<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Schedule &amp; Cancellations</td>
<td>(254) 288-8888</td>
</tr>
<tr>
<td>Appointments for all PCMs when traveling or calling out of area</td>
<td>(800) 305-6421</td>
</tr>
<tr>
<td>Beneficiary Services Branch</td>
<td>(254) 288-8155</td>
</tr>
<tr>
<td>DEERS Information</td>
<td>(800) 538-9552</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>(254) 288-8114</td>
</tr>
<tr>
<td>Information Desk</td>
<td>(254) 288-8000</td>
</tr>
<tr>
<td>Military One Source</td>
<td>(800) 342-9647</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>(800) 874-2273 Option 1</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(254) 288-8800</td>
</tr>
<tr>
<td>Pharmacy Refill (inside area code 254)</td>
<td>(254) 288-8911</td>
</tr>
<tr>
<td>Pharmacy Refill (outside area code 254)</td>
<td>(800) 351-3636</td>
</tr>
<tr>
<td>Radiology Scheduling</td>
<td>(254) 286-7178</td>
</tr>
</tbody>
</table>

**Primary Care Clinics:**

- Bennett Health Clinic: (254) 618-8120
- Family Medicine: (254) 288-6280/1
- Residency Center
- Internal Medicine Clinic: (254) 288-8090 Opt 6
- Monroe Health Clinic: (254) 618-8782
- Pediatric Clinic: (254) 553-3745
- Charles Thomas Moore Clinic (Blue): (254) 285-6229/30
- Charles Thomas Moore Clinic (Green): (254) 285-6271/2
- Charles Thomas Moore Clinic (Orange 1): (254) 618-7044
- Charles Thomas Moore Clinic (Orange 2): (254) 285-6269
- Charles Thomas Moore Clinic (Orange 3): (254) 287-0588
- Troop Medical Clinic #12: (254) 286-7311
- Troop Medical Clinic #13: (254) 285-6803
- Referral Management Branch: (254) 553-1846
- TRICARE Service Center (HUMANA): (800) 444-5445
- Warrior in Transition Unit (WTU): (254) 553-4268/70
- Women’s Health Center: (254) 288-8109
- Russell Collier Health Clinic (West Fort Hood): (254) 553-3146/81/80/3034
- Copperas Cove Medical Home: (254) 553-5801
- Fort Hood Medical Home: (254) 285-6270
- (254) 287-0683
- Harker Heights Medical Home: (254) 553-5901/5908
- Kilteen Medical Home: (254) 553-6001/2

**Important Numbers**

- TRICARE on Line: www.tricareonline.com
- DEERS Information: (800) 538-9552
- Emergency Room: (254) 288-8114
- Information Desk: (254) 288-8000
- Military One Source: (800) 342-9647
- Nurse Advice Line: (800) 874-2273 Option 1
- Pharmacy: (254) 288-8800
- Pharmacy Refill: (254) 288-8911
- Pharmacy Refill (outside area code 254): (800) 351-3636
- Referral Management Branch: (254) 553-1846
- TRICARE Service Center (HUMANA): (800) 444-5445
- Warrior in Transition Unit (WTU): (254) 553-4268/70
- Women’s Health Center: (254) 288-8109
- Russell Collier Health Clinic (West Fort Hood): (254) 553-3146/81/80/3034
- Copperas Cove Medical Home: (254) 553-5801
- Fort Hood Medical Home: (254) 285-6270
- (254) 287-0683
- Harker Heights Medical Home: (254) 553-5901/5908
- Kilteen Medical Home: (254) 553-6001/2

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

Carl R. Darnall Army Medical Center
Public Affairs & Marketing Office
CRDAMC HO 793 (Rev) Feb 2018
www.crdamc.amedd.army.mil
Welcome to Carl R. Darnall Army Medical Center (CRDAMC). Today marks the beginning of your journey within the CRDAMC System for Health, and we are honored to serve you.

Our mission is to provide you quality, patient-centered care that promotes Soldier readiness as well as community health and resilience. Our priority is providing safe, evidenced-based care that supports the best possible clinical outcomes and patient satisfaction.

As a patient-centered organization, we believe that you have an active role in your healthcare decisions. Our commitment is to listen to you and understand your needs. We believe that establishing a partnership between providers, patients, and their families is beneficial to the overall patient experience. Studies also show that this partnership improves outcomes. Finally, we know information and communication are essential elements of patient satisfaction. We’ve developed this booklet to provide you information about your healthcare system and all it has to offer.

Every member of the CRDAMC team is committed to quality, safety, and customer service excellence. Whether you are an Active Duty Service member, Family Member, or Retiree, our goal is to ensure timely access to safe, quality care. Our mission is dependent upon a strong relationship. We encourage you to become familiar with all the resources, policies, and procedures of your healthcare system outlined in this book. The information it contains will be a key ingredient to successful collaboration in your care.

CRDAMC Command Team

Web Pages
CRDAMC: www.crdamc.amedd.army.mil
TRICARE (HUMANA): www.tricare-online.com
Nurse Advice Line
Available to active duty, retirees, and family members eligible for military healthcare.

• 1-800-874-2273 Option 1
• 24 hours a day
• Advice about urgent and non-emergent health issues/situations
• Able to make appointments
• Information about self-care for injuries and illnesses

Appointments
To make or cancel an appointment, call Patient Appointment Service, 288-8888 or (800) 305-6421 (7 a.m. to 4 p.m.) or go to TRICARE Online at www.tricareonline.com for 24 hours a day to make and cancel appointments.

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

Defense Enrollment Eligibility Reporting System (DEERS) – Identification (ID) Cards
You must have an ID card to receive services at CRDAMC. Bldg. 18010, 1st Floor, Room B115, Battalion Ave. and T.J. Mills Blvd. For information, call 553-4444, or schedule an appointment online at http://www.hood.army.mil/dhr/idcards.info.aspx

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

• Interactive Customer Evaluation (ICE): ICE kiosks are located in various locations of the hospital and the primary care clinics. ICE comments may also be submitted online at http://icce.disa.mil

• E-mail: You may submit an e-mail via our website, www.crdamc.amedd.army.mil

• Patient Advocate Office: You may visit the patient advocate office, which is located on the 2nd floor of CRDAMC, Room 22-C08. Phone: 254-288-8156

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

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

Army Medicine Secure Messaging System (AMSMS)
You can now communicate with your Primary Care Clinic online using the Army Medicine Secure Messaging System (AMSMS). You can still call the clinic, or come in for a face-to-face office visit - this is just an added option for you. To learn more about this service, or for instructions on how to register, please read on.

Registration for Online Access:
The registration process is quick and easy - it should just take a few minutes. There is no fee to register for this service.

1. To get started, let the clinic know when you go for an appointment that you would like to be registered for Secure Messaging. You will need to provide your e-mail address and the clinic will send you an e-mail invitation to register.

2. Or, register yourself by going to https://mil.relayhealth.com and clicking Register. When prompted, select your PCM as one of your doctors.

3. To ensure security, the clinic must Accept your application before you can use the service. Please allow 48 hours following registration or the clinic to process your registration.

If you have any problems registering, contact RelayHealth Customer Support at - 1-866 RELAYME (866-735-2963), or support@relayhealth.com.

What Healthcare Services Can I Access Online with Secure Messaging?
Available services are listed below:
Once you select the type of message you’d like to send, you simply compose the message and send it to us.

Consult Your Doctor (webVisit™)
Use a webVisit to consult us about non-urgent health conditions or symptoms. In a webVisit, you’re presented with a series of questions about your symptoms and other important health information. Your answers help us determine the best course of treatment for you.

“We look forward to serving you.”
TRICARE ONLINE (TOL)

TOL allows you to securely access your military hospital appointments, DoD Blue Button personal health data and prescription refill services using three different login methods. Access TOL with a Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) myPay, and/or a Premium DoD Self Service (DS) Logon account.

Website: www.tricareonline.com

Customer Service: 800-600-9332

(For assistance with the website or obtaining log-on information)

If you do not have a DS Logon Account, it’s easy to register:
1. Go to www.tricareonline.com
2. Select the More DS Logon Options (highlighted in blue on the lower left-hand corner of teh logon page).
3. Follow the instructions provided to:
   a. Establish a DS Logon
   b. Activate My DS Logon
   c. Upgrade My DS Logon
   d. Manage My DS Logon

APPOINTMENTS:
Make, change, view past and future, and cancel military hospital or clinic appointments. Schedule email, phone or text appointment reminders to include earlier appointment notifications. Act on behalf of yourself and your family members.

BLUE BUTTON:
Securely view, print, or download your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital sign data. Download your personal health data to PDF, text, or XML-formatted continuity of care document (CCD).

RX REFILL:
Refill up to six prescriptions for military hospital or clinic pick-up. Check the status of your prescriptions. Link to the TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery. Act on behalf of yourself and your family members.

PROFILE:
Manage your account to include appointment notification and appointment reminder settings. View and change the MTF location for yourself and your family members. The list of family members is managed by DEERS.

RESOURCES:
Access TOL educational brochures with step-by-step instructions on how to use the capabilities within TOL. TRICARE.mil resources with benefits information, DoD and VA health services, and other general health and wellness resources.

SERVICE SEPARATION:
Access medical information and services designed for Service Members separating from active duty or the reserves. Information includes how to file a pre-separation claim, schedule your Separation History and Physical Examination (SHPE), and more.

For assistance with the website or obtaining log-on information

Customer Service: 800-600-9332

If you do not have a DS Logon Account, it’s easy to register:
1. Go to www.tricareonline.com
2. Select the More DS Logon Options (highlighted in blue on the lower left-hand corner of teh logon page).
3. Follow the instructions provided to:
   a. Establish a DS Logon
   b. Activate My DS Logon
   c. Upgrade My DS Logon
   d. Manage My DS Logon

Family Medicine Residency Clinic, Pediatrics & Internal Medicine located inside Darnall
PATIENT CENTERED MEDICAL HOMES (PCMH)

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

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

Patient Appointment Services

To schedule an appointment, call Patient Appointment Services, 288-8888:
- Active Duty Periodic Health Assessments
- Appointment Cancellations
- Immunizations
- OB/GYN
- Overseas Screening
- Pap Smear
- Physical Exams
- Primary Care Appointments (sick, routine, follow-up and wellness exams)
- School Physicals
- Specialty Care Appointments
- Well Baby exams

Family Medicine Residency Clinic (FMRC)

Bldg 36065, Grasslands Clinic, 1st Floor Sante Fe Ave.

Active Duty Sick Call on weekdays: 7:30 – 8:00 a.m. (Soldiers Only)

Clinic on weekdays: 7:30 a.m. - 4:30 p.m.
Closed weekends and holidays
Phone: 288-8280/8281

Fort Hood Medical Home

Bldg. 36000 Darnall Loop, at the intersection of Darnall Loop and Warrant Drive.

Clinic Hours: 7:30 a.m. - 4:30 p.m. M-F
Phone: 287-0683/285-6270

Internal Medicine Clinic

Bldg. 36065, Wetlands Clinic, 2nd Floor Santa Fe Ave.

Weekdays: 7:30 a.m. - 4:30 p.m.
Phone: 285-8090/8091

Russell Collier Health Center

Corner of Clarke and Loop Rd.

Active Duty Sick Call: M-F 7:15 a.m. - 7:45 a.m.
Clinic Hours: M-F 7:15 a.m. - 4:30 p.m.
Front Desk Phone: 553-3146
Chinook Pediatrics: 553-3180
Apache Active Duty: 553-3873
Cobra: 553-3181
Blackhawk: 553-3034
Flight physicals: 553-3673
Pharmacy: 553-3019/3007

Pediatric Clinic

Bldg 36065, Wetlands Clinic, 1st Floor Sante Fe Ave.

Children from birth to 18 years of age.
Children with special health needs are usually enrolled in the Pediatric Clinic.
Weekdays: 7:30 a.m. - 4:30 p.m.
Closed weekends and federal holidays
Phone: (254) 553-3745

Killeen Medical Home

3404 Kayenced Court
Killeen, Texas 76542

Located off Elms Road in between WS Young Dr & Stan Schlueter Loop
Clinic Hours: M-F 8 a.m. - 5 p.m.
Lab and Pharmacy Available
Phone: 553-6001/6002

Exceptional Family Member Program

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

The EFMP office is located on the 1st Floor of Clinic Building 1, Wetlands, at the Main Hospital. Hours are from 8:00 a.m. to 4:00 p.m., closed from 11:30 to 12:00 p.m., for lunch. Please call (254) 288-8099 for more information.

Immunizations

Routine immunizations for Active Duty Family Members, Retirees, and Retiree Family Members are done at the Allergy and Immunization Clinic located in Charles Thomas Moore Health Care 285-6335/6.

• 17 and under, call Patient Appointment Service, 288-8888, to book an appointment.
• 18 and over may walk in Monday and Friday, 1 p.m. - 4 p.m., please bring immunization records.

Active Duty immunizations are done at the Soldier Medical Readiness Center located in Charles Thomas Moore Health Clinic.

• Week-Mondays: 7:00 - 11:45 & 1 - 3:00 p.m.
• Closed weekends, holidays, and training holidays.

Charles Thomas Moore Health Clinic

Bldg. 2400, corner of 58th St. & WS Moore

Sick Call: 6:30 - 7:00 a.m.
Clinic on weekdays: 8:00 a.m. - 4:00 p.m.
Phone: 288-8888

Bring the child's medical records as well as all of their shot records to the appointment.

Health Care for Pregnant Women

Women receive prenatal care in the Women’s Health Center and the Family Medicine Residency Center. If you have a positive, clinical confirmed, pregnancy test, you may schedule your prenatal education appointment by calling the Women’s Health Center, 288-8109, or Patient Appointment Service, 288-8888. Women’s Health Clinic hours: Weekdays, between 7:30 a.m. and 4:30 p.m., M-F. To call from out of the area please use (800) 305-6421.

Health Care for Children

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

Dental Care

Soldiers receive dental care at designated dental clinics on Fort Hood.

Active Duty Family members may enroll on the TRICARE Dental website at www.tricare.mil/dental/ or call 844-653-4061.

Referees and their families may enroll on the TRICARE Dental Program website at www.trdp.org or call 888-838-8737.

Flight Physicals

To schedule flight physicals, call Troop Medical Clinic #12: 254-731-2850/2860, or the Collier Health Clinic (West Fort Hood), 553-3673.

SOLDIER CENTERED MEDICAL HOMES (SCMH)

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

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

Monroe Health Clinic

Bldg. 33003 Battleon Ave. Hours of Operation M-F Clinic Hours: 0800-1600
Phone: 287-0670
Pharmacy: 0700-1530
Medical Records: 0700-1530
X-Ray: 0700-1600
Lab: 0630-1150 & 1300 - 1530
Optometry: 0730-1600

Front Desk & Appointment Phones:
1st CAV/1st BDE & HSVN: 254-618-8812
1st CAV/2nd BDE: 254-618-8767
Pharmacy: 254-618-8781

Closed weekends, holidays, and 1st and 2nd training holidays. Optometry clinic most training holidays.

Trop Medical Clinic #12

Bldg. 7015, Hood Army Airfield Sick Call: 8:00 a.m. - 4:00 p.m.
Closed weekends, holidays, and training holidays.
Phone: 286-7311/285-6803
For Part One Flight Physicals, please contact Russell Collier Health Clinic at 553-3673.

Active-Duty Sick Call

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

Periodic Health Assessments (PHA):
If you are active duty and have not had your annual Periodic Health Assessment, call for an appointment at 288-8888. It is important that you complete all of your required preappointment documentation on AKO (https://apps.mods.army.mil/PHAeow) before you come to your appointment.

Flight Physicals:
To schedule flight physicals, call Troop Medical Clinic #12: 254-731-2850/2860, or the Collier Health Clinic (West Fort Hood), 553-3673.
**SPECIALTY CARE SERVICES AVAILABLE AT CRDAMC**

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

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

**Women’s Health**  
- Maternal/Fetal Medicine  
- Obstetrics (OB)  
- Gynecology (GYN)

**Medicine**  
- Internal Medicine  
- Pulmonology  
- Allergy  
- Dermatology  
- Neurology  
- Gastroenterology  
- Endocrinology  
- Cardiology  
- Cardiology (San Antonio Staff)  
- Oncology (San Antonio Staff)  
- Urology (San Antonio Staff)

**Children’s Health**  
- General Pediatrics  
- Neonatology

**Women’s Health**  
- Maternal/Fetal Medicine  
- Obstetrics (OB)  
- Gynecology (GYN)

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

**Pediatrics**  
- General Pediatrics

**Laboratory Services**  
- Limited quantities of over-the-counter medications stocked at CRDAMC.

**Radiology Services**  
- Bennett, Charles Thomas Moore, Collier (West Fort Hood), Killeen, Harker Heights, Copperas Cove, and Monroe Health Clinics all offer radiology services.

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

**Main Outpatient Pharmacy and Outlying Clinics Pharmacy**  
- Refill Pharmacy
- Mail Order Pharmacy

**Pharmacy Services**  
- Mail Order Pharmacy
- Refill Pick-up Schedule

**Main Outpatient Pharmacy Hours of Operation**  
- Mon, Tues, Wed, Fri, Sat: 8:00 a.m. - 5:30 p.m.
- Thurs: 9:00 a.m. - 5:00 p.m.
- Sat: 8:00 a.m. - 3:00 p.m.
- Sun: Closed

**Clear Creek Pharmacy**  
- Because of the large number of beneficiaries, patients must request refills in advance. Please use the Clear Creek Pharmacy located in the Fort Hood Main PX to refill any medications initially filled at any of the CRDAMC Pharmacies.

**Refill Pick-up Schedule**  
- Mon, Tues, Wed, Fri: Sat/Sun
- Thurs: No: Mon, Fri: Sat
- Sun: No: Mon, Fri: Sat

**Clear Creek Pharmacy Closed**  
- Sundays Holidays
CARE OUTSIDE OF CRDAMC

TRICARE Prime Travel Benefits

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

Who may qualify: TRICARE Prime beneficiaries (active duty family members, retirees, and retiree family members) enrolled in Prime and that have been referred over 100 miles (one way) may qualify for some reimbursement for travel expenses. Active duty personnel are not covered by the TRICARE Prime Travel Benefit Program. For more information, call the CRDAMC Beneficiary Services Branch, 288-8155, or visit their office in Bldg. 36001, Room 113. Office hours available from 7:30 a.m. to 4:15 p.m. on weekdays (closed holidays).

Active Duty
Your ID card validates eligibility for emergency medical care to a civilian facility. Contact the nearest DOD military treatment facility, your unit, or CRDAMC, (254) 288-8000, as soon as possible. If you are traveling out of the local area and need urgent care, visit the nearest military treatment facility. If there is no military treatment facility nearby, call HUMANA at 1-800-444-5445 or 1-800-305-6421 option #4 for medical care instructions. The fax number is (254) 553-1819. Routine care will not be authorized while traveling.

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

Additional Information for All Sponsors and Dependents
Medical claims for care or services received before 1 January 2018 must be submitted to TRICARE South Region, Claims Department, P.O. Box 7031, Camden, SC 29020-7031. Medical claims for care or services received on or after 1 January 2018 must be submitted to TRICARE East Region Claims, New Claims, P.O. Box 7981, Madison, WI 53707-7981.

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

Your Partner in Health