

# **Kenner Army Health Clinic**



## **Patient Guide**

2012

*Welcome to*  
***Kenner Army Health Clinic***  
*Proudly Serving the Fort Lee Community*



**"Your Care. Your Trust. Our Mission."**

Kenner Army Health Clinic's mission: As the heart of a system for health, we are committed to promoting, sustaining and enhancing the wellness of the Fort Lee community, keeping our patients' trust through quality and compassion.

Our vision: We aspire to be Fort Lee's health care provider of choice and the DoD's premier integrated system for health.

# Table of Contents

<b><u>General Information</u></b>		<b><u>Page</u></b>
I.	Hours of Operation	4
II.	Enrolling to Kenner Army Health Clinic	4
III.	Scheduling/Cancelling an Appointment	4
IV.	TRICARE Online (TOL)	5
V.	Emergency and Urgent Care	6
VI.	Local Medical Facilities within the Network	6
VII.	Shuttle Services	8
 <b><u>Primary Care</u></b>		
I.	Active Duty Clinic	10
II.	Internal Medicine Clinic	10
III.	Primary Care Clinic	11
IV.	Pediatric / Wilkerson Clinic	11
V.	Troop Medical Clinic	12
 <b><u>Specialty Services</u></b>		
I.	Orthopedics/Physical Therapy	13
II.	Optometry	13
III.	Dermatology	13
IV.	Soldier Readiness	13
V.	Community Behavioral Health / Social Work	14
VI.	Laboratory	15
VII.	Radiology	15
VIII.	Army Substance Abuse Program / Employee Assistance Program	15
IX.	Pharmacy	16
X.	Preventive Medicine	18
XI.	Dental Clinic	18
XII.	Veterinary Services	19
 <b><u>Other Services</u></b>		
I.	Referral Center	20
II.	Specialty Care	21
III.	Case Management	21
IV.	Patient Administration/ Medical Records	22
V.	Child Care	22
VI.	Patient Advocate	23
VII.	Patient Safety	23
VIII.	Patients' Bill of Rights and Responsibilities	24
IX.	Phone Directory	26
X.	How To Give Us Your Feedback/Facebook/Twitter	27

# General Information

## I. HOURS OF OPERATION:

Unless otherwise noted below, Kenner Army Health Clinic's (KAHC) operating hours are **0730-1630 M-F**, with extended services in the Primary Care Clinic, Pediatrics and Pharmacy until 1800 hours and Active Duty Clinic opening at 0600. Kenner is **closed Saturdays, Sundays**, the afternoon of the 5<sup>th</sup> Thursday of each month, all Federal holidays, and maintains a limited staff on Military Training Holidays. Kenner does not have an emergency room; if you feel that you have a life threatening emergency, call 911 or go directly to the nearest Emergency Room.

## II. ENROLLING TO KENNER AHC:

Health Net Federal Services (HNFS) operates a TRICARE Service Center inside of Kenner on the first floor. The hours of operation are Monday – Friday from 0730-1630. TRICARE beneficiaries enrolling to Kenner Army Health Clinic should start here before accessing care. HNFS also oversees KAHC's "network" of civilian providers and facilities. The network is another means of providing care to our beneficiaries.

## III. SCHEDULING/ CANCELLING AN APPOINTMENT:

To make an appointment, please dial the KAHC Patient Appointment Line at 1-866-LEE-KAHC (866-533-5242).

You can also book many appointments online, with TRICARE Online. Not all of Kenner's appointments are available for online booking, but a large number of primary care appointments are available to you, at just the click of a button. Please see our TRICARE Online section below, or visit <https://www.tricareonline.com> for more information. Registration is required.

Our view is, a "missed appointment by one is a missed appointment for two." Therefore, if you are unable to keep your scheduled appointment, please remember to cancel it to allow other patients to utilize that appointment. A No-Show visit essentially cost the clinic \$80. To cancel your appointment, simply log back on to TRICARE Online, click "Book Appointment", scroll to the bottom of the page to "View or Cancel Appointments...", and click "Cancel TOL Appointment" (follow additional prompts to complete), or you may call the Appointment Line.

## IV. TRICARE ONLINE:

TRICARE Online (TOL) allows you to make appointments, refill prescriptions, and access many other TRICARE services and benefits, all at the touch of a button.

Registration is required to access the most popular of TOL's resources. Follow these simple steps:

1. Go to <https://www.tricareonline.com>
2. Read the online Privacy and Security Policy, and click "I Agree"
3. Click "Register Now on TOL", fill in the information and "submit".

Booking appointments online, for your family members or you, is one of the more convenient functions of TOL. Once registered, follow these instructions:

1. Go to <https://www.tricareonline.com/>
2. Read the Online Privacy and Security Policy and click "I AGREE"
3. Click the "Log In" button and press "OK" when prompted
4. Click on the Link on how you wish to Login
5. Under Quick Links, select "Book an Appointment"
6. Select a "Family Member" and "Visit Reason" from the drop down menus that appear, and click "View Appointments"
7. Based on your "Visit Reason", available appointments from your Primary Care Manger (PCM) or other Kenner services will appear in a pop-up calendar after pressing "View Appointments". Click on the available appointment time of your choice in the calendar to book that appointment.

If you are unable to keep your scheduled appointment, please remember to cancel it to allow other patients to utilize that appointment. To do so, simply log back on to TRICARE Online, click "Book Appointment", scroll to the bottom of the page to "View or Cancel Appointments...", and click "Cancel TOL Appointment" (follow additional prompts to complete).

Please note that not all of Kenner's appointments are made available for online booking. If the appointment type/time for which you are looking is not available, please call the appointment line.

## V. EMERGENCY AND URGENT CARE:

### Emergency Care:

Definition: A medical, maternity, or psychiatric condition that would lead a “prudent layperson” (someone with average knowledge of health and medicine) to believe that a serious medical condition existed, or the absence of medical attention would result in a threat to his or her life, limb or sight and requires immediate medical treatment or which has painful symptoms requiring immediate attention to relieve suffering. There are no authorization requirements for emergency room care.

If you seek emergency care, please coordinate all follow-up care with your Primary Care Manager (PCM). Call the appointment line or go online ([www.TRICAREonline.com](http://www.TRICAREonline.com)) to make an appointment and bring ALL documents from the ER visit with you. Follow-up specialty care that might result from your ER visit that is not coordinated with your PCM is subject to Point of Service [POS](#) cost-shares and deductibles (except for Active Duty members, who would be responsible for the entire amount).

### Urgent Care:

Definition: Medically necessary services that are required for an illness or injury that would not result in further disability or death if not treated immediately, but require professional attention and have the potential to develop such a threat if treatment is delayed longer than 24 hours. Examples of urgent care conditions could be a sprain, sore throat or rising temperature.

**Referrals to urgent care are required.** To access urgent care, TRICARE Prime beneficiaries enrolled to Kenner must call their Primary Care Manager (PCM) during regular duty hours; after duty hours, the Admin Officer of the Day (AOD). Contact the AOD at: 804-734-9000 from 1600 to 0730 weekdays, and 0730 Saturday thru 0730 Monday, and you will be connected with the after-hours on call provider. For assistance with out of area urgent care when you are traveling, call TRICARE at 1-877-874-2273 for a network provider in your local area. You must also contact your PCM for a referral to the out of area provider.

## VI. LOCAL MEDICAL FACILITIES WITHIN THE NETWORK:

### Hospitals:

#### Hopewell

- John Randolph Medical Center ~ 411 W Randolph Rd, 23860 ~ (804) 541-1600 (~7 miles from Fort Lee)

#### Petersburg

- Southside Regional Medical Center ~ 200 Medical Park Blvd, 23805 ~ (804) 765-5000 (~4 miles from Fort Lee)

#### Richmond

- CJW-Chippenham Medical Center ~ 7101 Jahnke Rd, 23225 ~ (804) 320-3911 (~27 miles from Fort Lee)
- CJW-Johnston Willis Medical Center ~ 1401 Johnston-Willis Dr, 23235 ~ (804) 330-2000 (~31 miles from Fort Lee)
- Henrico Doctors' Hospital –Forest Campus ~ 1602 Skipwith Rd, 23229 ~ (804) 289-4500 (~31 miles from Fort Lee)
- Henrico Doctors' Hospital –Parham Campus ~ 7700 E Parham Rd, 23294 ~ (804) 747-5600 (~38 miles from Fort Lee)
- Retreat Hospital ~ 2621 Grove Ave, 23220 ~ (804) 254-5100 (~28 miles from Fort Lee)
- Richmond Community Hospital ~ 1500 N 28th St, 23223 ~ (804) 225-1700 (~28 miles from Fort Lee)
- St. Mary's Hospital ~ 5801 Bremono Rd, 23226 ~ (804) 285-2011 (~32 miles from Fort Lee)

#### Mechanicsville

- Memorial Regional Medical Center ~ 8260 Atlee Rd, 23116~ (804) 764-6000 (~34 miles from Fort Lee)

#### Midlothian

- St. Francis Medical Center ~ 13710 St Francis Blvd, 23114 ~ (804) 594-7300 (~34 miles from Fort Lee)

#### Urgent Care Centers:

#### Chester

- Patient First Chester ~ 12101 S. Chalkley Rd, 23831 ~ (804) 796-3636

#### Colonial Heights

- Patient First Colonial Heights ~ 1260 Temple Avenue, 23834 ~ (804) 518-2597

#### Richmond

- Patient First Carytown ~ 12 N. Thompson St, 23221 ~ (804) 359-1337 (~31 miles from Fort Lee)
- Patient First Parham ~ 2205 N. Parham Rd, 23229 ~ (804) 270-2150 (~36 miles from Fort Lee)

- Patient First Richmond ~ 8110 Midlothian Turnpike, 23235 ~ (804) 320-8160 (~27 miles from Fort Lee)
- Patient First Woodman ~ 2300 E. Parham Rd, 23228 ~ (804) 264-7808 (~35 miles from Fort Lee)

#### Glen Allen

- Express Med Urgent Care Center ~ 5310 Twin Hickory Rd, 23059 ~ (804) 346-4545 (~45 miles from Fort Lee)

#### Mechanicsville

- Patient First Mechanicsville ~ 7238 Mechanicsville Tnpk, 23111 ~ (804) 559-9900 (~30 miles from Fort Lee)

#### Midlothian

- Patient First Genito ~ 11020 Hull Street Rd, 23112 ~ (804) 744-6310 (~26 miles from Fort Lee)

## VII. SHUTTLE SERVICES:

On a daily basis, one shuttle transports patients to appointments at Fort Eustis, Langley Air Force Base, and Portsmouth Naval Medical Center. Shuttle service to Walter Reed National Military Medical Center (WRNMMC) is available on Wednesdays only. To ride either of these shuttles, patients must sign-up at the Kenner Information Desk with verification of appointment prior to departure. Patients must have a valid military identification card to ride a shuttle and to obtain medical services at any other Medical Treatment Facility (MTF). Please be sure you board the correct shuttle.

#### Portsmouth/Langley/Fort Eustis Appointment Time Range:

Patients must report to the Kenner Information Desk by 0545; the shuttle will depart at 0600.

- **Naval Medical Center Portsmouth (NMCP):**

Appointments at NMCP will be between 0800 and 1200. The shuttle will depart Portsmouth Naval Hospital at 1300 to return to Fort Lee at or about 1430 depending on traffic.

- **Langley Air Force Base:**

Appointments at Langley AFB will be between 0900 and 1100. The shuttle will depart Langley AFB at 1130 to return to Fort Lee at or about 1430 depending on traffic.

- Fort Eustis:

Appointments at Fort Eustis will be between 0930 and 1030. The shuttle will depart Fort Eustis at 1100 to return to Fort Lee at or about 1430 depending on traffic.

- Walter Reed National Military Medical Center (WRNMMC):

The shuttle for the Walter Reed National Military Medical Center in Bethesda, Maryland is available on **Wednesdays only**. Patients must report to the Kenner Information Desk by 0445, and the shuttle will depart Kenner at 0500 with an estimated arrival time of 0800 to 0830. The shuttle will depart WRNMMC at 1300 to return to Fort Lee.

Patients driving on their own may make other appointment times, but travel reimbursement authorizations differ, depending on beneficiary category and medical need. Please check with a Kenner Benefits Counseling and Assistance Coordinator (BCAC) for more information (734-9447/9448), before you travel on your own.

NOTE: Please bring your military ID card with you



# Primary Care

## I. ACTIVE DUTY CLINIC (ADC)

The Active Duty Clinic (ADC) offers a full range of primary care services to meet the needs of the Soldier including physical exams, periodic health assessments (PHA), medical boards, minor procedures and the evaluation and management of acute/chronic injuries and illnesses. All Soldiers, except AIT, will be seen in the ADC. All visits are by appointment between the hours of 0600-1600. Routine and acute appointments can be scheduled utilizing TRICARE Online or the patient appointment system. Soldiers needing a PHA or physical examination should report to the clinic to schedule..

The Active Duty Clinic serves non-Kenner enrolled Active-Duty Soldiers on a space available basis. Non-enrolled Active-Duty Soldiers on orders should present to the clinic during operating hours to schedule an appointment.

Hours of operation are Monday through Friday 0600-1600. Limited appointments are available on training holidays. The Active Duty Clinic can be reached at 734-9057.

## II. INTERNAL MEDICINE CLINIC

Internal Medicine physicians focus on adult medicine and have had specific education and training on the prevention and treatment of adult diseases. Depending on your needs, you may be either referred or enrolled to this clinic.

Internal Medicine specializes in:

- Hypertension
- Cholesterol Management
- Disease Prevention
- Preoperative and Perioperative consultations
- Diabetes Management
- Anticoagulation Management
- Primary Care for our patients with chronic conditions such as: Congestive Heart Failure, Chronic Obstructive Pulmonary Disease (COPD), Rheumatoid Arthritis, and Human Immunodeficiency Virus (HIV)

For added convenience, the following services are also available at KAHC:

- Diabetic Testing

- Electrocardiography Testing
- Clinical Laboratory

For additional information, please contact the Internal Medicine Clinic at 734-9993 or speak to your Primary Care Provider.

### III. PRIMARY CARE CLINIC (PCC)

The PCC provides services to adult beneficiaries, 18 years of age and over, in the greater Fort Lee area. The clinic is staffed with family practice physicians, family nurse practitioners, physician assistants, and certified nurse midwives seeing gynecology only. The PCC's hours of operation are 0700-1600 (1600-1800 by appointment only).

Common requests/services:

Pulmonary Function Testing: the Primary Care Clinic offers a variety of pulmonary function tests; Baseline study, pre/post bronchodilator study, pre/post exercise study, DLCO (diffusing capacity of the lung) study, and lung volumes. Appointments are made with physicians' orders. Network physicians' orders are also accepted for our beneficiaries.

Disease Management: Core Education (Diabetes, Asthma, Hypertension and Cholesterol), Glucometer instructions, Anticoagulation Clinic. For class schedules and individual counseling, you may call 734-9420.

Immunizations: Monday – Friday 0700-1530

Depo-Provera Injections: Monday – Friday 0700-1600

Pregnancy Test: Walk-in only Monday – Friday 0700-1600

For additional information, please contact the PCC at 734-9993.

### IV. PEDIATRIC CLINIC (Wilkerson Pediatrics)

The Wilkerson Pediatric Clinic provides primary healthcare to TRICARE eligible children from birth to the 18th birthday. The scope of services includes comprehensive well child care with immunizations, management of acute minor illnesses, management of stable chronic illnesses; and coordination of care with pediatric specialists and medical centers for highly specialized evaluation. In addition, providers counsel families about childhood behavior problems and/or family issues affecting children. Developmental assessments and coordination of services with local schools are also offered. Health education related to the

individual child's problems and developmental stage is incorporated into each visit. The clinic is open from 0645 - 1800.

#### EFMP:

Located within the clinic are the Exceptional Family Member Program (EFMP) and Overseas Screening. EFMP is a mandatory DoD enrollment program that provides comprehensive and coordinated support for military families with special needs. EFMP screens families for overseas assignments and enrolls beneficiaries as appropriate in the program.

Family members are screened for enrollment when:

- Traveling to a new duty station with their sponsor and are eligible for healthcare and/or education at government expense
- They require medical care above a level provided by a family practitioner in an outpatient setting.
- They have serious chronic medical problems, physical disabilities and/or behavioral issues.
- Special education services are required from ages 3-21 years of age, to include speech, occupational and physical therapy.
- They have had inpatient/outpatient behavioral health services within the past five years.

Examples of conditions requiring enrollment:

- Asthma (moderate and severe), Sickle Cell Disease and Insulin Dependent Diabetes
- Attention Deficit Hyperactivity Disorder, requiring medication and treatment by a Pediatrician or behavioral healthcare provider.
- Intensive follow-up support by specialists: high-risk newborns, cancer patients, leukemia, etc.

For additional information, please contact the Pediatric Clinic at 734-9125

## V. TROOP MEDICAL CLINIC

The Troop Medical Clinic provides primary care and additional services, such as physical exams, to AIT Soldiers. Sick call at the TMC is from 0600 to 0800; other services are available until 1600. For additional information, please contact the Troop Medical Clinic at 734-6093 or TMC 2 (Ordnance) at 734-5445/5447.

# Specialty Services

## I. ORTHOPEDICS AND PHYSICAL THERAPY:

The Orthopedic Clinic serves eligible beneficiaries who are referred for specialized orthopedic care. The Physical Therapy Clinic provides rehabilitation services and is an excellent source for injury prevention information. Orthopedic and physical therapy hours of operation are 0700 to 1600. Appointments can be obtained by contacting the clinics directly at 734-9200 or by calling the appointment line.

## II. OPTOMETRY (Eagle Clinic):

The optometrists in the Eagle Clinic provide routine eye care, exams, and vision readiness. Active Duty Soldiers are the priority, but there are openings for Family Members/Retirees. Family members and retirees have the alternative option of obtaining routine exams at any eye care provider that accepts TRICARE. Optical (glasses) service is available to Active Duty only. Optometry hours of operation are 0700 to 1600. Appointments can be obtained by contacting the clinic directly at 734-9253, or by calling the appointment line.

## III. DERMATOLOGY:

Dermatology services are provided through an on-site Physician's Assistant in coordination with the Internal Medicine Clinic. Appointments are made by referral from your Primary Care Manager or Internal Medicine Physician. A nurse will contact you to schedule an appointment, once the referral has been processed.

## IV. THE SOLDIER READINESS CLINIC:

The Soldier Readiness Clinic provides administrative and medical screening services to Active Duty, National Guard, Reserve and Civilians in support of Mobilization/Demobilization and Deployment/Redeployment Processing. Unit medical readiness updates are also provided.

- **INPROCESSING:** Permanent Party Soldiers on Monday, Tuesday, and Friday at 1300.
- **OUTPROCESSING:** for ALL Soldiers will be conducted on a walk-in basis weekdays, except Wednesday, from 0830-1200 and 1330-1600.

- PDHRA by appointment only. Please call to schedule an appointment.
- OVERSEAS IMMUNIZATIONS are given on Wednesday mornings at 0700-0900 only.
- ANAM testing is conducted on Tuesday and Thursday at 0730
- MEDPROS COORDINATOR: 734-9583
- Hours of Operation: Monday-Friday, 0700-1600; closed for lunch 1200-1300.

\*\*\*\*PLEASE NOTE THAT ON **WEDNESDAYS** THE CLINIC IS RESERVED FOR DEPLOYMENT (SRP/RSRP) ACTIVITIES only.

## V. COMMUNITY BEHAVIORAL HEALTH and SOCIAL WORK SERVICE:

Community Behavioral Health Service offers a full range of quality, outpatient behavioral health services to the Active Duty military population.

Emergency walk-in hours are available Monday through Friday between 0800 and 1100. Service and assistance includes, but is not limited to, therapy and medication management, Chapters, Cadre evaluations, psychological evaluations, and psychological testing. If you have questions or wish to make a routine appointment, please feel free to call 734-9623/9143/9387.

Non-Active Duty beneficiaries in need of behavioral health services should call TRICARE at 1-877-874-2273 (options 2, 2, full SSN, 2, 1). This will allow you to immediately speak to a behavioral health counselor, or you may contact your Primary Care Manager.

Social Work Service provides comprehensive treatment to Active Duty members and their families. Treatment includes assessment, crisis intervention, counseling (individual and family), referral, resource information, and the Army Family Advocacy Program. You can reach Social Work Service at 734-9152.

## VI. LABORATORY:

The Laboratory provides patients with quality diagnostic testing and results. Laboratory testing will be ordered by your provider except in special circumstances. Specimen collection is conducted once the lab opens until 5 minutes prior to the lab closing. All patients must contact their provider for their laboratory results.

MEDPROS draws for HIV and DNA are offered on a walk-in basis with proper identification and proof of medical requirement.

The Laboratory is open from Monday through Friday, 0700 - 1600 and is closed the 5th Thursday of each month beginning at 1200. You can contact the laboratory at 734-9101.

## VII. RADIOLOGY:

Radiology provides diagnostic services, conventional radiology, mammograms and ultrasound imaging, to enable prompt and accurate diagnosis by your provider. Conventional radiology is performed on a walk-in basis (once your provider has ordered the exam). Mammograms may require a breast exam by the beneficiary's provider prior to an appointment being scheduled. Ultrasound examinations require an order to be placed by the provider prior to the exam being scheduled. Results will be provided to the beneficiaries through their provider; patients must contact their provider to receive results of radiology exams. Diagnostic Radiology is open Monday through Friday, 0700 to 1800. Mammography and Ultrasound are open Monday through Friday, 0800 to 1600. You can contact Radiology at 734-9118.

## VIII. ARMY SUBSTANCE ABUSE PROGRAM (ASAP) and EMPLOYEE ASSISTANCE PROGRAM (EAP):

The Army Substance Abuse Program and the Employee Assistance Program are open to anyone over eighteen at Fort Lee including the extended DOD family and family members. Although priority is given to Active Duty Service Members, ASAP provides support for anyone eligible who has a substance abuse issue.

The EAP is designed to help individuals who have personal problems that impair their work performance. These problems may involve drug and/or alcohol abuse, family, marital or behavioral disorders that result in lost work time and declining performance.

ASAP can be reached at 734-9601 and EAP at 734-9693.

## IX. PHARMACY:

Who is eligible to use the Pharmacy?

All Active Duty service members, their family members, Army Reserve and National Guard members on active orders. Military retirees and their family members can use the Pharmacy if they are authorized medical benefits. The **patient's** military ID card must be presented each time service is requested. For children under the age of 10 that do not have an ID card, the sponsor's ID card will be used to determine eligibility for services.

Is there a list of medications stocked by the Pharmacy?

Yes. The Pharmacy medication list, or formulary, is available from the KAHC website using the following internet address.

<http://kenner.narmc.amedd.army.mil/Pages/Pharmacy.aspx>

What do I do if the Pharmacy does not have my medication(s)?

The DoD has other Pharmacy options for eligible patients to use if KAHC cannot meet their needs. The other options are the TRICARE Pharmacy Home Delivery and the TRICARE Retail Network Pharmacy programs. The Home Delivery program is an excellent choice for your maintenance medications, and the Retail Network program is a good choice for your urgent, short-term medication needs. Copays may apply. You can find enrollment information about both of these programs at [www.tricare.mil](http://www.tricare.mil)

My provider uses a computer to prepare prescriptions for me. Will the Pharmacy fill these prescriptions?

Yes, if the Pharmacy stocks the drug(s) and the provider **manually signs** each prescription. **A computer-generated signature or stamped signature is not acceptable according to Virginia State Law.**

How do I get my refill?

The Pharmacy has a **MANDATORY** call-in refill process. The fully automated system is available 24-hours per day, every day, by calling 734-9535. You should call in your refill at least five (5) workdays before you expect to run out of your medication. Refills are processed within 72-**BUSINESS** hours after they are called-in. They can be picked up from Window 7 from 0800 to 1630, and at any other window during the other Pharmacy hours of operation. Just bring the patient's ID card and go directly to Window 7 when you come to the Pharmacy. You may also order your refills via the internet by going to the Kenner Army Health Clinic Pharmacy website, <http://kenner.narmc.amedd.army.mil/Pages/PrescriptionRefill.aspx> and clicking on the Online Prescription Refill link.

I am new to Fort Lee and have prescriptions from the military treatment facility at my last assignment. How do I get my medications from the Pharmacy?

You should call or visit the Pharmacy several days before you run out of your medication(s) to find out if the Pharmacy has your medication(s). A staff member will be glad to help you make your transition to Fort Lee as smooth and problem-free as possible.

#### “BROWN BAG” MEDICATION REVIEW

KAHC Pharmacy Service has Pharmacists available for personal consultations to ensure that each person is not using or storing expired medications and is not taking medications that, when taken together, could cause unwanted side effects. Patients may schedule an appointment for a medication review by calling the Pharmacy at 734-9137.

#### SELF CARE

A limited number of over-the-counter (OTC) self care medications are available to eligible beneficiaries. The following guidelines apply.

1. Adults:
  - a. Must be eligible for care.
  - b. Training/self-care card or certificate recommended but not required.
  - c. Use adult self-care form at Pharmacy.
2. AIT Service Members:
  - a. Must be screened by health care staff at TMC-1 or TMC-2; temperature must be on AIT self-care form.
  - b. Medications issued from a TMC Pharmacy.
3. Pediatrics: **Pediatric Self-Care Card REQUIRED and must be presented at time of service!**
  - a. For pediatric patients (17 years old and younger) only; not for parents.
  - b. MUST complete Pediatric Clinic self-care program.
    - (1) Parent(s) must register for a class by calling (804) 734-9125.
    - (2) Classes given on the first Thursday of each month at 1200 in the Preventive Medicine Classroom, Room B201.
    - (3) Use the Pediatric self-care form at Pharmacy.

#### PRESCRIPTION DROP OFF SERVICE

Limited Drop Off Service. Patients with handwritten (paper) prescriptions may drop off their prescriptions for processing and pick up after 1000 the following business day at Window 7. Please contact the Pharmacy staff for more details.

The pharmacy is open from Monday through Friday, 0600 - 1800. You can contact the pharmacy at 734-9137. The lowest waiting times are generally from 0600 - 1000, and are highest between 1100 - 1600.

## X. PREVENTIVE MEDICINE DIVISION:

The Preventive Medicine Division is responsible for the public health of the Fort Lee installation to ensure a state of optimal health for Soldiers, eligible TRICARE beneficiaries, and Department of Defense civilians. You can contact all of Preventive Medicine's offices by calling 734-9249.

Community Health Nursing provides tuberculosis surveillance and education; consultation services for the Child Development Center, Youth Services, and Family Child Care providers (which include health training; inspections and monitoring for community disease trends); and health information to travelers going abroad.

Health Promotion offers services in health education to beneficiaries for tobacco cessation, weight control, cholesterol, diabetes, hypertension, travel health needs, and sexually transmitted diseases, as well as education for pregnant Soldiers as part of the Pregnancy and Post Partum Physical Training program.

Environmental Health maintains control measures to deter water and food borne illnesses. This department offers classes such as Heat and Cold Injury Prevention, Field Sanitation, Sexually Transmitted Disease Awareness, and Pre-Deployment Medical Threat briefings. A Pest Management Program is integrated through surveillance and pesticide application, controlling the population of mosquitoes, ticks, roaches, and other arthropods.

Occupational Health provides care to all eligible Federal Civilian employees and Active Duty military personnel working in hazardous industrial positions. Services are directed toward prevention of occupational illness and/or injury, health maintenance, and prevention/monitoring of occupational hazards. Programs include medical examinations, reproductive hazard surveillance, hearing and vision conservation, work-site visits, illness/absence monitoring, respiratory protection, employee modified duty, patient education and employee in/out processing. The Occupational Health phone number is 734-9159.

## XI. DENTAL CLINIC (COL Bull Dental Clinic):

Mission: Fort Lee Dental Clinic Command is dedicated to our Active Duty Permanent Party, BOLC, and AIT soldiers. Our goal is to ensure quality dental care delivery with a focus on customer service.

Vision: To continually provide the best possible dental care and meet the needs of internal and external patrons.

Who's Eligible: Active Duty Soldiers, Reservists and National Guard on orders for 30 days or more.

How to Schedule an Appointment for Exams: To schedule an appointment, please contact our front desk at 734-9607/9608/9609 or walk-in to the clinic between 0700 to 1030.

Dental Emergencies: After duty hours, weekends or holidays, please call the Kenner AOD at 734-9000. The AOD will contact the on-call Dental provider.

Family Members, National Guard, and Reservists (TRICARE Dental phone and website): The TRICARE Dental Program (TDP) is a voluntary dental insurance program administered by United Concordia Companies, Inc. (United Concordia.) TDP is available to family members of all active duty service members of any of the seven uniformed services and to National Guard/Reserve members and/or their families. To review eligibility, contact United Concordia at 1-800-866-8499 or online at [www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com)

Active Duty Dental Plan: Outsourcing program for Permanent Party Active Duty only. Contact the ADDP POC for details 734-9676.

Hours of operation: 0730 to 1630 Monday through Friday  
(Closed on Federal Holidays)

Sick call: 0730-1600 M-F

Active Duty Annual Exams: By appointment, Building 2601, intersection of C Avenue and 25th Street.

Contact information: 734-9607/9608/9609.

## XII. VETERINARY CLINIC: (Fort Lee Veterinary Treatment Facility VTF)

Our Mission: The Fort Lee Veterinary Treatment Facility (VTF) team is here to provide high standard veterinary care for pets of active duty and retired military. This includes physical exams performed by a veterinarian, routine vaccinations (for annual visits as well as puppy/kitten series), microchips, heartworm and intestinal parasite screening, as well as other diagnostic testing. We also perform surgical services including spays, neuters, mass removals, etc., scheduled upon approval by the veterinarian. Health certificates for travel or PCS orders can also be scheduled. It is our goal to provide the best care for your pet while serving our military family.

Appointments: Please call us at (804) 734-2446 to schedule an appointment. Our office is open by appointment only on Monday, Tuesday, Thursday and

Friday from 0800-1600. Surgeries and dentals are done on Wednesdays by appointment.

Pet Registration: City ordinance and Fort Lee Supplement to AR 40-905 require the immunization of dogs and cats against rabies. Fort Lee housing also requires that ALL pets (indoor and/or outdoor) have a microchip. All pets living on post must be registered within three days after arrival. Please bring all recent medical records (including vaccination history and rabies certificates) to the Fort Lee VTF for registration and updating of your records. If any vaccinations or microchips are required, we would be happy to schedule your pet for an appointment and aid you in the pet registration process.

## Other Services

### I. REFERRAL CENTER:

The Referral Management Center (RMC) reviews all referrals for appropriateness and completeness -- Military eligibility, enrollment status, local address, covered benefit, specialty service, reason for referral, diagnosis, and optimization of MTF. The RMC must know and adhere to TRICARE Policies and Manuals, beneficiary benefits, Kenner Army Health Clinic Command Guidance, Army Regulations and the Managed Care Support Contract.

As a TRICARE Prime enrolled beneficiary, all civilian care will be provided by a Network Specialty Provider. Referrals and authorizations are required PRIOR to all civilian outpatient visits except true Emergency Room visits.

"Referrals, when deemed medically necessary, are given to you by your Primary Care Manager (PCM) and will be to another Military Treatment Facility (MTF) or to a local Network Specialist."

MTF referrals: To schedule an appointment call 1-866-LEE-KAHC (533-5242) three business days after your PCM enters your referral.

Network referrals: You will receive an authorization letter in the mail 7 - 10 business days after your PCM enters your referral.

Contact the RMC at 734-2273 (care) for referral assistance. You may also access your account through [mytricare.com](http://mytricare.com) to review your claims status and to review and print your authorization letters or you may call 1-877-TRICARE (874-2273).

The TRICARE Service Center (TSC) within Kenner Army Health Clinic is also available to assist you with benefit explanations, enrollment, and authorization.

## II. SPECIALTY CARE:

To obtain Specialty Care, make an appointment with your PCM. Your PCM will determine whether or not you need to see a specialist and will enter a referral for you if needed.

Your PCM will give you a copy of any clinical notes, medication lists, and diagnostic reports deemed necessary for the specialist to review. Please take these documents to your specialist at your first appointment.

Referred to another Military Treatment Facility - Call 1-866-645-4584 within three business days to schedule an appointment. The Hampton Roads Appointing Line will book these appointments for you.

Referred to Walter Reed National Military Medical Center - Please go to the Referral Management Center, located within Kenner, the same day the referral is entered.

Network referrals - You will receive an authorization letter in the mail within 7-10 business days. You can access your authorization information on [www.mytricare.com](http://www.mytricare.com), or call **1-877-874-2273**. The authorization letter contains the Network specialist's phone number to contact for an appointment. Once the appointment has been scheduled, please call **804-7344-9921/9942** and leave your authorization number, the specialty provider's name, location and date on the recording.

## III. CASE MANAGEMENT

Case Management is a process that looks at the personal health needs of a patient diagnosed with a chronic illness, chronic long term disease/condition, cancer, catastrophic diagnosis, or complex health needs. It is a process in which a professionally licensed provider (usually a **nurse** or **social worker**) assesses, plans, and coordinates with the patient, doctors, family, and other health care members to work together with the goal of meeting an individual's unique healthcare needs.

You can reach Kenner's Nurse Case Managers at 734-9294/9481/9536/9963 between the hours of 0800 and 1700, Monday through Friday. The Behavioral Health Case Manager can be reached by calling 734-9713/9499 between the hours of 0800 and 1700.

## IV. PATIENT ADMINISTRATION DIVISION

Patient Administration services include Medical Evaluation Board processing, Line of Duty initiation, U.S. Army Reserve & National Guard Liaison assistance, International Military Liaison support, Allergy Tag creation, Convalescent Leave processing, Permanent Profile tracking, Patient Registrations, Medical Records copying, Third Party collections, Billing, Coding, and HIPAA compliance.

Your Medical Records:

If you are part of the military health care system, your medical records belong to the federal government. Army Regulation 40-66, 1-5 states:

“Army medical records are the property of the Government . . . and will remain in the custody of the military MTFs {Medical Treatment Facilities} at all times. “

Your medical records are kept confidential at the MTF. Only medical personnel who have a direct part in your care have access to patient files, and exceptions are only allowed when required by law, regulation, or court proceedings. The Privacy Act of 1974 gives patients the right to have copies of their medical records. All patients should have a copy of their medical records, especially people with a chronic illness, going on travel, and those leaving the military.

Contact information:

Office of the Chief	734-9314/9567/9292/9262
Patient Affairs	734-9299
Medical Records	734-9283/9285
Release of Information	734-9508/9078
Medical Evaluations Board	734-9545/9607/9319/9349
Uniform Business Office	734-9306/9293
HIPAA	734-9284/9197

## V. CHILD CARE

Kenner and Child, Youth & School Services (CYSS) are partnering in an attempt to improve the availability and cost for care of children whose family members need appointments at the clinic. Kenner strongly believes that for the safety of the patient, only beneficiaries being seen should present to the appointment. Children in the clinic are exposed to unnecessary illnesses and risk of injury if not able to be fully supervised by a parent during clinic visits.

Kenner understands that parents may be unable to arrange for childcare. Due to this, the Child Development Center (CDC) and Family Child Care (FCC) homes

have made some hourly care available to meet the need for childcare required as a result of a medical appointment. Please contact the Central Registration Office (BLDG 10612) at 765-3852 to get registered if you are interested in these services.

In an attempt to help families who have exhausted all avenues for childcare, to include CYSS services, Kenner has a childcare non-availability policy which will allow children without appointments in the clinic. To be eligible for non-availability, a parent must be denied hourly care by CYSS. If a denial of hourly care occurs, the parent can present to the CDC, which will issue a non-availability statement. Non-availability statements are not appropriate when certain types of exams are anticipated such as Women's Health Exams. Through the Army Family Covenant, families can also receive 16 hours per month per child of free respite childcare if at least one parent is deployed.

## VI. PATIENT ADVOCATE

If you or your family has a concern or a complaint about our care or service, please share it with us. It is important that we address and try to resolve your issues as quickly as possible. You may notify KAHC of issues regarding your care in person, in writing, or via email. The Patient Advocate will assist you when you don't know where else to turn or you have problems with your medical care. Anytime you need assistance, feel free to call 734-9512 or visit the office located in room C108. You may also contact the Commander directly and anonymously, if desired, on the Kenner internet page.

## VII. PATIENT SAFETY

Before a healthcare provider gives you medicine, takes your blood, or provides any other treatment or therapy, be sure they know who you are. If they don't ask you your name, then ask them who the treatment is for.

Hand hygiene can be either hand washing or using an alcohol-based hand sanitizer. Healthcare providers are required to do hand hygiene before and after patient contact. If you are concerned your Healthcare provider has not performed hand hygiene, please ask them.

The safest possible healthcare is our goal. You are a critical member of your healthcare team, and we need your help to achieve our goal.

## VIII. PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

You have the right to:

Access to healthcare regardless of race, creed, sex, nationality, or rank. Everyone is treated equally except in accordance with laws and regulations whereas priority is given to active duty Soldiers followed by TRICARE Prime enrollees, then all other beneficiaries.

Considerate and respectful care with dignity. You have the right to considerate, respectful care at all times and under all circumstances with recognition of your personal dignity, values, and beliefs.

Effective assessment and management of pain. You have a right to expect quick response to pain and a concerned staff committed to prevention and management of pain.

Know the names of all health professionals taking care of you. You have a right to know the identity and professional status of all individuals providing services to you and to know which provider is primarily responsible for your care.

Information about your illness and treatment plan, including the right to request a **second opinion** or to **refuse treatment**. You have the right to participate in decisions involving your health-care. You may obtain a complete and current explanation of your diagnosis, treatment options, prognosis, and planning of your care including the right to request a second opinion or refuse treatment or to designate a person to act on your behalf if you become unable to make your own decisions. You, or a legally designated person, may participate in making decisions regarding your medical care including discharge plans and obtaining information about your continuing healthcare needs including possible needs for services not available at this facility. All patients, other than active duty, may refuse treatment to the extent permitted by law and government regulation. **Active duty must abide by AR 40-2 and AR 600-20.**

Consult with a specialist about your case at your own expense. You have a right within the military system to discuss your case with your primary health care provider in regard to specialty care within the system.

Confidentiality and privacy concerning your medical care and related records. You have the right to personal and informational privacy within the limits of the law. You have a right to be interviewed and examined in surroundings designed to assure reasonable privacy. You have the right to expect that all decisions or consultations involving your care will be conducted confidentially and to have your medical records read only by individuals directly involved in your treatment

or the monitoring of its quality. Your medical records will not be released to any individual unless a written request from you is presented.

Safe environment free from all forms of restraints unless indicated by your provider. You have the right to expect the clinic's treatment and practices will be provided in an environment that is reasonably safe and secure.

Information about advance directives, living wills and medical powers of attorney that may be obtained at the local JAG Office on Post or through a lawyer at your own expense. You have the right to these documents to ensure your express desire for health care is executed.

Prompt and timely attention to your care issues, including resolution of complaints.

Expect a reasonable response to your need in a timely manner. TRICARE access standards apply to Active Duty and TRICARE Prime Beneficiaries. You will be advised of alternative choices if KAHC cannot meet the requirement.

Request an explanation of your medical condition and care options. You have the right to a clear explanation of all proposed treatment procedures including any risk or side effects associated with the treatment or the recuperation period. You have a right to expect reasonable continuity of care. Patients, and when appropriate their families, are informed about the outcome of care, including anticipated outcomes.

And you have the responsibility to:

Provide all necessary personal and medical history required for treatment. Keep all follow-up appointments with your Provider to ensure your care is properly monitored.

Provide the information necessary to process your other health insurance if you are covered by insurance along with your TRICARE benefit.

Provide information about medications to the best of your knowledge and ability, to provide accurate and complete information about medications you are taking, your current and past health conditions, and complaints and any other matters related to your health to your provider.

Report changes in your condition to your health provider and to make it known that you understand the course of treatment you have agreed to and what is expected of you.

# KENNER AHC PHONE DIRECTORY

## ADMINISTRATION/HEADQUARTERS

Commander/DCA 9256  
 Secretary 9256/9277  
 DCN 9277  
 DCCS 9277  
 Secretary 9277  
 Sergeant Major 9264  
 Chief Medical NCO 9684  
 Patient Safety/Infection Control 9028  
 Public Affairs Officer 9086  
 Safety Manager 9445

## CLINICAL SUPPORT DIVISION

DCCS 9277  
 Chief 9126  
 Patient Appoint Coord 9647  
 Patient Advocate 9512

## Active Duty Clinic

Receptionist 9057/9056  
 Nurse Manager 9540  
 NCOIC 9972  
 Medical Director 9977  
 Triage Nurse 9128  
 Exit Nurse 9071  
 Physical Exams 9649/9231

## ASAP Clinic

Receptionist 9601  
 Chief 9181

## ALCOHOL AND DRUG OFFICE

Control Officer 9180  
 Education Coordinator 9079  
 Drug Testing Coordinator 9177

## COMMUNITY MENTAL HEALTH

Appt Only (Permanent Party) 9623  
 Appt Only (AIT) 9387

## DENTAL CL CMD (P-8204)

Commander/Secretary 9614

## EAGLE CLINIC

Optometry/Physical Exams  
 Receptionist 9253  
 NCOIC 9347  
 INFORMATION DESK 9000

## INFORMATION MANAGEMENT

Helpdesk/ESD 1-800-872-6482

## LABORATORY SERVICE

Chief 9105  
 Receptionist 9101  
 Secretary 9102  
 NCOIC 9104  
 ANCOIC/Supply 9103

## MANAGED CARE DIVISION

Chief 9049  
 Referral Mgmt Ctr (RMC) 2273  
 RMC Supervisor 9421  
 Medical Management 9294  
 Active Duty Claims 9450  
 Transitional Care 9087  
 Case Management 9536/9690

Health System Specialist 9963  
 Health Benefits 9447/9448

## MEDICAL COMPANY

Commander 9370  
 First Sergeant 9591

## ORTHOPAEDIC SERVICE

NCOIC 9582  
 Front Desk 9006/9226

## PATIENT ADMIN DIVISION

Chief/Deputy 9314/9567  
 NCOIC 9292  
 Patient Affairs 9299  
 PAD Compliance Officer 9197  
 MEB/PEBLO 9319/9349  
 Billing/Claims 9306/9622  
 Correspondence 9508/9078  
 Out Patient Records 9283/9285  
 TMC Out Patient Records 9088  
 OPR Supervisor 9284  
 HIPAA Privacy 9284/9197

## PEDS/(WILKERSON CLINIC)

Pediatric Nurse Manager 9094  
 NCOIC 9161  
 Front desk 9125  
 EFMP 9130  
 Immunization 9176  
 Nurses Line 9153

## PHARMACY SERVICE

Chief/NCOIC/Admin 9141  
 Call-In Refill Pharmacy 9535  
 Outpatient Pharmacy 9137

## PHYSICAL THERAPY

Frontdesk 9200

## PREVENTIVE MEDICINE DIVISION

Chief 9249  
 NCOIC 9325  
 Community Health Nurse 9063  
 Health Promotion Wellness 9304  
 Occupational Health 9159  
 Industrial Hygiene 9438  
 Environmental Health 9652  
 Environmental Tech 9310  
 Flu Hotline 9266  
 Nutrition Care 9249

## PRIMARY CARE DIVISION (ADMIN)

Receptionist 9554  
 Chief 9251  
 NCOIC 9324  
 Infection Control 9076

## Primary Care Clinic

Front Desk 9993  
 Chief 9175  
 NCOIC 9213  
 Immunizations 9162

## RADIOLOGY SERVICE

Chief/Receptionist 9118  
 NCOIC 9124

**SOCIAL WORK SERVICE**

Receptionist 9152/9372  
**Soldier Readiness Clinic**  
Chief 9004  
Nurse Manager 9546  
NCOIC 9583  
MEDPROS/Mobilization 9430

**VETERINARY SERVICE**

NCOIC 2459  
CHIEF 2449  
Appts 2446  
Prime Vendor 9282

**TROOP MEDICAL CLINIC**

Front Desk 6093  
NCOIC 9465  
Nurse Manager 9446  
Radiology 9460  
Front Desk TMC2 5445/5447

**TRICARE SERVICE CENTER**

Walk-ins Only  
Appointments **1-866-LEE-KAHC** (533-5242)

*Kenner Army Health Clinic*  
<http://kenner.narmc.amedd.army.mil>




## HOW ARE WE DOING?

There are 3 main ways to give us your feedback:

- 1. Army Provider-Level Satisfaction Survey (APLSS)**  
After your appointment at Kenner, you may receive a survey form from the Army Surgeon General. Please send it back ASAP. Options to return survey are by phone, mail or complete on line.

**Interactive Customer Evaluation (ICE)**  
Fill out the form on-line immediately after your experience at Kenner!

- 2.** Click on the **ICE** logo on the KAHC website or by scanning the QR Code with your smart phone

  
**Scan me!**

*Turn card over to reverse side*

*Kenner Army Health Clinic*  
<http://kenner.narmc.amedd.army.mil>

Talk to the

**3.**

## Patient Advocate:

804-734-9512 (Voicemail)  
or  
804-267-0338 (text)

  
**Scan me to visit the KAHC website!**

Visit us at:

  
 Facebook: Kenner Army Health Clinic

  
 Twitter: Kenner ArmyHC

**"Your Care. Your Trust. Our Mission."**