



CRDAMC Now

Initiatives to improve your health care

Carl R. Darnall Army
Medical Center

Fort Hood, Texas
October 2009

Seasonal Flu is here

Vaccine available in Darnall's clinics

The normal influenza season that comes around each fall got complicated earlier in the year when the "Swine Flu," later named "H1N1," made its appearance in March. In addition to the two types of flu, there are different vaccines for seasonal flu and the H1N1 flu.

To add to the confusion, there are two types of seasonal vaccines, a nose spray and a shot. The H1N1 vaccine requires one visit to the doctor to ensure protection. Carl R. Darnall Army Medical Center has the nose spray, and the injected version will arrive soon. The H1N1 vaccine will be available on Army installations in October.

FluMist is for individuals from the ages of 2 through 49 who are not pregnant and do not have a medical reason for not getting the FluMist.

The flu shot injected in the arm is for individuals over age 49, for children from 6 months to 36 months of age, and for "high risk patients" such as pregnant women and those with weak immune systems.

For beneficiaries who qualify for the FluMist, that spray in the nose provides the best protection against seasonal flu.



Capt. Christine Bacsa, a registered nurse, administers FluMist, the nasal spray vaccine for the seasonal flu, to Col. (Dr.) Steven E. Braverman, commander, Carl R. Darnall Army Medical Center. FluMist is available at Darnall's clinics.

Symptoms of the seasonal flu may include: fever (usually high) headache; extreme tiredness; dry cough; sore throat; runny or stuffy nose and muscle aches. Stomach symptoms, such as nausea, vomiting, and diarrhea, also can occur but are more common in children than adults. Warning signs to seek care include trouble breathing, dehydration, chest pain, and sudden dizziness and confusion.

The CDC recommends that if you are sick with a fever, you should talk to your health care provider about getting your vaccination at a later date.

Getting vaccinated, in addition to taking measures to prevent exposure to the virus or spreading the virus is important to maintaining mission readiness.

When Soldiers and Family members take care of themselves they help the local communities be more resilient.

Just teaching people about how easy it is to prevent disease by washing our hands, and cough- and sneeze-hygiene and etiquette is effective. If you are sick stay at home. If you go to work sick, you will spread the flu.

The CDC recommends getting plenty of sleep, being physically active, managing your stress, drinking plenty of fluids, and eating nutritious food.

To learn more about flu vaccines, check with your health care provider or visit the Centers for Disease Control, www.cdc.gov/

Where to get your Flu Vaccine

Thomas Moore Health Clinic
Monday thru Friday
8 a.m.—4 p.m.
Evenings— Mon, Tues, Thurs
From 5—7 p.m.
Saturday & Sunday
From 8—1 a.m., 1—3 p.m.

Bennett, West Fort Hood,
and Family Medicine Resi-
dency Clinics
Monday thru Friday
8 a.m.—4 p.m.

Pediatric Clinic
Monday thru Friday
8 a.m.—4 p.m.
For enrolled children only
Call 286-7700 for an appoint-
ment

Internal Medicine Clinic
Patients Enrolled to the Clinic
Monday thru Friday
1—3:30 p.m.

Allergy & Immunization Clinic
at the Thomas Moore Health
Clinic
Any Military Beneficiary age 7
and above with an ID card
Mon, Wed, Fri,
From 1—4 p.m.

Women's Health Clinic
Mon, Tues, Wed, and Fri
7:30 a.m.—4:30 p.m.
Thursday, 9 a.m.— 4:30 pm.
For pregnant women only

Retiree Health Fair
Thomas Moore Health Clinic
Oct. 24, from 9 a.m.—2 p.m.



**Carl R. Darnall Army
Medical Center**

NURSE ADVICE LINE

Speak to a Registered Nurse 24/7
Advice about urgent health issues
Guidance on non-emergency issues
Information about self-care for
Injuries and illnesses
1-254-553-3695

APPOINTMENTS ONLINE

Register online to make appointments
And refill prescriptions
On the Web at
www.tricareonline.com/

EVENING APPOINTMENTS

Thomas Moore Health Clinic
58th Street & 761st Tank Destroyer Blvd.
Appointments from 5—8 p.m.
On Monday, Tuesday, and Thursday
Call 254-288-8888

WEEKEND WALK-IN CARE

Thomas Moore Health Clinic
58th Street & 761st Tank Destroyer Blvd.
Saturday & Sunday
From 8—11 a.m. and 1—3 p.m.

QUICKCARE

Prompt treatment of minor
injuries and sudden illnesses
Walk-in Care for Families enrolled to
Bennett Health Clinic and
Thomas Moore Health Clinic
Monday through Friday
From 8 a.m.—5 p.m.

How to Access Health Care

Accessible quality healthcare for our Soldiers, their Family members, and all beneficiaries enrolled to Carl R. Darnall Army Medical Center and its clinics is one of our most important missions. So committed are we to this effort that we've incorporated access to care and improved beneficiary services as major objectives within our business operations plans which emphasizes our commitment to our Fort Hood community.

Our ultimate goal is to have the right provider, providing care at the right time, using the right venue that's best for you, the beneficiary. Another goal is to make sure patients are satisfied with our delivery of health care. To accomplish these goals, it is important to reduce the number of your visits to our Emergency Center.

Generally, most of your health care problems can be managed by your primary care provider within a reasonable amount of time.

You should expect to get an appointment within the following Appointment Access Standards:

Acute: 24 hours

Routine: 7 days

Specialty: 28 days

Wellness: 28 days

When the demand for appointments exceeds our capability, we use the TRICARE civilian network.

To make appointments, call the Patient Appointment Service, 254-288-8888. To cancel an appointment, call 254-288-7777.

You can also make an appointment online by registering at www.tricareonline.com. This is a convenient service available 24 hours a day, seven days a week. You can also request refill prescriptions on [tricareonline.com](http://www.tricareonline.com)

There are times when you may need something other than an appointment. Please see the column to the left for other ways to access care.

Patient satisfaction surveys come in the mail

Did we earn your "5" today?

The Army Patient Satisfaction Survey is a survey program designed to provide your opinion about your recent health care visit to health care providers and administrators.

Soldiers, Family Members, and other beneficiaries who are seen at CRDAMC clinics may be randomly selected to participate in the survey.

Surveys are directly mailed to your address on file within 7 - 10 days after

your visit. We encourage you to complete the survey online or via Interactive Voice Response (IVR/telephone), or mail the hard copy of the survey in the return envelope.

CRDAMC's response rate for returned surveys is around 10-11%. Compared to other medical centers and community hospitals, our response rate is extremely low considering the large number of our patients that are randomly selected to participate.

Our goal is to increase the number of surveys returned in order to increase our overall patient satisfaction score.

If Darnall achieves an overall satisfaction rate of greater than or equal to 86%, additional funds are added to our operational budget to benefit our patient population.

The surveys are scored on a scale of one to five, with five being a "completely satis-



Fied" rating.

COL (Dr.) Steven Braverman's wants to know, "Did we earn your five today?" If not, every staff member is empowered to attempt to resolve your issue before leaving the hospital.