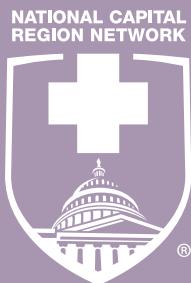


DEFENSE HEALTH NETWORK

NATIONAL CAPITAL REGION



My Guide to
Better
Health
PATIENT GUIDEBOOK

Dedicated to your **HEALTH JOURNEY.**

WELCOME

THE DEFENSE HEALTH NETWORK— NATIONAL CAPITAL REGION IS HERE TO TAKE CARE OF YOU.

The Defense Health Network – National Capital Region (DHN-NCR) is proud to serve you as one of our many TRICARE-eligible beneficiaries, which include active-duty service members, retirees, and their families across the region. Your health care team includes over 12,000 care team members across 34 medical and 21 dental facilities.

As a TRICARE member, we want you to know that we are committed to providing you high-quality, high value health care that is responsive and respectful of your needs and choices. Whether you need to set an appointment, receive post-procedure follow-up, or provide feedback, our skilled professionals are here to assist you every step of the way.

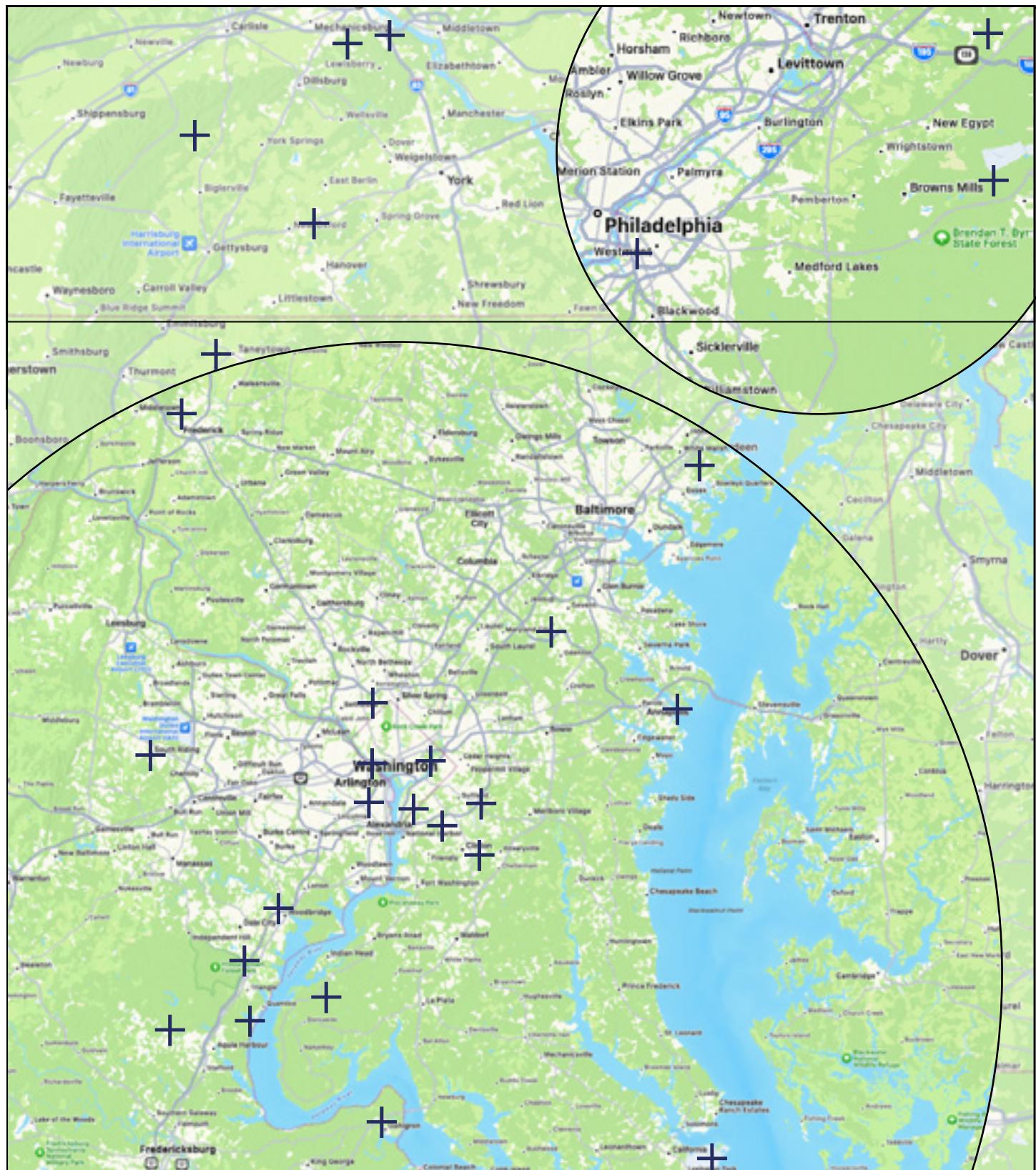
At DHN-NCR, we understand that maintaining your health can be challenging. That's why our integrated health care delivery system is designed to make it smooth for you to access the care you need. We offer a wide range of health care services, which you'll see detailed throughout this guide. Our skilled professionals are dedicated to working with you to develop a personalized care plan that meets your unique needs and goals.

We are pleased to introduce the My Military Health program, a DHA program that provides a suite of digital health care tools and services to military beneficiaries. It focuses on delivering care that is more convenient, flexible, and personalized, utilizing technology to improve the patient experience.

In this guide, we will provide you with the information you need to confidently navigate our health care system. From refilling a medication to receiving emergency care, our dedicated and skilled professionals look forward to serving you.

So, whether you are new to DHN-NCR or have been a member for years, we encourage you to take advantage of all the resources available to you. We welcome your feedback anytime to understand better and respond to your needs. Get in touch with us via JOES, TRISS, or ICE surveys.





See pages 48-51 for full MTF contact information.

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ACRONYMS

DEERS —Defense Enrollment Eligibility Reporting System
DHA —Defense Health Agency
DOD —Department of Defense
DTF —Dental Treatment Facility
EHR —Electronic Health Record
ICE —Interactive Customer Evaluation
IRMAC —Integrated Referral Management and Appointing Center

JOES —Joint Outpatient Experience Survey
MHS —Military Health System
MTF —Military Treatment Facility
NCR —National Capital Region
PCMH —Primary Care Medical Home
TRISS —TRICARE Inpatient Satisfaction Surveys
VIPRR —Virtually Integrated Patient Readiness & Remote Care

WE ARE HERE TO CARE FOR YOU!

KEEPING YOUR DEERS UP-TO-DATE

Your DEERS account is where you need to update all of your personal information to ensure your TRICARE eligibility stays up to date for you and your family! Keep your information updated as your life changes to maintain your TRICARE benefits. Your address and contact information in DEERS is what goes into your electronic health record. Please ensure your address and phone number are correct in DEERS so we can contact you.



DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors. TriWest Healthcare Alliance administers the benefit in the West Region; and Humana Military, administers the benefit in the East Region. Decide which is right for you and [explore health plan options](#) online today.

NAVIGATE YOUR HEALTHCARE JOURNEY

As you navigate your journey as a TRICARE-eligible patient, one of your first steps is to enroll to a Primary Care Medical Home (PCMH) before making your first medical appointment. Call TRICARE to enroll with one of our facilities conveniently located across the DHN-NCR.

LOCATING A FACILITY

DHN-NCR is in the TRICARE East Region managed by Humana. Use the [Military Treatment Facility \(MTF\) Locator Tool](#) for further assistance. Not sure what location to visit? Head to pages 48-51 to see which medical facilities are closest to your home – but don't forget the entire [DHN-NCR Network](#) is available to you.

For additional TRICARE assistance, contact your [Beneficiary Counseling and Assistance Coordinators \(BCACs\)](#) at a military hospital or clinic.



[Creating a DS Logon](#)



on demand



[Doctors on Demand](#)

For on-demand urgent care and behavioral health care



[MTF Locator](#)

EFFORTLESS PRIMARY CARE APPOINTMENTS



Once enrolled in your PCMH, our providers will work with you in a team-based approach where providers and patients partner together to focus on preventive care that includes health screenings, immunizations, and chronic care management.

SWIFT BOOKING WITH IRMAC

The Integrated Referral Management and Appointing Center (IRMAC) is your first point of contact when arranging health care appointments. To book your primary care checkups, sick visits or immunization appointments, give IRMAC a call to find a time that works for you and your PCMH. For specialty appointments, you may need a referral. To learn more on specialty care at the DHN-NCR, go to page 24 of this guide. Check with your military clinic to see if there is a direct appointment line.

**Call TRICARE at 800-444-5445
to enroll with one of our facilities
conveniently located across the
DHN-NCR.**

or scan:



SELF-BOOKING VIA PATIENT PORTAL 24/7

If you would prefer to book your primary care appointment online, the MHS GENESIS patient portal is your one-stop shop for booking appointments online. More about MHS GENESIS is on the next page including information about how to access your patient portal.



[MHS GENESIS
Patient Portal](#)



[IRMAC
855-227-6331](#)

TELEMYND



[TeleMynd
Virtual behavioral health services
for beneficiaries and active duty](#)

MHS GENESIS PATIENT PORTAL

Upon being registered for the MHS GENESIS Patient Portal, you will have 24/7 access to view health records, schedule appointments with your PCM, complete pre-visit questionnaires, see your lab and radiology results, communicate with your primary and specialty providers, order prescription refills, and access a health information library.

The *MHS GENESIS Patient Portal* connects you to your health information and care team. Access the link or scan the QR code to register/logon to the patient portal.



COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your provider via the MHS GENESIS Patient Portal about any non-urgent health care needs. It's as easy as e-mail but incorporates stronger security to ensure your privacy. Even if your primary care provider is away, your messages can go to their team.

You can book non-urgent appointments with your primary care provider using the patient portal. Sub-specialty appointments such as cardiology, gynecology, and neurology are booked through the IRMAC or through the sub-specialty clinic.

AGE GROUP PORTAL ACCESS

You can control access to your health care and you may choose to allow other individuals access to your patient portal. You can grant or remove access on the DS Logon page by selecting "Change Relationships." You can also grant and remove an individual's access to your medical information through DEERS/DMDC.

If you're under 18, you will have different portal access and requirements.

Ages 18+: If eligible, may create their own DS Logon account and be able to access the patient portal.

Ages 0-12: Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.

Ages 13-17: Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with State Laws and the Health Insurance Portability and Accountability Act (HIPAA).

Beneficiaries with special health care needs: Proxies may be granted access in accordance with DOD guidelines.

MHS GENESIS HELPFUL VIDEOS

**How to
Cancel an
Appointment**



**Printing
Vaccination
Records**



**Finding
Your Healthcare
Provider**



**How to
Make an
Appointment**



MY MILITARY HEALTH

My Military Health is our newest care model focused on placing the person at the forefront of care, while being enabled by new technology! It focuses on delivering care that is more convenient, flexible, and personalized, using the technology to improve your experience. With My Military Health, you can enjoy a more satisfying health care experience, where you and when you need it.

What can you expect?

- More Flexibility: Improved scheduling options to fit your busy life.
- Better Access: Easier connections to the care you need, when you need it.
- Focused Care: Allowing your providers more time to dedicate to your individual health concerns.

SCHEDULED VIRTUAL VISITS

My Military Health Scheduled Virtual Visits is a new, convenient way to connect with your healthcare team from the comfort of your home or another location that works for you.

To participate in a virtual video visit, you'll need a smartphone, tablet, or computer with video and audio capabilities, as well as a stable internet connection. If you don't have access to this technology, phone appointments are still available, and in-person appointments can be scheduled as needed. Your care team will document all virtual visits in your MHS GENESIS record, and there's no limit to how many virtual appointments you can have.

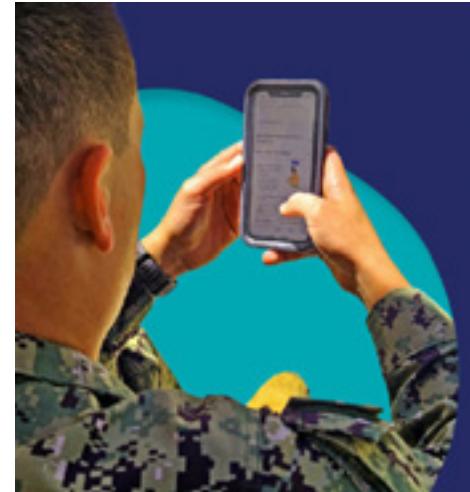
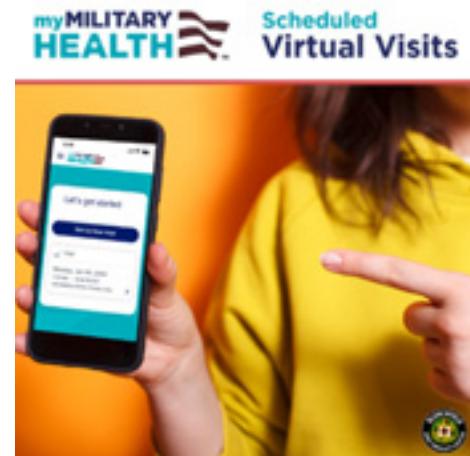
How does Scheduled Virtual Visits work?

1. Schedule: Book your appointment by calling your clinic or using the MHS GENESIS Patient Portal. You'll receive a confirmation and a session link 72 hours beforehand.
2. Location: Find a private, quiet space where you can comfortably discuss your health.
3. Device & Connection: Use a device with audio and video, and ensure you have a strong internet connection.
4. Check-In: Join the session 15 minutes early via the link (text/email) or the Patient Portal to complete check-in with staff.
5. Be Prepared: Come ready to discuss your health questions and concerns!

When a scheduled virtual visit is made for children, they must be present at the time of the appointment.

WHAT'S ON THE HORIZON

- SilverCloud: Online mental health support for managing stress, anxiety, and more.
- Care Companion: Remote monitoring of chronic conditions for proactive health management.
- On-Demand Virtual Visits: Appointments when you need them anywhere, anytime.





EMERGENCY CARE 24/7

EMERGENT AND URGENT CARE LOCATIONS



EMERGENCY SERVICES



Emergency departments within the DHN-NCR provide emergency care for all military health care beneficiaries. If you have an emergency, please call 911, or go to the nearest emergency room.

As a military health beneficiary, you do not need a referral before going to an emergency department. However, with all medical emergencies, you should notify your primary care provider and TRICARE within 24 hours to coordinate ongoing care.

DID YOU KNOW?

All beneficiaries over 65 are eligible to use our ERs. This includes any follow-on hospital admission (as needed).

When an ambulance is called, patients are taken to the closest facility for immediate care. If you are admitted to a civilian emergency room, you are allowed to request a transfer to a military hospital. For those who are active duty service members, you will automatically be transferred to a DHN-NCR MTF once stable.

Military hospitals in the DHN-NCR with emergency departments include: Alexander T. Augusta Military Medical Center (ATAMMC - Level III trauma center) and Walter Reed National Military Medical Center (WRNMMC).



988 Suicide & Crisis Lifeline

If you or someone you know is struggling or in crisis, call or text 988 now.

Call 911

If you have a life-threatening medical emergency.

CARE WHEN YOU NEED IT

URGENT & EMERGENT CARE SERVICES

[Urgent Care](#) and emergency services are located at A.T. Augusta - Fairfax, A.T. Augusta - Dumfries, and Malcolm Grow. These departments provide evaluation and treatment of conditions not threatening to life, limb or eyesight. They help provide care when your PCMH clinic is closed or when you are acutely ill.

The DHN-NCR offers urgent and emergent care:

- A.T. Augusta - Dumfries: 7:00 a.m. - 8:00 p.m. (M-F) and 7:00 a.m. - 2:00 p.m. (SAT)
- A.T. Augusta - Fairfax: 7:00 a.m. - 8:00 p.m. (M-F) and 7:00 a.m. - 2:00 p.m. (SAT)
- Andrews Medical Group - Malcolm Grow: 7:00 a.m. - 7:00 p.m. (7 Days a Week)



Not sure where you should be seen? We encourage you to contact the MHS Nurse Advice Line to determine the appropriate level of care (e.g. home care, PCMH, urgent care, or emergency room).

Prior to seeking urgent care at non-military urgent care centers, active duty service members must receive prior authorization, or be responsible for any costs incurred. To receive authorization, please contact the MHS Nurse Advice Line.

Dependents and retirees can visit any urgent or emergency care facilities at any time without a referral.

If it is a life-threatening emergency, please head to the nearest emergency room or dial 911.

MHS NURSE ADVICE LINE

The [MHS Nurse Advice Line \(NAL\)](#) is free and available 24 hours a day, 7 days a week. When you call the NAL, you'll speak to a registered nurse who can help you decide if you should see a health care provider or if self-care at home is appropriate. If an appointment is needed, the NAL can often assist with finding and scheduling the right appointment. The NAL is unable to renew prescriptions, order tests, labs or radiology studies, so you must contact your provider to renew prescriptions, labs, and radiology orders. The NAL is available at **800-874-2273, Opt. 1.**





MENTAL HEALTH 101

Your mental health and well-being are critical to your overall health. Mindfulness, resilience skills, spiritual fitness, nutrition, and sleep are all critical components to your mental health. Across the Department of Defense, your leaders, social and family support programs, chaplains, non-medical counseling (like Military One Source), and wellness centers exist to help guide you and your family through any difficult time.

Some of the problems our experts can help with:

- Mood swings (intense anger, irritability, sadness that won't go away)
- Anxiety/worry
- Persistent insomnia
- Thoughts of suicide or self injury
- Addiction to substances
- Problems fulfilling obligations at home or work



Active Duty service members require a consult from their PCM in order to access mental health services.

If you need mental health care, you can seek non-emergency care, obtain a referral from your provider to seek specialist care, take a periodic health assessment or self-refer for help. To schedule an appointment, look for the Behavioral Health number listed on your respective MTF's web page. If no appointments are available within 28 days at your respective clinic, you may choose to seek care at another DHN-NCR military hospital.

TRICARE offers telemedicine options as another choice in your health care! You can see providers in the privacy of your own home or while you travel. DHN-NCR Emergency Departments, Emergency Care Centers, and Urgent Care Centers are here for you during your times of emergency needs. Please seek care immediately if you are in a crisis at any of our locations or a civilian emergency department.



988 Suicide & Crisis Lifeline

If you or someone you know is struggling or in crisis, call or text 988 now.

Call 911

If you have a life-threatening medical emergency.



For on-demand urgent care and behavioral health care.



S sensible care

Comprehensive mental health care, powering human connections.



TELEMYND

Virtual behavioral health services for beneficiaries and active duty.



Note: A referral to the TRICARE Network of civilian providers must be approved through your military hospital and processed by Humana Military. This process takes at least two business days. After the referral has been processed through Humana Military, you can schedule an appointment at www.humanamilitary.com or call 800-444-5445.

COUNSELING OPPORTUNITIES

If you are suffering from less complex mental health conditions, you have the option to seek non-medical counseling for confidential help. Non-medical counseling (also known as therapy) is an effective approach to relieve stress from relationship, family, money, and other life changes.



MILITARY
ONE SOURCE

Military and Family Life Counseling (MFLC): Provides free, confidential non-medical counseling to service members, their families and survivors on or near installations.

Military One Source: Provides confidential non-medical counseling to service members and their loved ones with resources and support to address a variety of issues and build important skills to tackle life's challenges. You can visit online, live chat, or call **800-342-9467** 24/7/365.



Veterans
Crisis Line
DIAL 988 then PRESS 1

Military/Veterans Crisis Line: All service members, including members of the National Guard, Reservists, Veterans, and their loved ones can call, text, or chat. You do not have to be enrolled in VA benefits or a health care plan to connect. Remember: Support doesn't end with your conversation. Responders will connect you with resources that can help when you're in distress. Call **988, Opt. 1**, text **838255**.



DOD
Safe
Helpline

DOD Safe Helpline: Provides confidential and anonymous crisis support specially designed for members of the Department of Defense community affected by sexual assault. Call **877-995-5247**; **chat online** or join the **anonymous support group**.

MENTAL HEALTH APPS

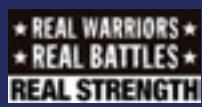
DHA Mobility: The Defense Health Agency has several wellness and pain management apps that you can download to your mobile device.



Getting Results in Transition (GRIT): Gain personal insights into emotional well-being, learn about resources to improve individual situations, connect with friends and family, and use as a mechanism for self-awareness and selfcare.



RealWarriors: Get information and resources including several excellent phone apps such as PTSD Coach, Breathe2Relax, Virtual Hope Box, and Dream EZ.



MENTAL HEALTH RESOURCES



Fort Meade Resiliency Services Portal: Covers a range of categories including education, behavioral health resources and social and community opportunities for military members, veterans, and their families.

inTransition: Provides a free, confidential program that offers specialized coaching and assistance for active duty service members, National Guard members, reservists, veterans and retirees who need access to mental health care.

National Resource Directory: Provides a comprehensive directory of services for military members, veterans, and their families.



Psychological Health Resource Center: Trained mental health consultants **provide 24/7 support** to help beneficiaries access mental health care and local community support. Call **866-966-1020**.



StrongBonds: Provides offsite family and marriage retreats to strengthen relationships and help families manage the pressures of deployment and reintegration.



Substance Abuse and Mental Health Services Administration: A branch of the U.S. Department of Health & Human Services that helps connect individuals to substance use treatment.

WOMEN'S HEALTH SERVICES

The DHN-NCR provides comprehensive [women's health care](#), including reproductive health care and gender-appropriate care associated with cardiovascular health, mental health, and musculoskeletal injuries. Our goal is to ensure the health of all women at every stage of life.

WELL-WOMAN EXAM

[Well-woman exams](#) are covered annually for women under age 65. May include breast exams, pelvic exams, mammograms and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment.

If you are age 65 and older and using *TRICARE For Life*, you can still get women's preventive screenings—things like breast exams, Pap smears, pelvic exams, and screenings for sexually transmitted infections—but the difference is that Medicare is your primary coverage and TRICARE For Life pays second. So, you'll need to follow Medicare's rules first.



Your doctor may suggest additional screenings dependent on your age, please reference pages 36-37 to learn more about recommended screenings.

HEALTHY LIFESTYLE FOR CONCEPTION

Healthy lifestyles and behaviors can promote conception. If you are trying to conceive, consider talking to your primary care provider about preconception health care to discuss your health history, current lifestyle and behaviors, and medical conditions that could affect fertility and pregnancy.



Visit your MTF website to see all of your options for walk-in contraceptive services.

LABOR AND DELIVERY

The DHN-NCR hospitals that have [Labor & Delivery services](#) include:
A.T. Augusta Military Medical Center
and Walter Reed National Military
Medical Center.

As soon as you think you may be pregnant, make an appointment with your PCMH provider.



Not sure what you should do? Contact the [MHS Nurse Advice Line](#) to learn more.



WALK-IN CONTRACEPTIVE SERVICES

The DHN-NCR offers walk in contraceptive services for beneficiaries in primary care and OB/GYN; **NO referral needed for contraceptives.**

Along with walk-in contraceptive services, beneficiaries can also make an appointment by visiting the MHS GENESIS Portal and messaging their Primary Care or OB/GYN clinic.

At every pharmacy Plan B is available as a no-cost, over-the-counter walk-in pharmacy item.

MOBILE APPS

Mobile apps are a convenient way for service members, veterans, and their families to get information and support for a variety of women's health issues.

Decide + Be Ready



This app provides an interactive way for service members to learn about birth control options and help them think through what is important to them about the method they choose. Download today on your mobile device.

Deployment Readiness Education for Servicewomen



This app empowers women by providing a one-stop resource for women's health concerns before, during, and after deployment.

NEED LAB OR IMAGING? HERE'S WHAT TO DO

LAB WORK

DHN-NCR labs offer a broad range of laboratory testing and accept orders from any DHN-NCR provider. However, there are some lab orders that require you to have an appointment, special timing, or certain preparations prior to visiting. If you are uncertain about your lab order, call the lab where you plan to do your test to check any requirements. Please follow any instructions provided to you by your provider and call your local DHN-NCR lab for any questions regarding your upcoming test.

If you have an order from a provider outside of the DHN-NCR, you should call your preferred DHN-NCR lab where you plan to do your test. [Visit TRICARE](#) to learn more about our lab services offered at each DHN-NCR center.

RADIOLOGY

There are multiple facilities that offer imaging services to fit your needs. X-rays are generally performed on a walk-in basis without needing an appointment. However, you will need an appointment for all CTs, MRIs, ultrasound, mammography, fluoroscopy, interventional radiology, radiation oncology, and nuclear medicine exams.

If you have questions about your exam or appointment, please call the radiology department you're visiting prior to your appointment. Each of our MTF websites also provides information about our radiology services and the phone number to schedule your exam.



You can schedule your radiology appointment by calling your desired location. See pages 48-51 for a listing of MTF locations and visit their website for Radiology phone numbers.

As a DHN-NCR beneficiary, you can get your lab or radiology orders done at any of our locations.

ATAMMC

X-Ray, MRI, Mammography, CT, Fluoroscopy, Ultrasound, Nuclear Medicine, Interventional Radiology, Radiation Oncology

A.T. Augusta - Fairfax

X-Ray, Mammography

A.T. Augusta - Dumfries

X-Ray, MRI, Mammography

KACC

X-Ray, MRI, Mammography, CT, Ultrasound

Andrews MDG - Malcolm Grow

Routine Radiology, X-Ray, MRI, Mammography, Fluoroscopy, CT, Cardiac Gated CT

WRNMMC

X-Ray, MRI, Mammography, CT, Fluoroscopy, Ultrasound, Nuclear Medicine, Virtual Colonoscopy, Interventional Radiology, Radiation Oncology

ADDITIONAL LOCATIONS FOR ROUTINE RADIOLOGY (X-RAY)

- Andrew Rader Army Health Clinic
- Barquist Army Health Clinic
- Bolling Medical Squadron
- DiLorenzo Pentagon Health Clinic
- Dunham Army Health Clinic
- Kirk Army Health Clinic
- Naval Branch Health Clinic Earle
- Naval Branch Health Clinic Indian Head
- Naval Health Clinic Annapolis
- Naval Health Clinic Annapolis - North Severn
- Naval Health Clinic Patuxent River
- Naval Health Clinic Quantico
- Washington Navy Yard Branch Health Clinic

SIMPLIFY YOUR PHARMACY EXPERIENCE

ACTIVATE A NEW PRESCRIPTION

Skip the line before coming to the pharmacy with Q-Anywhere*.

Otherwise, to activate a new prescription, you can call your local pharmacy or pull a ticket inside the pharmacy.

REFILL YOUR PRESCRIPTION

You can request a prescription refill within your MHS GENESIS Patient Portal or by calling the DHN-NCR Prescription Refill Phone Line at 800-377-1723.

Make sure to have the patient's DoD ID number and the refill prescription number available when calling.

PICK-UP MEDICATIONS

You will be notified when your prescription is ready for pick-up. Once received, check in at the kiosk located inside your pharmacy.

The DHN-NCR Network has a network of pharmacies that are honored to serve you.

To learn more, scan the QR code to the right or visit the *TRICARE MTF Locator* site.



**Unable to use Q-Anywhere?*

Feel free to stop by our pharmacy locations in person and check-in at the kiosk, or call the pharmacy directly. DHN-NCR Pharmacy contact information can be found using the following "DHN-NCR Pharmacy Locator" QR code.

PRESCRIPTIONS WHEN YOU NEED THEM

ACTIVATE NEW RX

Q-ANYWHERE

Text “Get in Line” to your DHN-NCR pharmacy’s Q-Anywhere number listed on page 23. You will be prompted to provide the patient’s DoD ID number and names of medications requested.



REFILL RX

MHS GENESIS PATIENT PORTAL

You can now request refills online! Log in to the [MHS GENESIS Patient Portal](#) and navigate to the Rx Refills tab. Select “Refill Now” on your prescription.



HAVE YOUR REFILL DELIVERED

EXPRESS SCRIPTS

Want your prescriptions mailed to you? [Create an Express Scripts account](#) and ask your provider to submit your prescription electronically to the Express Scripts mail order. Your order will come with free shipping and have an estimated delivery of 2-4 days. You can also register by downloading the Express Scripts app.



SKIP THE LINE

SCRIPTCENTER LOCKERS

Skip the Line and pick up your prescriptions after hours! Some DHN-NCR pharmacy locations now offer prescription pick-up at [ScriptCenter Lockers](#). Simple one-time enrollment at the locker is required. Ask your pharmacy today about this pick-up option!



RATHER CALL FOR A REFILL? CONTACT US!

You can call 800-377-1723 to refill a prescription.

EXPRESS SCRIPTS® HOME DELIVERY

SKIP THE LINE!

Want your prescriptions mailed to you? Create an *Express Scripts*® account and ask your provider to submit your prescription electronically to Express Scripts Mail Order and get your prescription with free shipping and an estimated delivery of 2-4 business days. You also can register by using the Express Scripts app.

To view current coverages, prices, and fill locations for medications, visit the [TRICARE Formulary Search](#).



Scan the QR Code to create an account

90-DAY SUPPLY

Medication Type	Home Delivery
Generic	\$12
Brand	\$35
Non-Formulary (TRICARE specialty medication)	\$68

BENEFICIARY TEXT SERVICES

- Stay informed about your Military Health System
- You can also register by using the Express Scripts app
- With FREE standard shipping, estimated delivery is 2-4 business days
- Ask your provider today to submit your prescription electronically to Express Scripts Mail Order

\$0 COPAY FOR ACTIVE DUTY

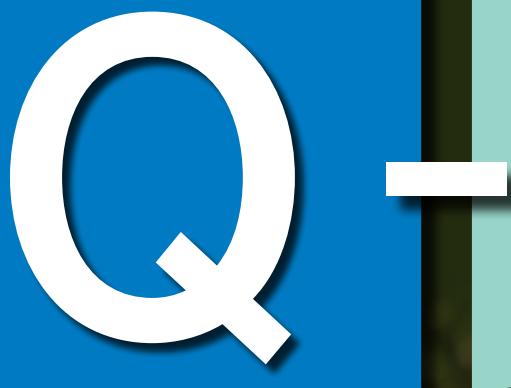
- Copays for all others depends on type of medication
- [TRICARE Formulary Information](#)

With the rise of fentanyl, accidental overdose is on the rise and spiked in 2022 with more than 109,000 deaths. To help combat that, we now stock Naloxone, otherwise known as Narcan, in all our pharmacies.



And you can get it *without* a prescription! Call your pharmacy for more information.

If you or your loved one is struggling with substance abuse, there are many resources you can use on pages 14-15. **For mental health support, dial 988.** For all life-threatening emergencies, please dial 911 or head to your nearest emergency room.



Anywhere

What's better than
waiting at the
pharmacy?

Just about
anything else.

Get prescriptions without the long wait.

Text “Get in Line” to:



- ▶ **Andrews MDG:** 1-855-797-8355
- ▶ **ATAMMC:** 1-877-909-2513
- ▶ **Barquist:** 1-833-429-6708
- ▶ **Bolling MS:** 1-833-256-3624
- ▶ **Dumfries:** 1-877-909-2513
- ▶ **Dunham:** 1-833-556-3564
- ▶ **Fairfax:** 1-877-909-2513
- ▶ **Kimbrough:** 1-833-224-5456
- ▶ **Kirk:** 1-833-224-5456
- ▶ **NHC Annapolis:** 1-833-429-5241
- ▶ **NHC Pax River:** 1-833-268-5768
- ▶ **NHC Quantico:** 1-833-338-1690
- ▶ **Rader:** 1-833-556-3565
- ▶ **WRNMMC:** 1-833-201-9306

SPECIALTY CARE

DHN-NCR has a comprehensive set of medical specialty clinics ranging from Allergy to Rheumatology, and everything inbetween. Many of the specialties include fellowship programs that are actively engaged in research and clinical trial. A.T. Augusta Military Medical Center (ATAMMC) has an accredited cancer care center and Walter Reed National Military Medical Center (WRNMMC) has the Murtha Cancer Center, the DoD's only Cancer Center of Excellence, both provide integrative multi-disciplinary care for some of the most advanced cancers. Cardiology and Pulmonary at both ATAMMC and WRNMMC include interventional service and testing labs to ensure your diagnostic evaluation and disease management is world class. Visit your MTF website to see all of your options for specialty medical care.

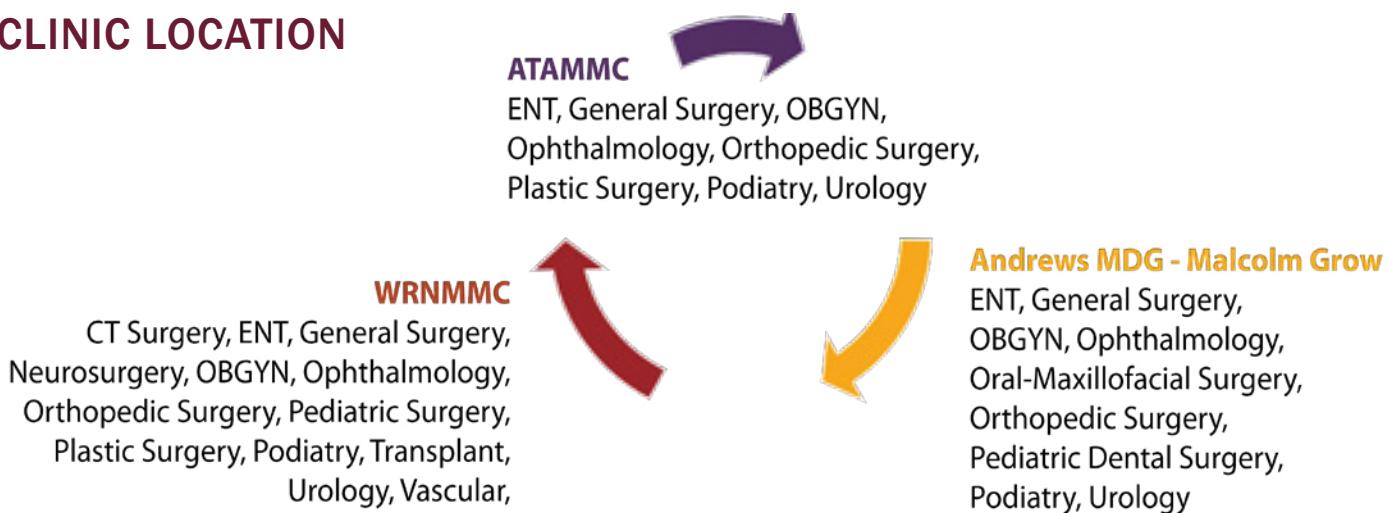
SURGICAL CARE

DHN-NCR has a comprehensive set of surgical specialty services. Surgeries are performed at two inpatient surgical facilities and two ambulatory surgical centers. You have access to the most diverse group of surgical subspecialists anywhere in the military with the capability to care for surgical patients from neonatal to geriatric. DHN-NCR boasts the only organ transplant service in the military and one of only two cardiac surgery programs. Our close relationship with USUHS and NIH allow us to offer cutting-edge surgical techniques across multiple specialties. Many of our surgeons are leading experts in their field and frequently train other surgeons across the military and the world.

MEDICAL SUBSPECIALTIES

- Allergy & Immunology
- Brain Injury Medicine
- Cancer Survivorship
- Cardiology
- Critical Care
- Dermatology
- Emergency Medicine
- Endocrinology
- Gastroenterology
- Hematology
- Infectious Disease
- Nephrology
- Neurology
- Nutrition
- Oncology
- Pediatric Critical Care
- Pediatric Subspecialties
- Pulmonary
- Rheumatology
- Sleep Medicine

DHN-NCR SURGERY - SPECIALTY SERVICE CLINIC LOCATION



NATIONAL INTREPID CENTER OF EXCELLENCE

The Defense Intrepid Network (DIN), including the National Intrepid Center of Excellence (NICoE) and the Intrepid Spirit Center at ATAMMC specialize in caring for service members with traumatic brain injuries (TBI) to help them return to service and their lives. They provide comprehensive interdisciplinary care to address physical and behavioral health symptoms related to TBI.

Our teams use a wide variety of treatments and modalities to treat the patient population's complex needs, which optimizes clinical outcomes and improves the patient's quality of life. We offer services to our active-duty service members and veterans, ages 18-64, at WRNMMC and ATAMMC, enabling patients to have:

- A point of entry to the care system
- A clear path through diagnosis, treatment, and reintegration
- Consistent access to high quality TBI treatment, research, and education

ATAMMC AND WRNMMC SERVICES OFFERED

INDIVIDUALIZED MEDICAL TREATMENT

PHYSICAL THERAPY

SPEECH THERAPY

OCCUPATIONAL THERAPY

OPTOMETRY AND VISION REHABILITATION

CASE MANAGEMENT

BEHAVIORAL HEALTH

NEUROPSYCHOLOGICAL TESTING

NUTRITION

CREATIVE ARTS THERAPY

PATIENT EDUCATION

CAREGIVER EDUCATION

ACUPUNCTURE

MIND-BODY MEDICINE



The National Intrepid Center of Excellence
4860 South Palmer Road
Bethesda, MD 20889
301-319-3600

Intrepid Spirit Center, Intrepid Pavilion
5980 9th Street, Building 1259
Fort Belvoir, VA 22060
571-231-1210

JOHN P. MURTHA CANCER CENTER

Facing a cancer diagnosis can be overwhelming. The Murtha Cancer Center at Walter Reed National Military Medical Center provides world-class, compassionate, and comprehensive cancer care. We support you and your family every step of the way.

WHAT IS THE MURTHA CANCER CENTER?

The Murtha Cancer Center is a state-of-the-art facility dedicated to the prevention, diagnosis, and treatment of all types of cancer. Named in honor of Congressman John P. Murtha, a strong advocate for military health care, the center brings together a multidisciplinary team of experts committed to delivering the highest quality care. We serve active-duty service members, veterans, and their families.

WHAT SERVICES DO WE OFFER?

We offer a full spectrum of cancer care services, including:

- **Diagnosis & Screening:** Advanced imaging (MRI, CT, PET scans), biopsies, genetic testing, and cancer screenings.
- **Medical Oncology:** Chemotherapy, immunotherapy, targeted therapy, and hormone therapy.
- **Radiation Oncology:** External beam radiation therapy, brachytherapy (internal radiation), and stereotactic radiosurgery.
- **Surgical Oncology:** Cancer-focused surgical procedures performed by highly skilled surgeons.
- **Hematology:** Diagnosis and treatment of blood cancers like leukemia, lymphoma, and myeloma.
- **Bone Marrow/Stem Cell Transplantation:** For eligible patients with certain blood cancers.
- **Palliative Care:** Focusing on relieving symptoms and improving quality of life for patients at any stage of their cancer journey.
- **Psycho-Oncology:** Mental health support and counseling for patients and families.
- **Nutritional Support:** Registered dietitians specializing in oncology nutrition.
- **Clinical Trials:** Access to cutting-edge research and innovative treatments.
(Ask your doctor if a clinical trial might be right for you.)
- **Cancer Genetic Risk Assessment:** Evaluation of your personal and family history to assess your risk of developing cancer.

GETTING AN APPOINTMENT

- **Referrals:** Most patients will need a referral from their Primary Care Physician (PCM). Please work with your PCM to initiate the referral process.
- **Contacting the Murtha Cancer Center:**
 - **Main Appointment Line:** 301-295-4000
(please have referral information available)
 - **New Patient Navigator:** 301-295-4357

walterreed.tricare.mil/MurthaCancerCenter



WHAT SERVICES DO WE OFFER?

We offer a full spectrum of cancer care services, including:

- **Review of Medical History:** A thorough review of your medical records, including previous diagnoses, treatments, and medications.
- **Physical Examination:** A physical exam by a physician.
- **Discussion of Your Cancer:** A detailed discussion of your cancer diagnosis, stage, and treatment options.
- **Imaging Review:** Review of any recent imaging studies.
- **Treatment Planning:** Development of a personalized treatment plan tailored to your specific needs.
- **Questions & Answers:** Plenty of time to ask questions and address any concerns you may have.
- **Financial Counseling:** Information about potential costs and insurance coverage.

RESOURCES & SUPPORT

- **Walter Reed Patient Advocacy:** 301-295-4999 – Assistance with navigating the healthcare system.
- **American Cancer Society:** www.cancer.org
- **Cancer Research UK:** www.cancerresearchuk.org
- **National Cancer Institute:** www.cancer.gov
- **Military OneSource:** 1-800-342-9647 or www.militaryonesource.mil – Comprehensive support for military families.
- **Support Groups:** The Murtha Cancer Center and surrounding community offer various support groups for patients and families. Ask your care team for more information.
- **Chaplain Services:** Spiritual support is available.



WE ARE HERE FOR YOU

The Murtha Cancer Center is committed to providing you with the best possible care and support throughout your cancer journey. Don't hesitate to reach out to your care team with any questions or concerns.



Murtha Cancer Center

WRNMMC, Bldg. 19 (America)
8901 Rockville Pike
Bethesda, MD 20889
301-400-2766



DENTAL SERVICES

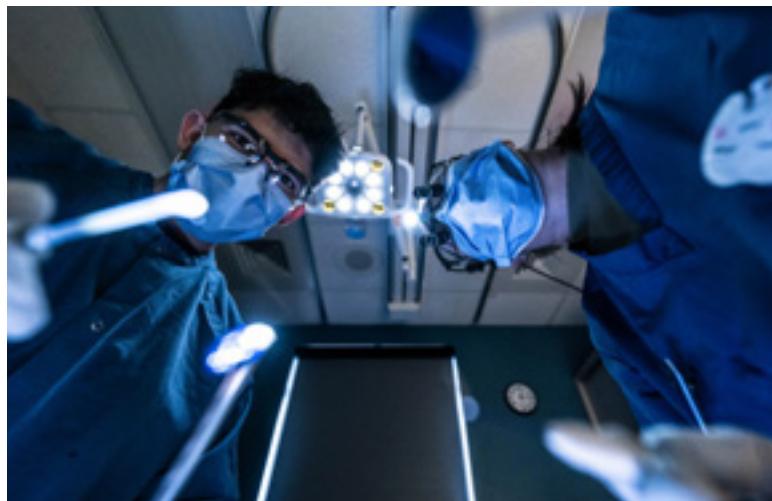
ELIGIBILITY AND ENROLLMENT

To be eligible for dental care at any military treatment facility (MTF) within the DHN-NCR, you must be Active-duty military. Active-duty military service members (SMs) are typically empaneled to a particular MTF for dental care. Due to the over 80,000 SMs in the DHN-NCR, utilization of the assigned MTF is highly recommended. However, all MTF dental facilities in the DHN-NCR are available to visit, and referrals between facilities may occur depending on your needs and the dental capabilities of your MTF's dental clinic.

TYPES OF DENTAL SERVICES

The DHN-NCR MTF dental clinics offer a wide range of dental services, including:

- Routine cleanings and exams
- Periodontal care (gum treatments)
- Fillings, crowns, and bridges
- Endodontics (root canals)
- Oral surgery (extractions)
- Orofacial Pain
- Oral Sleep Appliances



TRICARE ACTIVE-DUTY DENTAL PROGRAM (ADDP)

You may be referred outside of your assigned MTF dental clinic to a civilian dentist in the DHN-NCR through the Tricare Active-Duty Dental Program (ADDP). If so, your referring MTF will coordinate those appointments with you. To see which civilian dentists in the DHN-NCR participate in the ADDP,

- Visit the [TRICARE website](#) and use the “[Find a Dentist](#)” online tool – or –
- Call DHN-NCR customer service at 866-984-2337 to ask for a list of participating dentists

** Note: You must receive an ADDP referral from a dentist at your local military treatment facility.*

NAVIGATING YOUR DENTAL JOURNEY

To navigate your dental journey with the DHN-NCR, follow these steps:

1. Bring your PCS Orders to your assigned MTF's dental clinic
 - * *You must in-process at the dental clinic with PCS Orders to prove eligibility before your first appointment*
2. Schedule an appointment after you have provided your PCS Orders
3. Attend your appointment and receive dental care
4. Follow up with your dentist for any additional care or treatment



DENTAL READINESS CLASSIFICATIONS

- DRC 1 – No dental care needs (FMR: Fully Medically Ready)
- DRC 2 – Needs routine dental care (FMR)
- DRC 3 – Requires urgent or emergency dental treatment (NMR: not medically ready)
- DRC 4 – Overdue for annual dental assessment exam (PMR)

ADDITIONAL RESOURCES AND SUPPORT

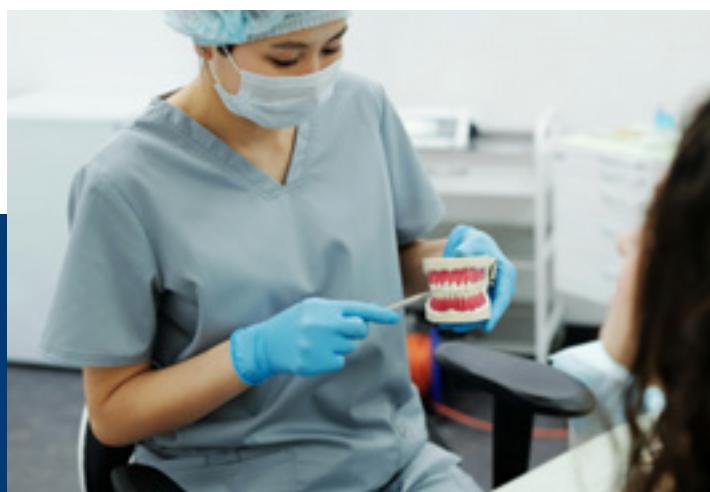
For additional resources and support:

- Contact your local Military Treatment Facility (MTF)
- Visit the [TRICARE website](#)

DENTAL OPTIONS OUTSIDE OF MILITARY DENTAL CLINICS

For dental care outside of a military dental clinic, TRICARE offers dental coverage for service members, families and survivors. Additionally, retired service members, their families and certain survivors may qualify to purchase dental coverage through the Federal Employees Dental and Vision Insurance Program.

To learn more and see which plan you may use, visit tricare.mil/dental



DENTAL TREATMENT FACILITIES

Andrews Medical Group

1 NMRT JB Andrews Command Detachment
1060 W. Perimeter Road
Joint Base Andrews, MD 20762

2 Main Dental Clinic and OS Department
Andrews Medical Group - Malcolm Grow
1065 W. Perimeter Road
Joint Base Andrews, MD 20762
Main: 240-857-5029 / OS: 240-612-3900

3 JBAB Dental Clinic
238 Brookley Ave SW
Washington, DC 20032
202-404-5519

ATAMMC

4 ATAMMC Dental Clinic
9300 DeWitt Loop
Fort Belvoir, VA 22060
571-231-3531 / 3532

5 DiLorenzo Dental Clinic
The Pentagon, Corridor 8
Washington, D.C. 20310
703-692-8701

6 Logan Dental Clinic
9225 Doerr Road, Bldg. 1220
Fort Belvoir, VA 22060
571-231-6004 / 6005 / 6006

7 Special Missions Auxiliary
Dental Clinic
1760 Air Force Pentagon
Washington, D.C. 20330

NHC Pax River

8 NBHC Dahlgren – Dental Clinic
17457 Caffee Road
Dahlgren, VA 22448
540-653-8564

9 NHC Pax River Dental Clinic
47149 Buse Road
Patuxent River, MD 20670
301-342-1407 / 1408

10 NBHC Indian Head Dental Clinic

4141 W. Wilson Road
Indian Head, MD 20640
301-744-4948

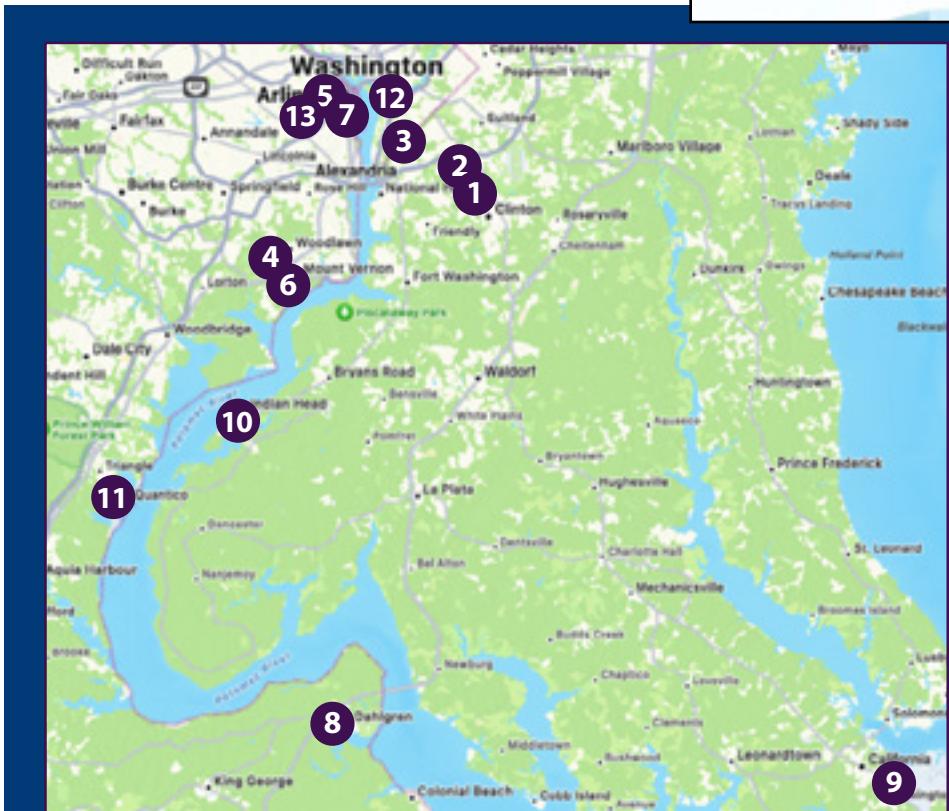
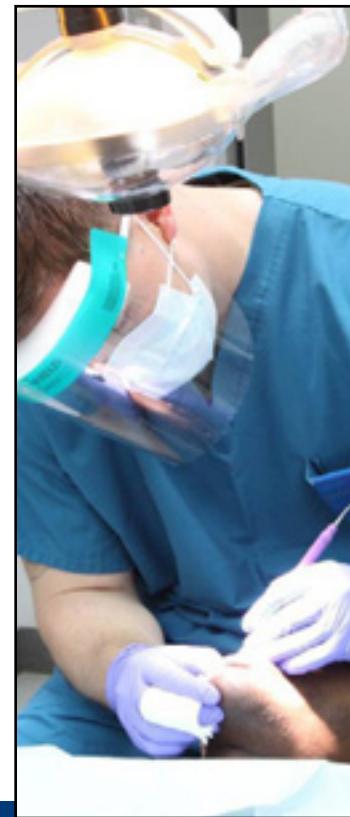
11 NHC Quantico

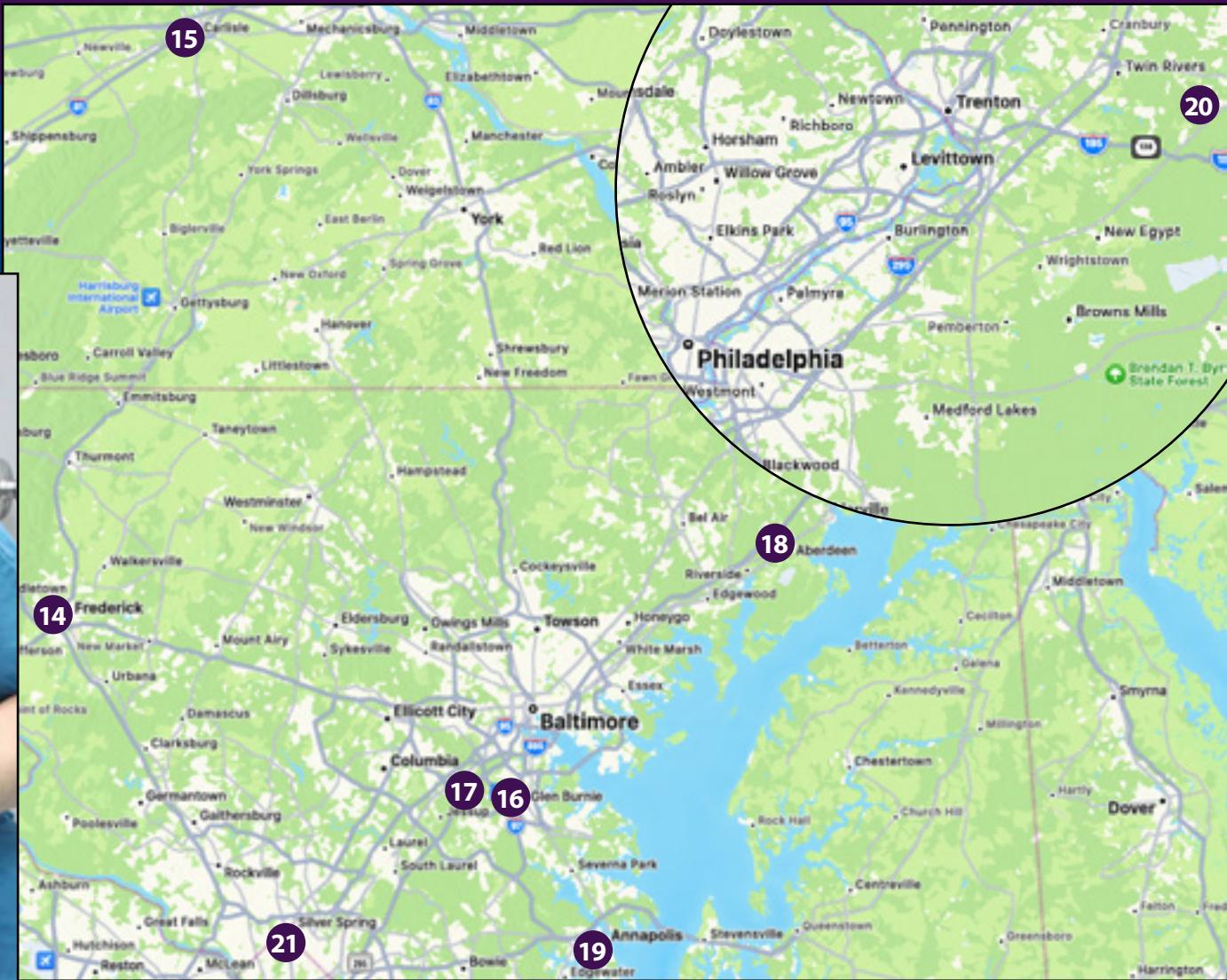
11 Naval Health Clinic
Quantico
3259 Catlin Ave
Quantico, VA 22134
703-784-2802 / 2803

12 NBHC Washington Navy Yard
Building 175
915 N Street S.E.
Washington, D.C. 20374
202-433-2480

Meade MEDDAC

13 Andrew Rader-Myer
Henderson Dental Clinic
401 Carpenter Road
Joint Base Myer-Henderson
Hall, VA 22211
703-696-3460 / 3461





Meade MEDDAC (cont.)

14 Barquist Detrick Dental Clinic
1434 Porter Street
Frederick, MD 21702
301-619-7675

15 Dunham AHC Dental Clinic
450 Gibner Road
Carlisle, PA 17013
717-245-4542

16 EPES Dental Clinic
8472 Simonds Street
Fort Meade, MD 20755
301-677-6078 / 6983

17 Kimbrough Dental Clinic (DC#3)
2480 Llewellyn Ave
Fort Meade, MD 20755
301-677-8955 / 8956

18 Kirk-Aberdeen Proving Ground North
6455 Machine Street
APG, MD 21005
410-278-1795

NHC Annapolis

19 Brigade Dental Unit Bancroft Hall
101 Buchanan Road
Annapolis, MD 21402
410-293-3901

20 Earle Dental Clinic
201 Route 34 South (Bldg. C-3)
Colts Neck, NJ 07722

WRNMMC

21 WRNMMC Dental Clinic
8901 Rockville Pike
Bethesda, MD 20814
301-295-2005, opt. 2 / 301-295-5411, opt. 2

PEDIATRIC SCREENING GUIDELINES



2-3
Days

2
Weeks

2 & 4
Months

6 & 9
Months

12
Months

15 & 18
Months

24
Months

30
Months

3-10
Years

11 Years
& Older

- Well-baby exam
- Newborn screen (heel stick)
- Maternal depression screen

- Well-baby exam
- Newborn screen (heel stick)
- Maternal depression screen

- Well-baby exam
- Scheduled immunizations
- Maternal depression screen

- Well-baby exam
- Scheduled immunizations

- Well-baby exam
- Scheduled immunizations*
- Anemia and lead screen (blood test)

- Well-baby exam
- Scheduled immunizations

- Well-baby exam
- Scheduled immunizations

- Well-baby exam

- Annual physical
- Well-child exam
- Scheduled immunizations

- Annual physical
- Cholesterol check (9-11 yrs. & 17 yrs.)
- Scheduled immunizations

* Includes the influenza/COVID vaccination

PEDIATRIC VISION AND HEARING TESTS

Vision: Recommended yearly at ages 3-10 (except ages 7 and 9 unless there are concerns.)

Hearing: Recommended at ages 4, 5, 6, 8, 10, and once between 11-14, 15-17, and 18-21 years old unless there are additional concerns.



ADULT IMMUNIZATION GUIDELINES

COVID-19

Primary series and per CDC guidance

Influenza (Flu)

Annually

Human Papilloma Virus (HPV)

Ages 18-45 if childhood series not completed

Meningococcal (MenACWY)

Prior to college or residential living; some colleges require meningitis B vaccine

Pneumococcal (PPSV23 or PCV20 alone)

At age 65 or age 19-64 years with certain underlying medical conditions

Tetanus (Td/ Tdap)

Every 10 years

Zoster (RSV)

Can be considered at age 65 but should be discussed with your provider



RECOMMENDATIONS BY AGE AND YEAR

See your PCM or visit one of the Immunizations Clinics for the recommended vaccines.

For more information you can also visit the CDC website at

[Adult Immunization Schedule by Age | CDC](https://www.cdc.gov/acip/immunization-schedule-by-age.html)



MEDICAL READINESS

Active duty service member readiness services are available at many locations in the DHN-NCR. We have 16 clinics which are dedicated to service member health screening requirements. They specialize in completing Periodic Health Assessments (PHA), Separation exams (SHPE), deployment screenings and oversees screening (OSS). All of them are able to certify you for in/out processing. Please see the list below for locations and contact information.

Andrews Medical Group

[Active Duty Clinic \(Army, Marines, Navy, Public Health\)](#)
888-999-1212

[Base Operational Medicine Clinic "BOMC" \(Air Force\)](#)
888-999-1212

ATAMMC

[Joint Medical Readiness Clinic](#)
571-231-7334

[DiLorenzo Pentagon Health Clinic](#)
703-692-8810

Andrew Rader-Myer Henderson Hall

[Medical Readiness Clinic](#)
833-853-1392

Barquist Army Health

[Primary Care Medical Readiness Clinic](#)
301-619-7175

Kimbrough Ambulatory Care Center

[Joint Medical Readiness Clinic Front Desk / Army](#)
dha.meade.Kimbrough-AHC.mbx.medical-readiness-army@health.mil

[Joint Medical Readiness Clinic - Air Force / Space Force](#)
usarmy.meade.medcom-kacc.mbx.medical-readiness-af@health.mil

[Navy / Marine Corps / Coast Guard Clinic](#)
usarmy.meade.medcom-kacc.mbx.medical-readiness-navy@health.mil

Kirk U.S. Army Medical Health

[Warrior Readiness Clinic](#)
410-278-5475

NHC Annapolis

[Occ Health/Readiness Clinic](#)
410-293-1339

NHC Pax River

[Navy Medicine Readiness and Training Command Patuxent River](#)
301-342-0029

[Navy Medicine Readiness and Training Command Detachment Joint Base Andrews](#)
240-612-7772

[Navy Medicine Readiness and Training Command Detachment Indian Head](#)
301-744-4601 / 4603

[Navy Medicine Readiness and Training Unit Dahlgren](#)
540-653-8242 / 8241

NHC Quantico

[Deployment Health](#)
703-784-1732

WRNMMC

[Joint Medical Readiness Clinic](#)
301-295-5411 / 4059 / 3472

VISION, HEARING, LAB AND IMMUNIZATIONS

All of the clinics above are able to provide service specific vision, hearing, lab and immunization services. Additionally, Fort McNair Army Health Clinic, Kirk U.S. Army Medical Health Clinic and NMRTC Indian Head Primary Care Clinic provide these services. *Service availability is contingent upon staffing and workload for empaneled patients, but they will be able to either accommodate you or help you locate a clinic with availability.*

WHAT IS THE VIPRR CLINIC?

The Virtually Integrated Patient Readiness & Remote Care (VIPRR) clinic is a virtual readiness and remote care clinic aimed at providing support for units with limited resources for completing the annual Periodic Health Assessment (PHA), Post Deployment Health Assessments (PDHA), and Post Deployment Health Reassessments (PDHRA). [Please check for your unit's eligibility.](#)

**If eligible call 1-844-VMEDCEN (863-3236) or
DSN: 312-429-1125 to schedule your appointment.**



HEALTH MAINTENANCE

We and your providers care about you and your loved one's health! The right plan for your care may differ – make sure you communicate with your care team to find what's right for you. The following guidelines apply to healthy adults in the general population on suggested medical activities and screenings.

CHRONIC CONDITION SCREENING

Abdominal Aortic Aneurysm

- Males age 65-75 who ever smoked should consider a 1 time ultrasound
- Requires abdominal U.S. order for scanning performed in radiology via scheduling

Depression

- Will be screened at most appointments, please report symptoms at any healthcare appointment
- See resources listed in this book

Diabetes

- Screening HbA1C lab for ages 35-70 with risk factors (overweight, family history, diabetes during pregnancy, polycystic ovarian syndrome)
- Testing is generally every 3 years
- Requires a lab order, most labs are drawn on a walk-in basis

Hypertension

- Annual blood pressure starting at age 18 with risk factors
- Every 3-5 years for ages 18-39 without risk factors
- Annually starting at 40

Osteoporosis

- Bone density testing to prevent fractures is recommended for postmenopausal women and all women starting at age 65
- Bone density testing is performed every 4-8 years depending on prior results and treatment
- Requires DEXA order from your PCM or Women's Health Team

Cardiovascular Disease

- USPSTF does not have age related recommendations
- Several tests (EKG to cholesterol labs to imaging) are available. Talk with your provider about your risk level or symptoms to determine if screening is appropriate for you.
- There is potential benefit for checking cholesterol level once for males at age 35 and females at age 45 regardless of risk factors.
- There is potential benefit for checking cholesterol levels for those with risk factors (high blood pressure, diabetes, smoking history and family history) in males 25-30 and females 30-35

CANCER SCREENING

- Biannual screening mammography for women age 40-74
- Orders and referrals are not needed for screening mammograms
- *Mammograms can be scheduled on your own or in some locations are available on a walk-in basis*

Breast Cancer

- Pap tests recommended every 3 years age 21-29 (unless abnormal)
- Pap tests recommended every 5 years age 30-65 when normal & performed with negative HPV co-testing
- After age 65 or after hysterectomy discuss your needs with your provider
- Schedule testing with your PCM or Women's Health Team

Cervical Cancer

- **Start screening at age 45.** You have multiple options
- Colonoscopy every 10 years is the preferred method, referral to GI required
- Flexible sigmoidoscopy every 5 years is an option, referral to GI required
- FIT-DNA every 1-3 years, lab order from your PCM or provider is required

Colorectal Cancer

- Recommended for those age 50-80 who have smoked 20 pack years (1 pack per day for 20 years or 2 packs per day for 10 years), talk to your provider
- Requires low dose CT order for scanning performed in Radiology

Lung Cancer

- Oral and pharyngeal cancers should be screened for annually starting around age 18
- If using tobacco products, screening should begin at the age of first use

Oral Cancer

- Consider testing between ages 55 and 69
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

Prostate Cancer

- Annual full body skin exam starting at age 50 with risk factors.
- A referral is required if you need to see a Dermatologist.

Skin Cancer

PREPARING FOR YOUR VISIT

Know Before You Go

A FRIEND OR FAMILY MEMBER

After checking your facility's current visitation policy, consider bringing someone with you who can provide moral support and help advocate for you. If you are unable to bring someone with you to your appointment, you may request a staff chaperone.

ACCOMODATIONS

If you have a service animal please register them with the Patient Advocate prior to your first appointment. If you need interpreter services or sign language please contact the Patient Advocate to assist with arrangements.

LIST OF QUESTIONS

Come to your visit with a list of prioritized questions for your provider. This will optimize your time with your provider and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on page 39 of this guidebook to start the conversation with your provider.

Visit each military facility's website prior to your appointment to review any recent information or changes.

Plan ahead to ensure you have adequate time to travel to your first appointment location, park, and navigate to the specific clinic. Plan to arrive to the installation 45-60 minutes prior to your appointment. Upon arrival to the clinic, check in at the front desk or kiosk and fill out any necessary paperwork prior to being seen. Please have your ID card ready. These will vary by clinic and third party insurance verification is always required.

MEDICAL & IMMUNIZATION RECORDS

Bring any important medical records you have from your previous health care provider. Also bring any recent records from civilian providers to review with your care team. Having a summary document with health history including chronic conditions, medications, immunizations and previous illnesses or surgeries will help guide the conversation with your new provider.

PERSONAL IDENTIFICATION

Bring your government-issued photo ID and your military ID. At age 10, the sponsor must get an ID card for a child.

PRESCRIPTIONS

It is helpful to have either your prescription bottles with you, or a list of prescriptions and dosage information with you at your appointment, including any over-the-counter vitamins or supplements you are taking. Be sure to tell your provider if you have changed prescriptions or dosage.

3rd PARTY INSURANCE INFORMATION

If you have [third party insurance other than TRICARE](#), verification is required at every visit.

DISCUSSION GUIDE

PROMPTS TO IMPROVE THE CONVERSATION WITH YOUR PROVIDER



The DHN-NCR Discussion Guide can help make the conversation with your provider more meaningful to get the most out of your visit. Use it to help communicate important information about your health.



BEFORE YOUR VISIT

For new patients to the MHS:

- Past health contact information
- Medical records
- Medications and prescriptions
- Previous illnesses and surgeries
- Insurance information

For patients already in the MHS:

- Medications and prescriptions
- Third-party insurance information
- Any major life changes that could affect your wellbeing

Prepare for your appointment:

- Write down and prioritize questions that you have and arrive with some talking points
- Have a list of your medications (including supplements) prepared and know what medications need refills so that you can ask for these during your appointment.
- **Arrive 15-20 minutes early** to give you plenty of time to check in and allow for unpredictable delays, and help you feel less stressed or rushed.
- Arriving early will also allow you to have as much time as possible with your provider.



TELL YOUR PROVIDER

Any concerns, feelings, or questions you have about your health and care at this point?

Regarding your health, discuss:

- Progress you have made
- Pain, discomfort, or unusual feelings
- Changes to your environment
- Any potential risks
- Your long-term goals

Regarding your care, discuss:

- Tasks you have completed
- Plans or preferences for your care
- Timing and expectations
- Procedures, treatments, or tests
- People who support you



ASK YOUR PROVIDER

- What do I need to do and why?
- What can I expect going forward?
- What should I be aware of?

- Who can I contact with questions or concerns?
- What are the risks, benefits, and alternatives of the treatment?

DISCUSSION GUIDE

PROMPTS TO IMPROVE THE CONVERSATION WITH YOUR PROVIDER



WRITE YOUR NOTES



YOUR PROVIDER WANTS TO HEAR FROM YOU

Collaborative care is the safest and most effective care. Healing requires partnering with your provider.
Clinics are “rank-free” zones.

When you receive
your JOES Survey,
please complete it.

Please provide feedback
on services via ICE:
<https://ice.disa.mil>



You may not be able to address everything on your list during a single appointment. Be sure to schedule a follow up appointment to ensure that all your concerns are addressed. It is not unusual to run out of time during an appointment. However, it is important that each issue is given appropriate time and scheduling another appointment is the best way to ensure that this occurs.





PATIENT SERVICES

Our patient services are here to help you. The DHN-NCR has varying patient administration services that can assist as your patient advocate, for TRICARE related services, and questions surrounding your patient journey. Below you will find a breakdown of who can help with what.



TRICARE SERVICES

- Enrollments
- DEERS Inquiries
- Personnel Movement - PCS, ETS, Retirement
- Deferred Dependents



BENEFICIARY COUNSELOR (BCAC)

- Claims/Insurance Questions
- Network Referrals
- TRICARE Benefits – Prime, Select, For Life, Remote, Plus
- Transitional Assistance



PATIENT ADVOCATE

- Patient Care Concerns
- Suggestions/Compliments
- Network Health Care Feedback
- Health System Questions

We operate in an integrated Military Health System for active duty service members, retirees, and their families that combines the resources of the military's direct medical care system and our managed care support of purchased health care.



For those medical records you can't access via MHS Genesis, please see your MTF's Patient Administration Department (PAD) or Medical to include your teenager's medical records.



RIGHTS AND RESPONSIBILITIES

As a patient in the Military Health System, you have rights and responsibilities concerning your health care.

PATIENT RIGHTS

- Care and treatment in a safe environment including having a chaperone present during exams & procedures.
- Accurate, easily understood information so you can make informed decisions about your diagnosis, treatment option, procedures, providers, and facilities. This includes providing information about risks and benefits of treatment in non-clinical terms (informed consent), if a clinical trial is available, and if you qualify to be in a research project.
- A choice of health care providers that ensures your access to high-quality health care in a timely fashion including specialty care. This includes inpatients transferring to other military hospitals and private sector hospitals and facilities.
- Emergency health care services when and where you need it. Coverage of emergency services is available without authorization.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member, healthcare power of attorney or conservator.
- Considerate, respectful care from all members of the health care system. This includes recognition of your personal dignity, belief systems and your psychosocial, spiritual and cultural values.
- Communicate confidentially with your health care team and know your confidential information is protected by federal laws and regulations.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan & health care providers via Patient Relations



Please submit an
[Interactive Customer Experience \(ICE\) form](#)
and select your specific MTF.



PATIENT RESPONSIBILITIES

- Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.
- Be involved in your health care. You should work with your medical and dental providers to develop and carry out treatment plans, share relevant and accurate information, and clearly communicate your wants and needs.
- Learn about TRICARE health plans and coverage. This includes learning:
 - Qualifications for different TRICARE health plans and your costs with each plan,
 - Enrollment rules, including for TRICARE Open Season and Qualifying Life Events, like a birth, adoption, marriage, divorce, and death,
 - Rules regarding use of TRICARE network providers and non-network TRICARE-authorized providers,
 - Referral and authorization rules
- Be respectful of health care workers and staff rights.
- Follow military facility and clinic rules and regulations. Responsibly use the property and facilities.
- Pay your applicable deductibles and cost sharing to your provider, hospital, pharmacy, or supplier. Follow the claims process and disputed claims process.
- Disclose any other health insurance you may have to each provider, hospital, pharmacy, or supplier who takes care of you.
- Cancel or rebook any appointment you can't make. Be on time for appointments. You are responsible for your actions if you refuse treatment or don't follow your provider's instructions.
- You should report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.
- For more information please visit the [TRICARE Patient Rights and Responsibilities page](#).



GUIDELINES FOR COMFORT & SAFETY

All persons are expected to foster behaviors respectful to the rights and safety of others. Anyone subjected to or who witnesses disrespectful behaviors are encouraged to report it to facility staff. Noncompliance can lead to removal from the facility or discharge from the practice.



SPEAK WITH COURTESY AND RESPECT

Patients and visitors may not display behaviors or communication (written, verbal or electronic) that is aggressive, disrespectful, or inconsiderate. Unacceptable forms of communication include: harassing, offensive, or intimidating statements, shouting or yelling at patients or staff, threats of violence or destruction of property, or derogatory remarks based on race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), and national origin.



BEHAVE RESPECTFULLY TOWARDS OTHERS

The DHN-NCR Network follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include: physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.



BE RESPECTFUL OF PROPERTY

Guests must be respectful and courteous of patients, facility staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must supervise their children at all times.



DRESS APPROPRIATELY

Please avoid wearing apparel with obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.



USE ELECTRONIC DEVICES COURTEOUSLY

Please be courteous with the use of your cell phone and other electronic devices. Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos, videos, and other recording devices are not permitted except by authorized personnel.



TOBACCO, ALCOHOL, ILLEGAL SUBSTANCES, AND WEAPONS

All DHN-NCR facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the facility. Possession and use of illicit drugs and alcoholic beverages are not allowed. Firearms and dangerous weapons are illegal and prohibited, except for persons authorized to be in possession of the weapon while on duty. Any weapons are considered contraband and will be confiscated.



INFECTION PREVENTION PROTOCOLS

All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to, wearing a mask, washing hands regularly, and limiting movement outside of your assigned facility room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk or report directly to a COVID testing area.



DHN-NCR NETWORK CLINICS SOUTH

ANDREWS MEDICAL GROUP (MDG) CLINICS

Andrews Medical Group - Malcolm Grow

West Perimeter Road
Building 1060
Joint Base Andrews, MD 20762
240-612-1152
888-999-1212 (AF appointments)
Patient Relations: 240-612-2048

Banholzer Clinic

1051 West Perimeter Road
Joint Base Andrews, MD 20762
240-612-1143

Bolling Medical Squadron

238 Brookley Avenue
Building 1300
Washington, DC 20032
202-767-1051

ALEXANDER T. AUGUSTA CLINICS

Alexander T. Augusta Medical Military Center

9300 DeWitt Loop
Fort Belvoir, VA 22060
571-231-3224
Patient Relations: 571-231-4141

DiLorenzo Pentagon Health Clinic

The Pentagon, Corridor 8
Washington, DC 20310
703-692-8810

A.T. Augusta Ambulatory Care Center - Dumfries

3700 Fettler Park Drive
Dumfries, VA 22025
703-441-7500

A.T. Augusta Ambulatory Care Center - Fairfax

4375 Fair Lakes Court
Fairfax, VA 22033
571-432-2600

NHC PATUXENT RIVER CLINICS

NBHC Dahlgren

17457 Caffee Road, Suite 204
Dahlgren, VA 22448
540-653-0282

NBHC Indian Head

4141 W Wilson Road, Building 1600
Indian Head, MD 20640
301-744-4604

NBHC Joint Base Andrews

1060 W Perimeter Road
Joint Base Andrews, MD 20762
240-612-7772

NHC Patuxent River

47149 Buse Road, Building 1370
Patuxent River, MD 20670
301-342-1506

NHC QUANTICO CLINICS

David R. Ray Branch Health Clinic

MCB2 Building 24008
Quantico, VA 22134
703-784-5541

John H. Bradley Branch Health Clinic

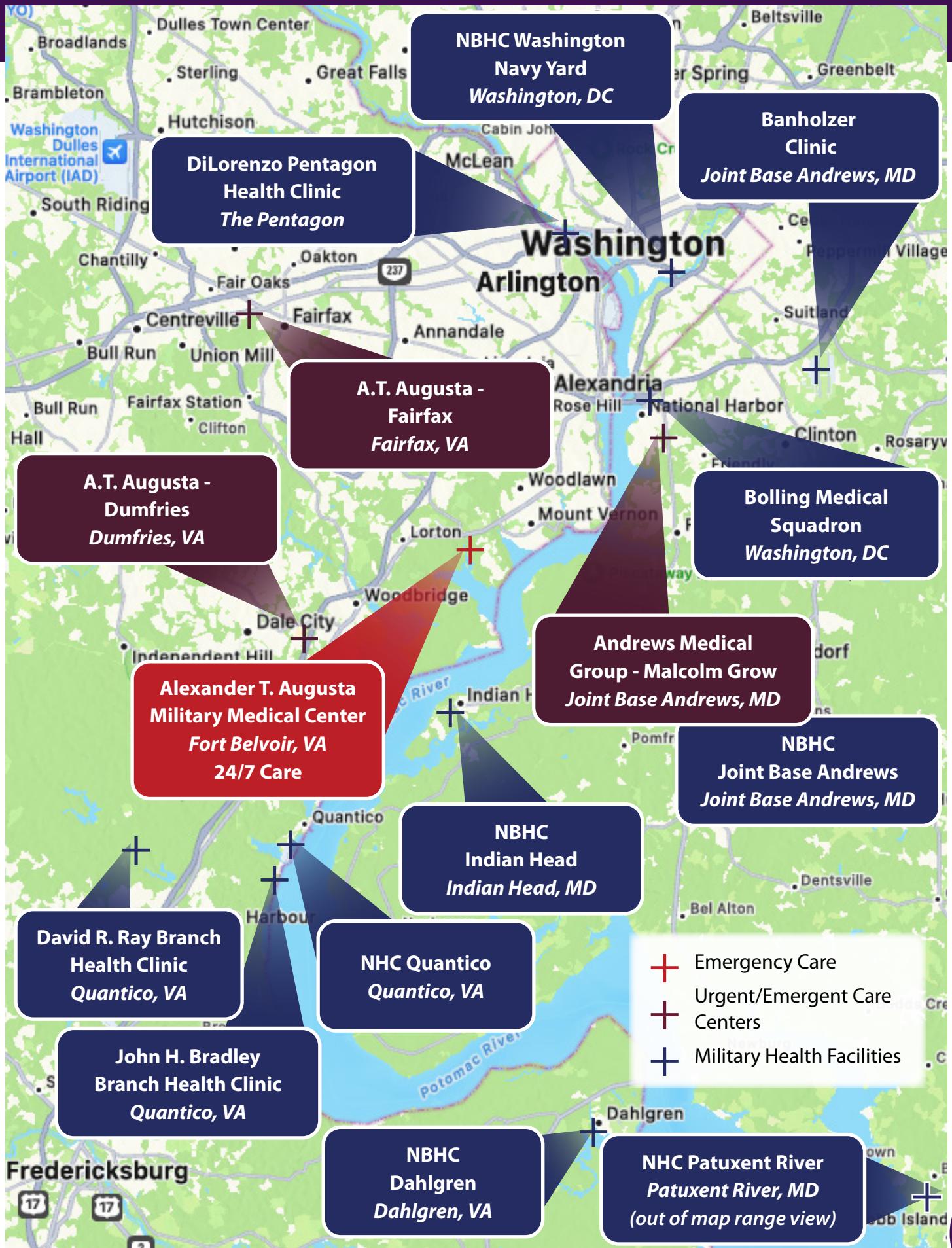
2189 Elrod Road
Quantico, VA 22134
703-784-2062

NBHC Washington Navy Yard

915 N Street SE, Building 175
Washington, DC 20374
202-433-3757

NHC Quantico

3259 Catlin Ave.
Quantico, VA 22134
703-784-1725 (opt. 2)



DHN-NCR NETWORK CLINICS NORTH



NHC ANNAPOLIS CLINICS

BMC Earle

201 Route 34 South
Building C-3
Colts Neck, NJ 07722
732-866-2301

BMC Lakehurst*

Building 483 Walsh Drive
Lakehurst, NJ 08733
732-323-2561

BMC Mechanicsburg*

5450 Carlisle Pike
Building 23A
Mechanicsburg, PA 17055
717-605-2636

BMC Philadelphia*

4898 South Broad Street
Building 615
Philadelphia, PA 19112
215-897-8147

NBHC Bancroft Hall

6th Wing - Bancroft Hall
101 Buchanan Road
Naval Academy, MD 21402
410-293-1758

NHC Annapolis

695 Kinkaid Road
Annapolis, MD 21402
410-293-2273

MEADE MEDDAC

Andrew Rader Army Health Clinic (AHC)

401 Carpenter Road
Joint Base Myer-Henderson Hall, VA 22211
833-853-1392

Barquist AHC

1434 Porter Street
Fort Detrick, MD 21702
301-619-7175

Dunham AHC

450 Gibner Road
Carlisle Barracks, PA 17013
571-821-7700

Fillmore AHC

400 G Avenue
New Cumberland, PA 17070
717-770-7281

Fort Indiantown Gap Troop Medical Clinic

Building 4-114
Fort Indiantown Gap, PA 17038
717-861-2091

Kimbrough Ambulatory Care Center

2480 Llewellyn Ave
Fort Meade, MD 20755
301-677-8800

Kirk AHC

6455 Machine Street
Building 2501
Aberdeen Proving Ground, MD 21005
410-278-5475

Letterkenny AHC*

1 Overcash Avenue
Building 322
Chambersburg, PA 17201
717-267-8416

McNair AHC

114 1st Avenue SW
Building 58
Washington, DC 20319
202-685-3100

WALTER REED CLINICS

Walter Reed National Military Medical Center

8901 Rockville Pike,
Bethesda, MD 20889
301-295-4000

National Intrepid Center of Excellence (NICoE)

4860 South Palmer Road, Bldg. 51
Bethesda, MD 20889
301-319-3600

*Local Occupational Health support only



National
Capital Region
Network

For suggestions and feedback on your guide
please send us an email at DHA-DHN-NCR-PAO@health.mil

Summer 2025