

TRICARE Prime Patients

As a result of your Emergency Department visit, you may need to be admitted to the hospital for surgery or additional medical care. Normally, this is a routine process, but there may be some instances when Darnall does not have the services you need. In these instances, we may transfer you to another military or TRICARE network hospital to receive care. Emergency Department physicians coordinate your transfer to another health care facility.

If you are admitted but do not require additional care, it is your responsibility to seek follow-up care. Whether you are enrolled in one of Darnall's health clinics or with a civilian network provider, you should schedule a follow-up appointment.

Retirees

Military retirees age 65 and older are usually eligible for Medicare. Once eligible for Medicare, beneficiaries are no longer eligible to enroll in TRICARE Prime. However, TRICARE For Life is available for retirees who have Medicare Part A & B. Under TRICARE For Life, TRICARE becomes the second payer after Medicare. TRICARE pays for medical care that is a benefit under both Medicare and TRICARE.

Retirees over age 65 may continue to be seen in the Emergency Department for emergencies and urgent care. If your illness or injury warrants it, we may admit you in order to stabilize your condition. We may have to transfer you to another medical facility if you need more definitive care. Let us know if you prefer a particular hospital or private health insurance requires you to go to a specific facility. We will attempt to accommodate your request. In any event, you should seek follow-up care with your current provider.

Dependent Parents-in-Law of Active Duty Soldiers & Military Retirees

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

TRICARE allows these beneficiaries access to Emergency Departments for emergencies and urgent cases. However, because there is no space-available care at Darnall, follow-up or routine appointments are not available. If dependent parents are admitted to Darnall and stabilized, they may be transferred to a civilian provider for further care. It is your responsibility as the sponsor to provide them with a civilian care provider.

Space Availability

Darnall Army Medical Center currently does not have space available for non-Prime patients.

Routine Care

The Emergency Department personnel may actually tell you that your symptoms do not warrant an emergency department visit. They may assist you in making a routine appointment with your primary care provider. For continuity of health care, it is best to establish a relationship with your primary care provider and visit that provider when problems arise.

Behavioral Health

All persons with emergency mental/behavioral health issues will be assessed carefully for level of risk. High Risk patients may require hospitalization at CRDAMC or other facilities in the area. These types of cases may take extended time for disposition due to the high level of care coordination involved. Active Duty may also visit the Resilience and Restoration Center during duty hours.

Important Phone Numbers

Ambulance.....	911
Appointment Service (all clinics)	288-8888
or	1-800-305-6421
Information Desk.....	288-8000
Bennett Health Clinic	618-0839/0840
Family Care Clinic-Darnall	288-8280
Health Benefits Advisors.....	288-8911/8912
Monroe Health Clinic.....	288-8767
Nurse Advice Line.....	553-3695
Pharmacy at Darnall	288-8800
Pharmacy Refills.....	288-8911/8912
Resilience & Restoration Center.....	553-2284/2285/2286/2287/2288
Thomas Moore Health Clinic by Banner:	
Green Banner	285-6272
Blue Banner	285-6229
Red Banner	285-6228
Yellow Banner	285-6270
Purple Banner	553-4270
TRICARE Customer Service.....	1-800-444-5445
West Fort Hood Health Clinic	553-4151
Women's Health Clinic	286-7888

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DARNALL
ARMY MEDICAL CENTER

**Emergency
Department**

Welcome . . .

...to the busiest Emergency Department in the Armed Forces. You will receive the finest care possible from our staff.

Historically, from national test scores and evaluations, the Army has three of the top Emergency Medicine Residency Programs in the nation. Darnall is one of these programs. Our program has been nationally accredited and approved to train emergency physicians since its establishment in 1980.

Emergency Physicians in the Emergency Department have completed training in the specialty of Emergency Medicine and all are board certified. They supervise the other doctors who are training in the Emergency Medicine Residency Program.

In addition to our regular staff, there are doctors, medical students, physicians assistants, nurses, medics and others from various institutions that come to train in our Emergency Department.



Health Care Information

The best source for information about your health is your primary care provider. However, when he or she is not available, there are numerous other sources for health care information. Darnall's Population Health Clinic on the third floor of the hospital is an excellent resource center. All of Darnall's clinics have a variety of educational materials and brochures.

If you prefer to use the telephone for information, call the Humana Audio Health Library - 1-877-217-7946 or the TRICARE Information Service - 1-800-DOD-CARE.

How to Access Health Care:

- Nurse Advice Line - 553-3695
- Make an appointment online - www.tricareonline.com
- Make or cancel appointments - 288-8888.

When You Come to the ED

Please provide the Emergency Department clerks with the information needed to create or update your medical treatment record.

If you have health insurance other than TRICARE, you must, by federal law and Army regulations, provide that information to the in-processing clerk. Darnall is required to bill your other health insurance company for your care. You will receive an Explanation of Benefits (EOB) from your insurance company saying that they paid Darnall for your visit. You do not have to make any additional payments to Darnall or your insurance company for your care.

To complete the registration process, please provide the following information:

- * Identification Card to show eligibility for care.
- * Medical record and white medical stamp card or your TRICARE Prime Card.
- * List of medications you are currently taking (or bring them with you).
- * Identify any drug allergies.

Emergency & Urgent Care

The Emergency Department provides care for patients with true emergencies and those with "urgent" medical needs.

- EMERGENCY care includes loss of life, limb, or eyesight.
- URGENT care includes events that, if not taken care of within a short period, may lead to loss of life, limb, or eyesight.

The Emergency Department treats other categories of patients as space permits. Civilian emergencies are also treated in the Emergency Department.

TRIAGE

All patients coming to the Emergency Department must be screened and triaged. Triage classifies patients according to the severity or the potential for the condition to deteriorate. Triage makes sure that the most critically or potentially critically ill patients are treated first.

- * You may experience long waiting times when classified in categories 4 or 5.
- * Please remember, critically or seriously ill patients are always treated first, regardless of the time or manner of arrival.

FIVE TRIAGE CATEGORIES

1. Patients who need immediate care to prevent loss of life, limb, or eyesight.
2. Patients who require care to prevent life-threatening deterioration.
3. Patients with conditions that require timely treatment but the condition is not life-threatening or likely to worsen.
4. Patients who are non-urgent but require treatment when available (not a risk of significant deterioration if there is delay in care). Patient may go to a clinic if appropriate.
5. Patients who should be treated in primary care facilities (Troop Medical Clinics, Pediatric Clinic, Family Care Clinic, or civilian primary care provider under TRICARE Prime). These patients may be seen in the Emergency Department after all other categories have been seen.

LAB TESTS AND X-RAYS

The Emergency Department staff may order lab tests or x-rays to help diagnose your condition. Although the Lab and Radiology are staffed 24-hours-a-day, it takes time to process and read the results.