



Media Release

Carl R. Darnall Army Medical Center
Public Affairs Office
36000 Darnall Loop
Fort Hood, Texas, 76544
Telephone (254) 288-8005/286-7954
Web site: www.crdamc.amedd.army.mil

June 18, 2013

CRDAMC Public Website finishing complete rebuild

By [Dennis Phelps](#), CRDAMC Webmaster

FORT HOOD, Texas – Many patients may have noticed that the CRDAMC Public Internet Website went through some major changes over the past year. Changes and improvements were made to educate patients, improve patient experiences, and to offer patients alternative methods to submit compliments and complaints. The complete rebuild of our site is now in the final stages.

Access to Care Standards are now posted on our Home Page, giving beneficiaries clear instructions and recommendations for contacting the Nurse Advice Line for free medical advice at 254-553-3695, scheduling appointments online through www.tricareonline.com, or over the telephone through our local Appointment Line at 254-288-8888 or toll free at 800-305-6421. Access to Care standards and options are also explained for Emergency Care, Urgent (acute) Care, Routine Care and Referrals to Specialty Care Services.

Looking for information about one of our Departments, Clinics, or Services? You can find them on our [Alphabetized Department, Clinic and Services page](#) or use our [Search page](#). All CRDAMC Department Web Pages are built with the same layout, making it easier for patients to locate the correct telephone or fax number, hours of operation, forms to fill out before the appointment, instructions on how and when to schedule an appointment, and names and photos of the current Officer in Charge and Non-Commissioned Officer in Charge.



As Summer begins, many of our Customers will want to raise money through bake sales and barbecue cookouts. Before you can sell food on Fort Hood, the food handlers will need apply for a [Food Booth Permit](#) and earn [Basic Food Handler Certifications](#), and possibly [Intermediate](#) and [Advanced](#) Food Handler Certifications through our Department of Preventive Medicine's Environmental Health Section. Both the Basic and Intermediate Food Handler Certification Quizzes are completely automated on our website, providing customers'

immediate pass or fail feedback to receive your certificate. Study materials for both quizzes are also available online.

Do you have a question for the Commander? Or a compliment or complaint about the care you received here at Darnall? The CRDAMC Command staff would love to hear from you. Our website

offers several options to contact us by email or leave an anonymous comment. Patients may email questions to the Commander on our [Dear Darnall page](#) or send a comment or complaint to the Patient Advocate Office on the [Tell Us About Your Care page](#).

Commanders and Soldiers who want to learn more about the Medical Evaluation Boards / Integrated Disability Evaluation System (MEB / IDES) are encouraged to view the [PDF and PowerPoint Briefing Tools](#). Briefings for Providers, Soldiers, Company Commanders and ISGs are available. MEB and IDES documents, regulations, SOPs and forms are available at the [Soldier's Rucksack](#) and [Commander's Corner](#).

The New CRDAMC is scheduled to open in 2015. [Health Facility Planning Agency \(HFPA\) Newsletters](#), photos of the [construction and "Topping Out"](#) Ceremony, [artist renderings](#), plus documents from the [Groundbreaking Ceremony](#) are available.

Over the past year, our website has received almost ¾ of a million views. We currently have over 600 individual pages. As CRDAMC continues to grow, our site will continue to provide educational information to Soldiers, Family Members and Veterans in Central Texas.

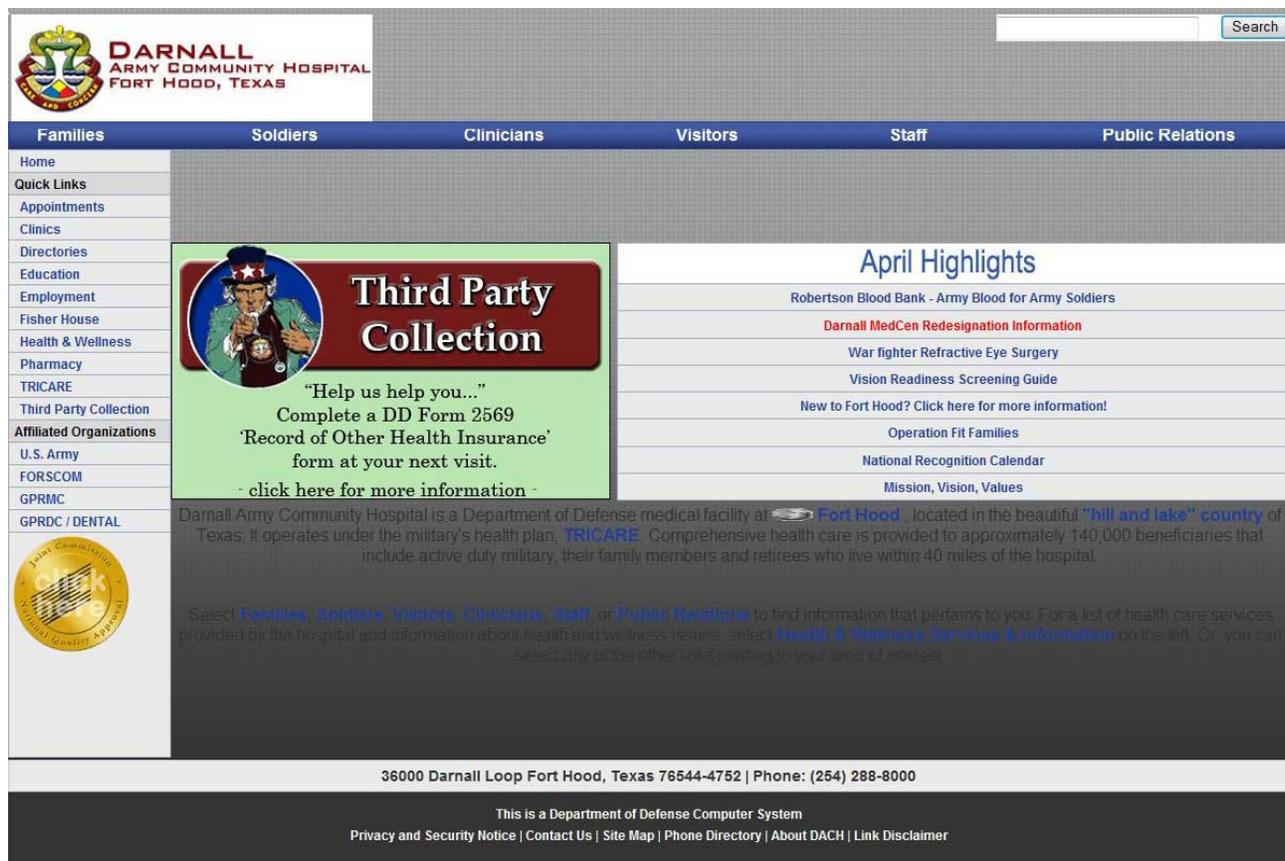


Figure 1: CRDAMC Home Page 2006



Warrior in Transition
Home
Quick Links
Families
Soldiers
Clinicians
Visitors
Staff
Behavioral Health
Clinics
Directories
Education
Fisher House
Health & Wellness
Language Services
Media Relations
Preventive Medicine
Third Party Collection
Tricare
Affiliated Organizations



Carl R. Darnall Army Medical Center is a Department of Defense medical facility at [Fort Hood](#), located in the beautiful "hill and lake" country of Texas. Comprehensive health care is provided to approximately 140,000 beneficiaries that include active duty military, their family members and retirees who live within 40 miles of the hospital.

The CRDAMC website now features a 'fly-out menu'. Hover over the links to the left and click on a link of interest. If you can't find what you are looking for, attempt a [key word search](#).

Vision

We are the face of Army Medicine: Quality health care for our Army starts here! Access to world-class care, nationally recognized medical training and courteous service are our core competencies. We develop 21st century leaders, accountable to our Army and our beneficiaries.

Mission

- ★ To provide high quality, customer focused accessible and comprehensive service in support of the Global War On Terror and the Army Medical Action Plan
- ★ To promote resilience for our Soldiers and their Families, enhancing readiness and deployment.
- ★ To conserve the fighting strength through a culture of excellence in our continuum of medical training.
- ★ Setting the standard and being accountable to our nation.

CRDAMC Highlights & current events

- ** WARRIOR IN TRANSITION ****
- Seasonal Flu Vaccination Info
- ** Tricare Online ****
- CRDAMC Now Newsletter
- Robertson Blood Center
- WSFH Ombudsman Program
- MEDCOM Now Newsletter
- HealthWorks by Team Darnall
- Behavioral Health Resources
- Winter Safety Campaign



Change your TRICARE enrollment from Civilian to CRDAMC

The [CRDAMC Health Library](#) contains in depth healthcare information. This service is provided to supplement the care provided by your physician. Always seek the advice of your physician or qualified health provider prior to starting any new treatment or with any questions regarding a medical condition.

Figure 2: CRDAMC Home Page 2007



Search

Appointments

Careers

Contact Us

Patient Concerns

Pharmacy

Tricare Online

- Home
- About Us
- Affiliated Organizations
- Behavioral Health
- Clinicians
- Clinics
- Directories
- Education
- Families
- Fisher House
- Getting Health Care
- Gifts to Army
- Health & Wellness
- Media Relations
- Preventive Medicine
- Soldiers
- Staff
- Tricare
- Visitors
- Warrior Transition Brigade



- NURSE ADVICE LINE



(254) 553-3695

The Nurse Advice Line is a health care information service for Active-duty military, Family Members, and Retirees enrolled in a CRDAMC health clinic. The service is available 24 hours every day of the year [\[more...\]](#)

- H1N1 (SWINE) FLU

Our providers are on alert for patients who have flu symptoms.

The symptoms of H1N1 are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills, and fatigue. [\[more...\]](#)

- CRDAMC EXPANDS ENROLLMENT

Change your TRICARE enrollment from Civilian to CRDAMC

Family members of active-duty Soldiers who wish to get their health care through Carl R. Darnall Army Medical Center's primary care clinics can now change their enrollment from a civilian physician to CRDAMC [\[more...\]](#)

page last modified on: 5/11/2009

CRDAMC Highlights & current events

- Flu Outbreak Information
- Commander's Blog
- Getting Health Care
- Warrior Transition Brigade (WTB)
- Weekend Healthcare
- Weekday Evening Appointments
- Robertson Blood Center
- MEDCOM Now Newsletter



Change your TRICARE enrollment from Civilian to CRDAMC

The [→ CRDAMC Health Library](#) contains in depth healthcare information. This service is provided to supplement the care provided by your physician. Always seek the advice of your physician or qualified health provider prior to starting any new treatment or with any questions regarding a medical condition.

36000 Darnall Loop Fort Hood, Texas 76544-4752 | Phone: (254) 288-8000 | Today is Monday, April 01, 2013



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Figure 3: CRDAMC Home Page 2008

Carl R. Darnall Army Medical Center

Fort Hood, TX

GO

Clinicians
Families
Soldiers
Staff
Visitors
Tricare Online

- Home
- About Us
- Affiliated Organizations
- Appointments
- Behavioral Health
- Careers
- Clinics
- Contact Us
- Directories
- Education
- Fisher House
- Getting Health Care
- Gifts to Army
- Health & Wellness
- Public Relations
- Patient Concerns
- Pharmacy
- Preventive Medicine
- Tricare
- Warrior Transition Brigade

TRICARE Online.com

Make Appointments Online

TRICARE Online is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries [\[more...\]](#)

NURSE ADVICE LINE

The Nurse Advice Line is a health care information service for Active-duty military, Family Members, and Retirees enrolled in a CRDAMC health clinic. The service is available 24 hours every day of the year [\[more...\]](#)

(254) 553-3695

H1N1 (SWINE) FLU

Our providers are on alert for patients who have flu symptoms. The symptoms of H1N1 are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills, and fatigue. [\[more...\]](#)

NOTICE of PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. [\[more...\]](#)

page last modified on: 9/18/2009

CRDAMC Highlights
& current events

- Seasonal Flu Vaccinations
- Getting Health Care
- Warrior Transition Brigade (WTB)
- Weekend Healthcare
- Weekday Evening Appointments
- Robertson Blood Center
- Summer Safety Campaign
- Warfighter Refractive Eye Surgery

Change your TRICARE enrollment from Civilian to CRDAMC

*The **CRDAMC Health Library** contains in depth healthcare information. This service is provided to supplement the care provided by your physician. Always seek the advice of your physician or qualified health provider prior to starting any new treatment or with any questions regarding a medical condition.*

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Figure 4: CRDAMC Home Page 2009




U.S. ARMY MEDICAL DEPARTMENT

CARL R. DARNALL ARMY MEDICAL CENTER



Home
Clinicians
Families
Soldiers
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Visitors
Search
Tricare Online
Army.mil
MEDCOM A-Z

- Access To Care
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- Appointments
- Behavioral Health
- Careers
- Clinics
- Contact Us
- Directories
- Education
- Fisher House
- Getting Health Care
- Gifts to Army
- Health & Wellness
- Public Relations
- Patient Concerns
- Pharmacy
- Preventive Medicine
- Tricare
- Warrior Transition Brigade





Fort Hood Tragedy - Resources for Help and Healing

Soldiers and Army Families - Tragedy Hotline
 Carl R. Darnall Army Medical Center has established a hotline for Soldiers and Army Families affected by the recent shootings. **If you need to talk to someone please call 254-553-3480.** The hotline is available 24 hours around the clock.

Resources for Help and Healing
 A collection of resources to help Soldiers, Leaders, and Family members cope with the recent tragedy [\[more...\]](#)

H1N1 (Swine) Flu - Vaccine Now Available
 The H1N1 vaccine is now available to all military beneficiaries through their primary care clinics during normal operating hours [\[more...\]](#)

Make An Appointment Online
TRICARE Online is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries.

Nurse Advice Line: (254)553-3695
 The Nurse Advice Line is a health care information service for Active-duty military, Family Members, and Retirees enrolled in a CRDAMC health clinic. The service is available 24 hours every day of the year [\[more...\]](#)

page last modified on: 1/27/2010

Quick Links

- Tricare Access to Care Standards
- Behavioral Health Resources
- Resilience and Restoration Center
- Warrior Combat Stress Reset
- Seasonal Flu Vaccinations
- H1N1 (Swine) Flu - Vaccine Available
- Getting Health Care
- Weekend Healthcare
- Weekday Evening Appointments
- Robertson Blood Center
- Winter Safety Campaign
- Notice Of Privacy Practices
- Follow CRDAMC on Facebook

Health Library

The **CRDAMC Health Library** contains in depth healthcare information. This service is provided to supplement the care provided by your physician. Always seek the advice of your physician or qualified health provider prior to starting any new treatment or with any questions regarding a medical condition.



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Figure 5: CRDAMC Home Page 2010




U.S. ARMY MEDICAL DEPARTMENT

CARL R. DARNALL ARMY MEDICAL CENTER



Home
Clinicians
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Tricare Online
Army.mil
MEDCOM A-Z

- Access To Care
- About Us
- Affiliated Organizations
- Appointments
- Behavioral Health
- Careers
- Clinics
- Contact Us
- Directories
- Education
- Fisher House
- Getting Health Care
- Gifts to Army
- Health & Wellness
- Press Center
- Public Relations
- Patient Concerns
- Pharmacy
- Preventive Medicine
- Third Party Collection
- Tricare
- Warrior Transition Brigade





Walk-in' Health Care (QuickCare)
QuickCare is a service for Family Members enrolled at CRDAMC's Family Medicine Residency Center, Bennett, Thomas Moore, Pediatric, and West Fort Hood Health Clinics. Family Members can use QuickCare for prompt treatment of minor injuries and sudden illnesses that cannot wait for the next available appointment with a Primary Care Manager. [\[more...\]](#)

Make An Appointment Online
TRICARE Online is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries.

Nurse Advice Line: (254)553-3695
The Nurse Advice Line is a health care information service for Active-duty military, Family Members, and Retirees enrolled in a CRDAMC health clinic. The service is available 24 hours every day of the year [\[more...\]](#)

Notice Of Privacy Practices
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page last modified on: 1/13/2011

Quick Links

- Seasonal Flu Vaccinations
- Welcome Booklet (.pdf file format)
- Tricare Access to Care Standards
- Behavioral Health Resources
- Resilience and Restoration Center
- Warrior Combat Stress Reset
- Getting Health Care
- Weekend Healthcare
- Weekday Evening Appointments
- Robertson Blood Center
- Winter Safety Campaign
- Follow CRDAMC on Facebook



NEW HOSPITAL CONSTRUCTION

MEDICAL WARFIGHTER FORUM

Med WfF

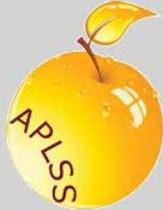
(MedWfF)

(WEDMIL)

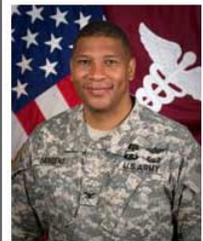
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Figure 6: CRDAMC Home Page 2011

- Access To Care
- About Us
- Affiliated Organizations
- Make An Appointment
- Behavioral Health
- Clinics
- Departments
- Fisher House
- Getting Health Care
- Health & Wellness
- Public Affairs
- Patient Concerns
- Pharmacy
- Preventive Medicine
- Tricare
- Warrior Transition Brigade
- Federal Voters Assistance Program



Commander's Blog



EXCELLENCE - team works to ensure paternal relationships, healthy start for newborns

Throughout the Army, Fort Hood is known for its size. It has one of the largest installation cantonment areas, the most training acreage, one of the largest Soldier and Family populations, and not surprisingly one of the highest birth rates. In fact, the Carl R. Darnall Army Medical Center Labor and Delivery staff deliver an average of eight babies every day or roughly 2,920 a year. That's a lot of blankets, diapers and birth certificates! Read the rest of this week's discussion on Excellence and leave comments on his Blog.

Feature Stories



Post Deployment Health Assessments - be on time, be honest

FORT HOOD, Texas - As approximately 24,000 Soldiers return to Fort Hood from overseas operations most are thinking about reuniting with family and friends, or enjoying creature comforts like a good meal, a hot shower and a comfortable bed.

[Complete Story ...](#)

Patient Education Videos



VIDEOS

PATIENT EDUCATION AT THE CLICK OF A MOUSE

"COMPASSIONATE, WORLD-CLASS HEALTHCARE - ONE PATIENT AT A TIME"

- [Welcome](#)
- [Announcements](#)
- [Newsletters](#)
- [Medical Homes](#)
- [Quick Links](#)



The Carl R. Darnall Army Medical Center

The Carl R. Darnall Army Medical Center, it's variety of clinics and three community based medical homes support more than 42,000 active duty personnel and more than 145,000 family members and retirees within a 40-mile radius. On an average day, the staff at Darnall deliver seven new babies, handle 3,867 out patient visits, 26 surgeries, 31 admissions, 170 Emergency

Carl R. Darnall Army medical Center's Mission and Vision

Mission

The Carl R. Darnall Healthcare System provides evidenced-based, patient and family-centered care to Warriors, Veterans, and Family Members. We sustain a resilient community capable of supporting the Army Force Generation Cycle and Warriors as they transition to Veteran status. We maintain a collaborative partnership with the community and strive to lead the healthcare industry in patient satisfaction, quality, innovative research and Graduate Medical Education as we train the next generation of healthcare leaders-all while placing the needs of the patient first and remaining the Department of Defense healthcare system and employer of choice.

Vision

Be the premier Healthcare System in America, singularly focused on honoring our Servicemembers, Veterans and Family Members with compassionate, world-class healthcare, by consistently bringing value and inspiring trust-one patient at a time.

"Our commitment to you is compassionate, world-class healthcare...one patient at a time. From the staff of Carl R. Darnall Army Medical Center"

TRICARE Resources

- TRICARE web site
- TRICARE Online
- Humana Military health Services
- Beneficiary Portal Enrollment
- Health & Wellness
- Plans & Programs
- Tools & Resources
- Access To Care
- Claims
- Find A Provider
- Make A Payment
- Pharmacy
- Web-based Counseling

Social Media

- Follow CRDAMC on:
- -
 -

Patient Comments

See what our patients are saying:

CRDAMC - Occupational Health

ICE comment on: 4 Nov

"Today I visited the Occupational Health Clinic for part two of my physical exam. I was seen by a Maj Kimberly Nesslage for review of my physical records. Maj. Nesslage far exceeded what I expected and was genuine in her concern for my overall health prior to deployment. This was the first time a physician has shown this type of concern since I have been seeing medical professionals both on and off active duty. If I was given a choice of a primary care provider, I would make Maj. Nesslage mine. I did not feel I was just another body in the line or just another dollar in my pocket as I often feel, with outside medical personel. She is a credit to Carl R. Darnall medical staff of professionals."

CRDAMC - Radiology

ICE comment on: 2 Nov

"Rachel, at the front desk, went out of her way to make sure that I was given an appointment for an ultrasound. She was the only one working the front desk but

page last modified on: 12/27/2011

Figure 7: CRDAMC Home Page 2012