-1:30 p.m.)
Phone: (254) 499-8741

PRIMARY CARE FOR ACTIVE DUTY SERVICE MEMBERS
SOLDIER CENTERED MEDICAL HOME (SCMH)



Soldiers receive their health care at troop medical clinics and health clinics designated by their units. On a yearly basis, Soldiers update their medical information at the Soldier Medical Readiness Center in the Charles Thomas Moore Health Clinic on 58th St. Services include physical examinations, medical processing, unit annual medical reviews, and Soldier Readiness Processing for deployment.

Bennett Health Clinic

1022 E. Legends Way
Clinic on Mon-Fri: 6:30 a.m.-4 p.m.
Sick Call on Mon-Fri: 6:30-7 a.m.
Physical Therapy: 6:30 a.m.-4 p.m.
Medical Records: 7 a.m. 3:30 p.m.
X-Ray: 7 a.m.-12 p.m. & 1-4 p.m.
Lab: 6:30-11:50 a.m. & 1-3:30 p.m.
Optometry: 7 a.m.-4 p.m.
Immunization: Mon-Fri, 7-11:30 a.m. and 1-3 p.m. (Closed weekends and holidays/ training holidays)

Front Desk/Information: (254) 618-8039
Appointment Phones:
TEAM STRYKER (3rd CR): (254) 285-5625
TEAM PATRIOT (69th ADA, DIV WEST, DIVARTY): (254) 288-6929
TEAM WOLVERINE (3rd SFAB, 36th ENG): (254) 288-7577

Pharmacy:
Hours Mon-Fri: 7 a.m.-4 p.m.
(Closed: noon -1 p.m.)
Phone: (254) 618-8123

Yoakum-Defreenn Army
Heliport Medical Home (formerly TMC 12)

3812 East Murphy Rd.
Cavazos Army Air Field, Bldg. 7015
Sick Call on Mon-Fri: 6:30 – 7 a.m., and by appointment.
(Closed weekends, holidays and training holidays)
Phone: (254) 286-7311/285-6803

For Part One Flight Physicals, please contact Russell Collier Health Clinic at (254) 553-3673.

Charles Thomas Moore Health Clinic

Bldg. 2245, 58th St. and 761st Tank Battalion Ave.
Clinic Hours: 6:30 a.m. - 4 p.m.
Active Duty Sick Call on Mon-Fri: 6:30 – 7:30 a.m.
Phone: (254) 285-6229/6272

GREEN BANNER (1st BDE): (254) 285-6271/6272
BLUE BANNER (SUST BDE): (254) 285-6229/6230
RED BANNER (2nd BDE): (254) 285-6227/6228
ORANGE BANNER (3rd BDE): (254) 287-0588/1967

Pharmacy Hours: Mon-Fri, 7 a.m.-4 p.m.
Phone: (254) 285-6349/6350

Monroe Health Clinic

Bldg. 33003, 1776 W. Legends Way
Clinic Hours: Mon-Fri 6:30 a.m.-4 p.m.
Sick Call: 6:30 a.m.-7:30 p.m.
Medical Records: 7 a.m.-3:30 p.m.
X-Ray: 7 a.m.-4 p.m.
Lab: 6:30 a.m.-11:50 & 1-3:30 p.m
Optometry: 7:30 a.m.-4 p.m.

Front Desk & Appointment Phones:
Front Desk: (254) 618-8786/8767
1st CAV/1st BDE & HHBN: (254) 618-8812
1st CAV/2nd BDE: (254) 618-8767
(Closed weekends, holidays, and 1st CAV training holidays. Optometry clinic most training holidays)

Pharmacy:
Hours: Mon-Fri, 7 a.m.-noon
1-4 p.m.
(Closed lunch: 12-1 p.m.)
Phone: (254) 618-8781

Active-Duty Sick Call

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

Periodic Health Assessments (PHA): If you are active duty and have not had your annual Periodic Health Assessment, call for an appointment at (254) 288-8888.

Flight Physicals: To schedule flight physicals, call Yoakum-Defreenn Army Heliport (formerly TMC 12), (254) 286-7311/285-6803, or the Russell Collier Health Clinic (West Fort Cavazos), (254) 553-3673.

For sick-call, all Soldiers E-6 and below have to have a sick-call slip (DD From 689) signed by the medic for their unit accountability.

Appointment Scheduling:
Call your health clinic for information
on how to schedule appointments or
call (254) 288-8888



An exceptional experience every single time

Exceptional Family Member Program

Active-duty Family members with chronic medical conditions or medical equipment, and children with special educational needs are required to be enrolled in the Exceptional Family Member Program to help ensure appropriate PCS assignments for the sponsor.

The EFMP office is located on the 1st Floor of Clinic Building 1, Wetlands, at the Main Hospital.

Clinic Hours:
Mon: 8 a.m.-4 p.m.
Tues: 8 a.m.-4 p.m.
Wed: 8 a.m. - 12 p.m.
Thurs: 8 a.m. - 4 p.m.
Fri: 8 a.m. - 4 p.m.
(Closed every 1st and 3rd Friday of the month from 12-4 p.m.)

Allergy & Immunology Clinic
(2nd Floor, Clinic 1, Wetlands)

The Allergy and Immunization Clinic is a full-service clinic for active duty and family members identified with different allergies. The clinic performs tests and therapy for hay fever, asthma, hives and drug allergies on a referral basis only. Call us if you need to schedule travel immunizations or need information about allergy shots.

All other Immunizations are done at your assigned clinic.

All pediatric aged patients 18 and under should be seen at their *assigned primary care clinic for all routine immunizations* to thier assigned clinic, please provide any immunizations records available.

For more information go to:
<https://darnall.tricare.mil/Health-Services/Specialty-Care/Allergy-Immunology-Clinic>

Phone: (254) 285-6335.

Health Care for Pregnant Persons

Pregnant civilian beneficiaries may receive prenatal care in the Women’s Health Center, the Family Medicine Residency Center, or from Network Ob/Gyn providers and hospitals. Pregnant active-duty beneficiaries will receive prenatal care in the Women’s Health Center or the Family Medicine Residency Center. Once you have a positive and *clinic-confirmed* pregnancy test, your Primary Care practitioner will place an obstetric care referral and you will be directed to the appropriate clinic to receive your prenatal care. If you are enrolled in the Women’s Health Center, you can make and change appointments and leave messages for their provider by calling the Women’s

Health Center at (254) 288-8109, or the Patient Appointment Service at (254) 288-8888. Women’s Health Clinic hours: Mon-Fri, 7:30 a.m.-4:30 p.m., except the 1st and 3rd Friday of the month, 7:30 a.m.-1 p.m. (Closed on all federal holidays).

Vision Care

To learn more about vision coverage visit:

<https://www.tricare.mil/CoveredServices/Vision>

<https://www.benefeds.com/programs>

Dental Care

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

Active Duty Family members may enroll on the TRICARE Dental website at www.tricare.mil/bwe. For additional information visit www.uccitdp.com or call (844) 653-4061.

Retirees and their families members may enroll on the TRICARE Retiree Dental Program website at <https://www.benefeds.com/education-support/carriers-plans> or call (877) 888-3337.



Health Care for Children

Well Baby and Well Child Exams: Pediatric care for children from birth to 18 years of age is available from your primary care manager. Children receive comprehensive examinations and immunizations during well child visits. For an appointment, call (254) 288-8888. Bring the child’s medical records as well as all of their shot records to the appointment.



Does your child need a well-baby visit?
Call (254) 288-8888

to schedule a well-baby appointment today or contact your pediatric care team through:
<https://my.mhsgenesis.health.mil>

Parents, Thank you for your patience during our response to the COVID-19 pandemic, we are happy to welcome you back to pediatrics. We are open and ready to provide well-baby visits and vaccines. Your child's health and safety are important to us. Safety measures are in place within the clinic to protect you and your baby.

Pediatrics is Now Accepting Appointments for Well-Baby Visits

SPECIALTY CARE SERVICES AVAILABLE AT CRDAMC

Surgery

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

Orthopedics & Rehabilitative Medicine

- Orthopedics (hand/spine)
- Physical Medicine
- Chiropractic Service
- Occupational/Physical Therapy
- Interdisciplinary Pain Management
- Sports Medicine

Medicine

- Internal Medicine
- Pulmonology
- Allergy
- Dermatology
- Neurology
- Gastroenterology
- Endocrinology
- Coumadin Clinic
- Sleep Disorders Clinic
- Traumatic Brain Injury
- Infectious Disease
- Cardiology
- Rheumatology

Women’s Health

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

Behavioral Health

- Psychiatry/Psychology
- Social Work
- Addiction Medicine
- Embedded Behavioral Health
- School-based Behavioral Health
- Substance Abuse

Pediatrics

- General Pediatrics
- Neonatology
- Cardiology (San Antonio Staff)
- Urology (San Antonio Staff)
- Pulmonary (San Antonio Staff)
- Developmental (San Antonio Staff)



Women’s Health

The primary care clinics within the Department of Family and Community Medicine have routine appointments for Pap smears, well women exams, gynecological problems, and contraceptive counseling. For an appointment, call (254) 288-8888.

Laboratory Services

Basic laboratory services are available at Bennett, Charles Thomas Moore, Collier (West Fort Cavazos), Killeen, Harker Heights, Copperas Cove, and Monroe Health Clinics. The Family Medicine Residency Center uses CRDAMC’s laboratory. Special tests are done in CRDAMC’s laboratory.

Main Lab Phone:
(254) 553-0465/9122

For more information go to:
<https://darnall.tricare.mil/Health-Services/Labs-Tests-Radiology/Laboratory>

Radiology Services

Bennett, Charles Thomas Moore, Collier, and Monroe Health clinics all offer basic radiology services. Special tests are done at CRDAMC’s Department of Radiology to include MRI, CT, Ultrasound, Mammography, and Nuclear Medicine. To schedule an appointment, call Radiology Scheduling, (254) 286-7178.

Emergency Department

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

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

TRICARE allows these beneficiaries access to emergency centers for emergencies and urgent cases. However, because there is very limited space available, if dependent parents are admitted to CRDAMC and stabilized, they may be transferred to a civilian provider for further care. It is the sponsors responsibility to provide them with a civilian care provider.

Referral Services

Referral management is the process for managing and tracking patient referrals, both internal and external to the medical treatment facility. The Referral Management Branch is responsible for the referral management operations between the medical treatment facility and the TRICARE contractor, (HUMANA).

Referral Process Information

- PCM submits a referral for review by Referral Management. Within one business day, the Military Treatment Facility (MTF) will determine if it has the capability and meets the access to care capacity for the requested specialty care service.
- If it is determined that the MTF meets this criteria, the referral will be appointed to the MTF. Patients can call the Centralized Appointing at (254) 288-8888 to initiate booking 48-72 hours after their initial primary care manager appointment.
- If the MTF is unable to provide the requested service, the system referral status will display “Defer to Network.” The referral is sent to HUMANA where the speciality care provider is identified/assigned.
- A notification letter will be sent by HUMANA to the patient as well as the assigned network specialty care provider with the medical services and the number of visits authorized. You can view the same information on the HUMANA self-service portal immediately after the referral is processed.
- If you would like to request a change to the assigned network specialty care provider, patients must contact HUMANA at (800) 444-5445. A change request MUST be completed through HUMANA prior to the patient’s first appointment.

View Referrals/ Authorizations

Log into the HUMANA self-service portal to view any referrals that have been sent to the network from CRDAMC. If not already registered for secure services, you’ll need to first register, then sign in. www.humanamilitary.com/log-in

- Referral appointed to the Military Treatment Facility (CRDAMC), contact:
 - Centralized Appointing Service at (254) 288-8888
- Referral deferred to the network (off-post), contact:
 - East Region Contractor (HUMANA) at (800) 444-5445 HUMANA Military Self-Service Portal www.humanamilitary.com/log-in

Services That Don’t Require a Referral

If you are enrolled in TRICARE Prime, you can get some services from a network provider in your area without a PCM referral.

- Outpatient mental health care visits
- Urgent Care (Active-duty service members must have a referral for Urgent Care)
- Preventive services

- For additional information, visit:
<https://www.tricare.mil/healthwellness/preventive>





CRDAMC has outpatient pharmacies located in the hospital and throughout the Fort Cavazos and surrounding communities. Bennett, Charles Thomas Moore, Collier (West Fort Cavazos), Killeen, Harker Heights, Copperas Cove, West Killeen, and Monroe Health Clinics all offer pharmacy services. The Family Medicine Residency Center uses CRDAMC’s main pharmacy. A current military ID card (or a copy of the front and back of the ID Card) is required to fill prescriptions for individuals 10 years of age and older. See the paragraph, Refill Pharmacy, for details concerning refills.

Main Outpatient Pharmacy and Outlying Clinic Pharmacies

Pharmacy services include filling prescriptions and over-the-counter medications stocked at CRDAMC. Prescriptions are dispensed from CRDAMC facilities without charge to military ID card holders (Soldiers, military retirees, and their family members). To serve our patients in an orderly fashion, the pharmacy uses the Q-Flow queuing system to monitor each patient as they enter each pharmacy to have their medications processed.

Refill Pharmacy

Refills may be picked up at Clear Creek Pharmacy located in the Clear Creek PX Mall or at the main hospital pharmacy. Refills may also be picked up at the ScriptCenters located at the PX and main hospital lobbies. Because of the large numbers of beneficiaries, patients submit your request refills advance to request refills, call (254) 288-8911 or (800) 351-3636. You may also go online (<https://my.mhsgenesis.health.mil>) to submit your request. Medications not claimed after seven days from designated pick-up date are returned to stock. Contact the pharmacy (254) 288-8800 if you expect a delay in picking up your refilled prescription and request that your medications be held until a specific date. Due to implementation of MHS Genesis, TRICARE Online (TOL) Refills will only be available until March 2023.

Prescription Activation

Activate new prescriptions for pick-up at the main hospital pharmacy, Clear Creek PX or Pediatrics Pharmacy by using our remote Q-Anywhere system. Once your request is submitted, you will receive a text with your “Q” ticket number and later be notified when prescriptions are ready for pick-up. Your “Q” number is valid for the day it was issued; otherwise, check-in at the pharmacy kiosk to get a new ticket for medication pick-up within 7 days.



SCAN ME

OR



TEXT

“Get in line”

1-855-812-6030

Pharmacy Call Center Hours:
Mon-Fri: 8 a.m.- 5 p.m., Sat: 9 a.m. - 5 p.m.
Closed Sundays and holidays

Alternatively, you may activate new prescriptions by calling the Pharmacy Call Center at (254) 288-8800 or in-person by checking in at the pharmacy kiosk.

Mail Order Pharmacy

The mail order pharmacy is your least expensive option when not using a military treatment facility pharmacy. With the mail order pharmacy, you enjoy the convenience of having your medications delivered directly to your home with free standard shipping. Mail order is best suited for medications taken on a regular basis. You may receive up to a 90-day supply of medications for minimal out-of-pocket costs. With the mail order pharmacy, there may be a copayment for each prescription filled (up to a 90 day supply). Refills can be ordered online, by phone, or by mail. The mail order pharmacy also provides you with convenient notifications about the status of your order, refill reminders, and assistance in renewing expired prescriptions. If you have questions about your prescriptions, pharmacists are available 24-hours-a-day, 7-days-a-week. For more information, visit www.express-scripts.com/TRICARE or call (877) 363-1303.

TRICARE Retail Network Pharmacy

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

Self-Care Program

Self-care is available to all TRICARE Prime and TRICARE for Life beneficiaries. Present DOD ID at pharmacy for self-care medications. Limit is 4 items per household per month.

Main Outpatient Pharmacy

Hours:
Mon–Fri, 8 a.m.–5:30 p.m.

Closed:
Saturdays, Sundays and Holidays

Clear Creek Pharmacy

Hours:
Mon–Fri, 9 a.m.–5:30 p.m.
Sat, 9 a.m.–5 p.m.

Closed:
Sundays and holidays

Call 24 hours a day:
(254) 618-7024/7027

Outside local calling area:
(800) 351-3636

Online: www.my.mhsgenesis.health.mil

Refill Pick-up Schedule	
IN BEFORE NOON ON:	PICK UP AFTER NOON ON:
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday
Thursday	Monday
Friday	Tuesday
Saturday/Sunday	Wednesday

Community Based Medical Homes Pharmacy Numbers	
Copperas Cove	(254) 499-8742
Harker Heights	(254) 499-8743
Killeen Medical Home	(254) 499-8741
West Killeen	(254) 499-8741

TRICARE Prime Travel Benefits

The National Defense Authorization Act for FY2001 authorized the payment of transportation expenses for TRICARE Prime enrollees who travel for medically necessary, non-emergent outpatient specialty care greater than 100 miles (one way) from their primary care manager’s clinic (Joint Federal Travel Regulations 033007). The following year, the National Defense Authorization Act for FY2002 authorized a nonmedical attendant to accompany a non-active duty TRICARE Prime patient meeting certain criteria.

Medical claims for care must be submitted to TRICARE East Region Claims, P.O. Box 7981, Madison, WI 53707-7981

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

Who may qualify: TRICARE Prime beneficiaries (active duty family members, military retirees, and retiree family members) enrolled in Prime and that have been referred over 100 miles (one way) may qualify for some reimbursement for travel expenses. Active duty personnel are not covered by the TRICARE Prime Travel Benefit Program. For more information, call the CRDAMC Beneficiary Services Branch, (254) 288-8155. The staff is available from 7:30 a.m.-4 p.m., Mon-Fri (except holidays).

Active Duty
Your ID card validates eligibility for emergency medical care to a civilian facility. Contact the nearest DOD military treatment facility, your unit, or CRDAMC at (254) 288-8000, as soon as possible. If you are traveling out of the local area and need urgent care, visit the nearest military treatment facility. If there is no military treatment facility nearby, call HUMANA at (800) 444-5445 or the Nurse Advice Line at (800) 874-2273 option 1. **Routine care will not be authorized while traveling.**

Family Members and Military Retirees
Newborns must be registered in DEERS and TRICARE within 60 days of birth. If you are traveling outside the local area and need urgent care, call HUMANA at (800) 444-5445 for medical care authorization or call the Nurse Advice Line at (800) 874-2273 Option 1. A military ID card validates eligibility for emergency care. Emergency care in a hospital that does not result in an admission does not require preauthorization. **Routine care will not be authorized while traveling.**

Urgent Care

As of Jan. 1, 2018, most TRICARE Prime are authorized to visit urgent care facilities in the community without a referral. Active-duty service members are not included in this new guidance, and must access care through the military hospital or clinic. If Active Duty Service Members visit an urgent care facility they must obtain a referral and prior authorization from their PCM.

Transitioning out of TRICARE Prime (Age 65)

Are you turning 65 soon? If so, there could be a change in your TRICARE insurance including a change in your primary care clinic. To avoid a lapse with insurance coverage or delay in access to care, please start planning 60-90 days prior to your 65th birthday.

To learn more, visit: <https://www.tricare.mil/Plans/HealthPlans/TFL>

To schedule a briefing regarding this transition, please call Beneficiary Services at (254) 288-8155.



Patient Comments

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

- **Interactive Customer Evaluation (ICE):** ICE kiosks are located in various locations at the hospital and the primary care clinics. ICE comments may also be submitted online at <http://ice.disa.mil>
- **Email:** You may submit an email via our website, darnall.tricare.mil
- **Patient Advocate Office:** You may visit the patient advocate office, which is located on the 2nd floor of CRDAMC, Room 22-C08. Phone: (254) 288-8156

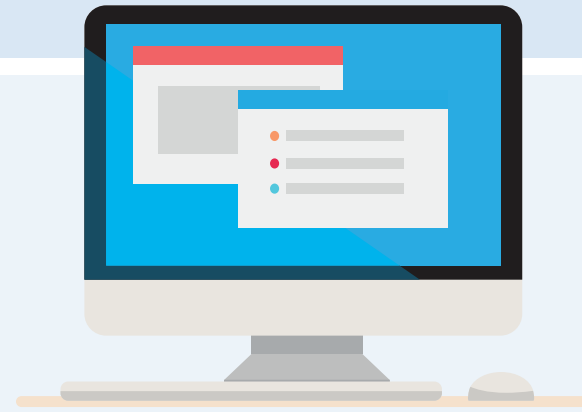
Joint Outpatient Experience Survey (JOES)

The Military Health System has rolled out a unified outpatient survey system for all Military Treatment Facilities (MTFs) across all services. The Joint Outpatient Experience Survey (JOES) combines and standardizes long-standing methods used by the Army, Navy, Air Force and Defense Health Agency/National Capital Region to learn about beneficiary health care experiences with the goal of making them better at MTFs.

Take a few minutes to fill out the Joint Outpatient Experience Survey (JOES) when you get it by mail or email. JOES is a survey that asks questions about your military health care experience. It’s secure and we won’t share your personal information. Your JOES responses tell us what we’re doing right and what we can do better.

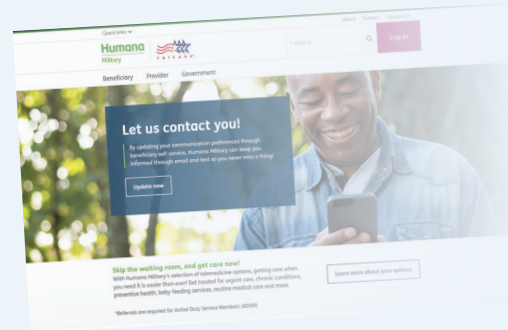
TRISS
The TRICARE Inpatient Satisfaction Survey (TRISS) is conducted to improve our inpatient’s experiences by asking for feedback after a recent hospital stay. Your feedback helps us identify which health care services are working well and which ones need improvement.





CRDAMC:

darnall.tricare.mil



HUMANA/TRICARE:

www.tricare-east.com



www.darnall.tricare.facebook.com



www.darnall.tricare.instagram.com



www.darnall.tricare.twitter.com

Nurse Advice Line

Available to active duty, veterans retirees, and family members eligible for military health care.

- Visit mhsnurseadvice.com from web chat and video chat, or dial (800) TRICARE (874-2273), option 1
- 24-hours-a-day
- Advice about urgent and non-emergent health issues/situations
- Find an urgent care or emergency care facility
- Make appointments
- Get an online "absence excuse" or "sick slip" when medically appropriate
- Information about self-care for injuries and illnesses

Medical Records/Release of Information:

Patients may request copies of their medical records using form DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) available online www.esd.whs.mil/Directives/forms/dd2500_2999/.

Service Members requesting records for retirement must submit a DD form 2870 with a digital signature and send to the ROI email address: Any other requests may also be sent via email to usarmy.hood.medcom-crdamc.list.roi@health.mil Patients requesting their own, or their minor dependents (under 16 years of age) can complete a DD Form 2870 and return it to ROI along with a copy of a state issued (DMV driver's license, DMV identification card, DOD Identification card (Non-CAC), etc.) Please redact SSN Number to only the last 4 digits. Spouses and minor children 16 years and older MUST sign their DD Form 2870 and send a copy of their ID along with the request.

Shoemaker Center (Basement Rm #0002 or 0003), 36000 Shoemaker Lane, Fort Cavazos, Texas 76544

Phone: (254) 287-0884, (254) 286-7757, (254) 553-8641 or (254) 553-9816

Fax: (254) 288-8368

Email: usarmy.hood.medcom-crdamc.list.roi@health.mil

Appointments

To make or cancel an appointment, call the Patient Appointment Service at (254) 288-8888 or (800) 305-6421 (7 a.m. - 4 p.m.) or go to Military Health System (MHS) Genesis Patient Portal at <http://my.mhsgenesis.health.mil/> 24-hours-a-day to make and cancel appointments. For after duty hour appointment cancellation, call (254) 288-7777 to cancel your appointment.

All TRICARE Prime members are assigned a primary care manager. Your PCM provides routine and acute care as well as makes referrals for specialty care. Your patient care coordinator will always attempt to schedule appointments with your PCM; however, when your PCM is unavailable you may be offered an appointment with a member of your provider's team.

Patient's DoD ID is required for booking of appointments.

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

You must have an ID card to receive services at Bldg 130 on Legends Way. For information, call (254) 287-5670 or (254) 553-4444, or schedule an appointment online at:

<https://idco.dmdc.osd.mil/idco/>



It's here Scriptcenter Prescription Refill Kiosk



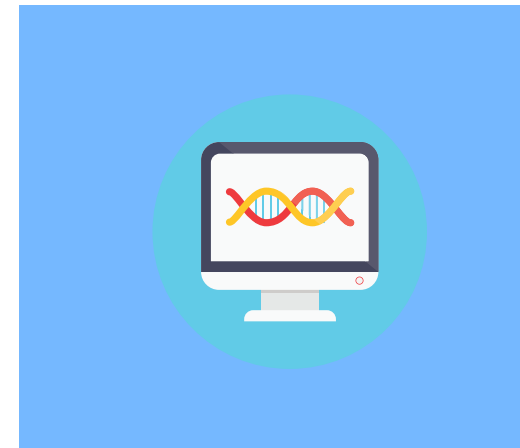
Located in the
Darnall Hospital Lobby and
Clear Creek PX Mall

It's as easy as 1-2-3!

- 1.** Order your refills by calling the number on your bottle (800) 351-3636
- 2.** Select "Darnall Hospital ScriptCenter" or "Clear Creek PX ScriptCenter" as your pickup location.
- 3.** Pick up refills after 3 business days

REMEMBER TO BRING YOUR
PRESCRIPTION NUMBER THE
FIRST TIME YOU PICKUP.

**Enhancing patient safety
Increasing patient satisfaction**



Need Urgent Care?

Your community based medical home
is ready to serve you

Call (254) 288-8888 to schedule
a same day appointment

or

Walk-in to your assigned clinic

MHS Military Health System
health.mil

DARNAL
ARMY MEDICAL CENTER

DARNAL
ARMY MEDICAL CENTER



IMPORTANT NUMBERS

Appointment for all PCMs & Cancellations	(254) 288-8888
Beneficiary Services Branch	(254) 288-8155
DEERS Information	(800) 538-9552
Emergency Room	(254) 288-8114
Information Desk	(254) 288-8000
Military One Source	(800) 342-9647
Nurse Advice Line	(800) 874-2273 Option 1
Pharmacy	(254) 288-8800
Pharmacy Refill <i>(within area code 254)</i>	(254) 288-8911
Pharmacy Refill <i>(outside area code 254)</i>	(800) 351-3636
Radiology Scheduling	(254) 286-7178
Referral Management Branch	(254) 553-1846
HUMANA/TRICARE	(800) 444-5445

Primary Care Clinics:

Bennett Health Clinic	(254) 618-8039
Family Medicine Residency Center	(254) 288-8280/1
Internal Medicine Clinic	(254) 553-0267/3808
Monroe Health Clinic	(254) 618-8782/8786/8767
Pediatric Clinic	(254) 553-3745
Charles Thomas Moore Clinic (Blue)	(254) 285-6229/30
Charles Thomas Moore Clinic (Green)	(254) 285-6271/72
Charles Thomas Moore Clinic (Red)	(254) 285-6227/6228 (254) 285-6269
Charles Thomas Moore Clinic (Orange)	(254) 287-0588/1967
Yoakum-Defrenn Army Heliport	(254) 286-7311
Medical Home (formerly TMC 12)	(254) 285-6803
Russell Collier Health Clinic (West Fort Cavazos)	(254) 553-3146/3147
Copperas Cove Medical Home	(254) 499-8742
West Killeen Medical Home	(254) 499-8740
Harker Heights Medical Home	(254) 499-8743
Killeen Medical Home	(254) 499-8741