

DUNHAM U.S. ARMY HEALTH CLINIC



PATIENT HANDBOOK 2024/2025



IN CASE OF EMERGENCY

Dunham U.S. Army Health Clinic **does not have an emergency room** and is not equipped to accept emergency patients. You are urged to call 911 and ask for assistance in an emergency. Patients presenting with a life, limb, or sight-threatening emergency will be stabilized and transported to the nearest available emergency room.

Emergency Numbers:

Ambulance.....	911
Carlisle Borough Rescue Squad.....	911
Cumberland County Rescue Squad.....	911
West Shore/Harrisburg Rescue Squad.....	911
UPMC Carlisle Regional Medical Center	
Emergency Department	717-960-1695
Main Switchboard.....	717-249-1212
Fire Department (Carlisle Barracks)	717-245-4419
Military Police (Routine Calls)	717-245-4115/3465
American Red Cross (Carlisle).....	717-243-5211
Child Abuse (Army Community Service)/Victim Advocate.....	717-245-4357
After Hours Number.....	855-827-0400
Child Abuse Hotline.....	1-800-932-0313
Crisis Intervention (Carlisle).....	717-243-6005

FREQUENTLY USED CLINIC CONTACTS (IN ALPHABETICAL ORDER)

Appointment Booking.....	717-245-3400
Appointment Cancellation.....	717-245-3808
Army Family Advocacy Program.....	717-245-3502/3614
Behavioral Health	717-245-4602
Dental Clinic.....	717-245-4542
Fillmore U.S. Army Health Clinic.....	717-770-7281
Fort Indiantown Gap Troop Medical Clinic.....	717-861-2091
Health Benefits Advisors.....	717-245-4112
TRICARE (Humana Military).....	1-800-444-5445
Inclement Weather Hotline.....	717-245-3700
Letterkenny Army Depot Occupational Health Clinic.....	717-267-8600
Nurse Advice Line.....	800- 874-2273, option 1
Pharmacy Refill Line.....	800-377-1723
Physical Exams (Active Duty).....	717-245-3723
Substance Use Disorder Clinical Care (SUDCC).....	717-245-4602

CONTENTS

Commander’s Welcome.....	7
History of Dunham U.S. Army Health Clinic.....	8
Mission, Vision & Values.....	9
Directions to Dunham U.S. Army Health Clinic.....	10
Patient Rights.....	12
Patient Responsibilities.....	15
National Patient Safety Goals.....	16
Eligibility.....	17
Your Medical Team.....	18
Access to Care Standards.....	19
Dunham Clinic Hours.....	19
Special Procedures During Declared Health Emergencies.....	19
Clinic Services:	
After Hours Care (NAL).....	20
Allergy & Immunizations.....	20
Appointments.....	21
Army Family Advocacy Program.....	21
Behavioral Health Department.....	22
Clinical Pharmacy Services.....	22
Dental Clinic.....	23
Family Medicine/Primary Care.....	24

Laboratory.....	24
Medical Emergencies.....	25
Nutritional Medicine.....	25
Optometry Clinic.....	25
Occupational Health.....	27
Online Communication with your Medical Team.....	27
Pharmacy Services.....	27
Physical Exam (Active Duty).....	29
Physical Therapy Clinic.....	29
Radiological Services.....	30
School/Sport Physicals.....	30
Senior Leader Sustainment Program	31
Substance Use Disorder Clinical Care (SUDCC)	31

Patient Support Services:

Accommodations for the Handicapped.....	31
Exceptional Family Member Program.....	32
Health Benefits Advisors.....	32
Living Will/Advance Directive.....	33
Outpatient Medical Records	33
Patient Advocate.....	34
Privacy/HIPAA Officer.....	34
Referrals.....	35
Sexual Harassment Assault Response Prevention Program.....	35

Supervision of Children.....	36
TRICARE.....	36
Tobacco Free Campus.....	36
Inclement Weather Policy.....	37
Outlying Clinics:	
Fillmore U.S. Army Health Clinic.....	37
Fort Indiantown Gap (FIG) Troop Medical Clinic.....	38
Letterkenny Army Depot (LEAD) Occupational Health Clinic	38

COMMANDER'S WELCOME

Welcome to Carlisle Barracks on behalf of the Dunham U.S. Army Health Clinic (DUSAHC) Team and leadership.

The Army Medical Department has distinguished itself at Carlisle Barracks since 1777, and the DUSAHC Team is proud to be a part of this long tradition of excellence. Today, your DUSAHC Team is postured to deliver health and readiness service to our finest.

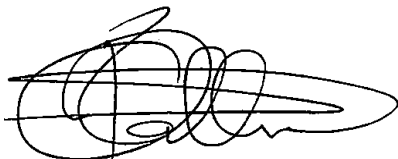
At DUSAHC, we deliver personalized, partnership-based, process-oriented, programed, and performance-driven healthcare. As a result, expect to receive healthcare services from a multidisciplinary team of exceptional professionals who lead, care, train, support, and WIN by routinely delivering extraordinary health and readiness results.

DUSAHC is the sole military treatment network in the state of Pennsylvania. Our team delivers health service support and force health protection services at the Dunham U.S. Army Health Clinic located at Carlisle Barracks, the Fillmore U.S. Army Health Clinic located at the Defense Logistic Agency's Defense Distribution Center in New Cumberland, the Occupational Health Clinic on the Letterkenny U.S. Army Depot in Chambersburg and a Troop Medical Clinic located at the National Guard Training Center at Fort Indiantown Gap. We serve over 11,500 Active Duty, Reserve, National Guard, Retiree and Family Members.

DUSAHC is accredited by the Joint Commission and certified by the College of American Pathologists. This provides evidence of our commitment to deliver ready and reliable care to all whom we are most privileged to serve.

Thank you for entrusting our team as we partner to achieve desired health and readiness outcomes.

Army Medicine is Army Strong! Service to the Finest; Ready to WIN!

A handwritten signature in black ink, appearing to read "R. Ottun", written over a horizontal line.

LTC Riliwan O. Ottun

Commander and Director

Dunham U.S. Army Health Clinic

THE HISTORY OF DUNHAM U.S. ARMY HEALTH CLINIC

Dunham U.S. Army Health Clinic, then known as the U.S. General Hospital 31, was organized on 3 August 1918 under its first Commander, MAJ A. C. Beckmeyer. The U.S. General Hospital 31 was housed in the buildings formerly used by the Indian School. On 1 September 1920, the Medical Field Service School was established. From 1921 to 1946, the school graduated over 30,000 medical officers and corpsmen trained in field operations. On 6 December 1961, the hospital was designated the Dunham U.S. Army Hospital in honor of MG George C. Dunham and moved into a newly constructed 25-bed modern facility. The hospital was redesignated as the Dunham U.S. Army Health Clinic and converted to a primary care facility in 1976. Since the conversion, major renovations took place, such as the redesign of the radiology department in 1998, lab refurbishment, and an addition to the outpatient clinic in 1994. A three-phase renovation project began in the fall of 1999 and was completed in the fall of 2002.



MISSION, VISION & ORGANIZATIONAL CHARACTERISTICS OF DUNHAM U.S. ARMY HEALTH CLINIC

MISSION

Exceptional Healthcare Professionals who deliver a system of health and readiness by providing extraordinary experiences to those we serve.

VISION

Give The Total Army and Joint Force the ability to leverage their full potential to **WIN**. Anytime, Anywhere – Always.

MOTTO

Service to the finest; Ready to WIN

DIRECTIONS TO DUNHAM U.S. ARMY HEALTH CLINIC

The Dunham U.S. Army Health Clinic is located at Carlisle Barracks in Carlisle, PA. Carlisle Barracks is situated approximately 18 miles west of Harrisburg, PA, 27 miles north of Gettysburg, PA, and 2 miles west of the Carlisle interchange of the PA Turnpike/Interstate 76 and Interstate 81.

The address for Dunham U.S. Army Health Clinic is:

**450 Gibner Road
Carlisle, PA 17013**

****REMINDER**** When traveling to Carlisle Barracks, please allow ample time for security checks. During these checks, you will need photo identification for everyone in the car, vehicle registration, and proof of vehicle insurance. The visitor entrance to the post is located in the Claremont gate entrance off of Claremont Road.

When traveling from I-81 or I-76 to Carlisle Barracks, PA

- ❖ Take U.S. Route 11 South
- ❖ From the Turnpike interchange, travel 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight)
- ❖ Turn right at the Carlisle Barracks road sign onto Claremont Road
- ❖ Travel approximately 1 mile to Carlisle Barracks security checkpoint on the left
- ❖ Security checkpoint onto post.

From Philadelphia and Points East to Carlisle Barracks, PA

- ❖ I-76 (PA Turnpike) to exit 226 (Carlisle)
- ❖ South on Route 11 toward Carlisle - 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight)
- ❖ Turn right at the Carlisle Barracks road sign onto Claremont Road
- ❖ Travel approximately 1 mile to Carlisle Barracks security checkpoint on the left
- ❖ Security checkpoint onto post.

From Baltimore, MD to Carlisle Barracks, PA

- ❖ Route 70 to Route 15 North
- ❖ Pass Gettysburg, and at Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- ❖ In Carlisle, at Y intersection, turn left onto 641 for one block
- ❖ Right onto Spring Garden Street for two blocks
- ❖ Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into security checkpoint area
- ❖ Security checkpoint onto post.

From Washington, DC to Carlisle Barracks, PA

- ❖ Route 270 to Route 15 North
- ❖ Pass Gettysburg, and at Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle

- ❖ In Carlisle, at Y intersection, turn left onto 641 for one block
- ❖ Right onto Spring Garden Street for two blocks
- ❖ Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks security checkpoint area
- ❖ Security checkpoint onto post.

Entrance through Claremont Road Gate (via Jim Thorpe Road)



U.S. ARMY GARRISON • CARLISLE BARRACKS, PA
HOME OF THE UNITED STATES ARMY WAR COLLEGE

Carlisle Barracks Security Checkpoint to Dunham U.S. Army Health Clinic

- ❖ First left onto Sumner Road
- ❖ First left onto Forbes Avenue
- ❖ Go straight past the Fire Station
- ❖ Dunham U.S. Army Health Clinic is located on the left, 450 Gibner Road
- ❖ Patient parking is located adjacent to the clinic

PATIENT RIGHTS

- (1) **Medical Care**. Patients have the right to quality care and treatment consistent with available resources and generally accepted standards, including timely access to specialty care and pain assessment and management.
- (2) **Respectful Treatment**. Patients have the right to considerate and respectful care that recognizes personal dignity, psychosocial, spiritual, and cultural values, and belief systems.
- (3) **Privacy and Security**
 - (a) Patients have rights, defined by Federal law, in accordance with References (m) through (n), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur to the extent required by Federal law.
 - (b) Limits of confidentiality. Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that, in certain circumstances, the provider is mandated to make a notification to an individual, agency, or service without requiring 6 ENCLOSURE 3 DHA-PI 6025.10 October 9, 2018 Change 1 Effective December 20, 2019, the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.
- (4) **Provider Information**. Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The MTF will inform the patient of the names and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.
- (5) **Explanation of Care**. Patients have the right to an explanation concerning their diagnosis, treatment options, procedures, and prognosis in terms that the patient or responsible caregiver easily understands. The specific needs of vulnerable populations in the development of the patient's treatment

plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision-making may be affected. When giving such information to the patient due to vulnerabilities or other circumstances is not medically advisable, the information should be provided to a designated representative.

- (6) **Informed Consent**. Patients have the right to all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments or participation in clinical trials or other research investigations as applicable. Such information includes all complications, risks, benefits, ethical issues, and alternative therapies as may be available. Patients will be informed that information on TRICARE-covered services, including clinical trials, is available on the TRICARE.mil website at www.tricare.mil.
- (7) **Filing Grievances**. Patients have the right to make recommendations, ask questions, or file grievances to the MTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) at 1-800-994-6610 or by submitting a concern or complaint online at https://www.jointcommission.org/report_a_complaint.aspx.
- (8) **Research Projects**. Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects and withdraw consent for participation at any time.
- (9) **Safe Environment**. Patients have the right to care and treatment in a safe environment.
- (10) **MTF Rules and Regulations**. Patients have the right to be informed of the MTF rules and regulations that relate to patient or visitor conduct. 7 ENCLOSURE 3 DHA-PI 6025.10 October 9, 2018, Change 1 Effective December 20, 2019
- (11) **Transfer and Continuity of Care**. When medically permissible, a patient may be transferred to another MTF or private sector facility/provider only after receiving complete information and an explanation concerning the needs for and alternatives to such a transfer.

- (12) **Charges for Care**. Patients have the right to understand the charges for their care and their obligation for payment.
- (13) **Advance Directive**. Patients have the right to make sure their wishes regarding their healthcare are known even if they can no longer communicate or make decisions for themselves.
- (14) **Limits of Confidentiality**. Patients have the right to be informed before making a sensitive disclosure during a healthcare encounter that, in certain circumstances, the provider is mandated to notify an individual, agency, or service without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others."
- (15) **Chaperones**. Patients have the right to a chaperone during both inpatient and outpatient clinical visits, specifically during sensitive physical exams and treatments. Patients have a right to request a different chaperone (for example, a different gender); when feasible, staff will try to accommodate the request or assist with rescheduling the visit. There may be emergency situations that require an exception to a chaperone where delays in care could jeopardize life.

PATIENT RESPONSIBILITIES

- (1) **Providing Information**. To the best of their knowledge, patients are responsible for providing accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients are responsible for advising their healthcare provider of whether they understand the diagnosis, treatment plan, and prognosis.
- (2) **Respect and Consideration**. Patients are responsible for being considerate of the rights of other patients and MTF healthcare personnel and for being respectful of the property of other persons and of the MTF.
- (3) **Adherence to Medical Care**. Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
- (4) **Medical Records**. Patients are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the 8 GLOSSARY DHA-PI 6025.10 October 9, 2018, Change 1 Effective December 20, 2019 purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.
- (5) **MTF Rules and Regulations**. Patients are responsible for following MTF rules and regulations affecting patient care and conduct.
- (6) **Refusal of Treatment**. Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
- (7) **Healthcare Charges**. Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

Culture of Excellence Patient and Family-Centered Care: We are committed to providing the best possible health care to all beneficiaries by creating a culture of excellence and focusing on patient—and family-centered care. Please help us by providing recommendations, questions, compliments, or other feedback to the Commander through the Patient Advocacy Office in your facility. You have the right to contact The Joint Commission at 800-994-6610.

Patient Safety: You are expected to “Speak Up” to improve the quality of your health care.

- (1) **Speak up** if you have questions or concerns or if you do not understand your medical condition or treatment plan.
- (2) **Pay attention** to the care you are receiving.
- (3) **Educate yourself** about your diagnosis, medical tests, and treatment plan.
- (4) **Ask a family member or friend** to be your advocate.
- (5) **Know what medications** you take and why you take them.
- (6) **Use a healthcare organization** that is certified by The Joint Commission.
- (7) **Participate** in all decisions about your treatment.

AMBULATORY HEALTH CARE NATIONAL PATIENT SAFETY GOALS

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in healthcare safety and how to solve them.

If we fail to perform any of the following initiatives during your visit, most importantly verifying your name and date of birth every step of the way and hand sanitation, please inform our staff immediately. Together, we will improve the safety of the Dunham U.S. Army Health Clinic care.

NATIONAL PATIENT SAFETY GOALS:

Identify Patients Correctly:

- Use at least two ways to identify patients. For example, use the patient’s name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Use Medicines Safely:

- Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups, and basins. Do this in the area where drugs and supplies are set up.
- Take extra care with patients who take medicines to thin their blood.
- Record and pass along correct information about a patient’s medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent Infection:

- Use the hand-cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
- Use proven guidelines to prevent infection after surgery.

Improve healthcare equity:

- Improving healthcare equity is a quality and patient safety priority. For example, healthcare disparities in the patient population are identified, and a written plan describes ways to improve healthcare equity.

Prevent Mistakes in Surgery:

- Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
- Mark the correct place on the patient's body where the surgery is to be done.
- Pause before the surgery to make sure that a mistake is not being made.

ELIGIBILITY

Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure their family members are enrolled in DEERS. Initial registration and any necessary updating of information, such as change of address, phone number, or duty station, should be done at the Carlisle Barracks DEERS/ID Card Office, Anne Ely Hall, 1st floor, 46 Ashburn Dr. The Carlisle Barracks DEERS/ID Card office phone number is 717-245-3533. Sponsors and family members who may have questions regarding their benefits or DEERS enrollment can contact the DEERS Beneficiary Telephone Center Monday through Friday, from 0800-1600, at 1-800-538-9552 or www.dmdc.osd.mil/milconnect.

A valid Uniformed Services Identification and Privilege Card is issued by the Department of Defense (DoD) to verify eligibility for care at military treatment facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD medical treatment facility or pharmacy. **No pictures of the ID card (phone or otherwise) or other form of electronic ID verification will be accepted**

as per DODI-1000.13 (Title 18, U.S.C., Section 701 prohibits photographing, reproducing, or possessing Uniformed Services ID cards in an unauthorized manner under penalty of fine, imprisonment or both).

Children 10 years old and older will be asked for their DoD ID card. For children under 10, the parent's ID card is sufficient evidence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to Medical Records to verify if you are eligible to receive care.

YOUR MEDICAL TEAM

Dunham U.S. Army Health Clinic's dedicated military and civilian professionals are ready to work with you to address your healthcare needs. Providers within Dunham U.S. Army Health Clinic include board-certified family physicians, a pediatrician, a nurse practitioner, physician assistants, a clinical pharmacist, a nutritionist, and physical therapists.

Your medical team consists of a primary care manager, registered nurses, licensed practical nurses, medical support assistants, and medics diligently working together as a team to provide the highest level of care to meet your health care needs. Other members who tirelessly work behind the scenes include the medical clerks who handle the clerical duties, the logistical technicians who procure and stock medical supplies, and housekeepers who upkeep the clinic areas for successful daily operation. If one of our staff is unable to address your questions or assist you, he/she will refer you to the appropriate staff or office to fulfill our commitment to you.

ACCESS TO CARE STANDARDS

To ensure that beneficiaries who use the DoD Military Health System receive medically necessary care when they need it, DoD leadership developed access standards for TRICARE Prime enrollees. What's important is ensuring that access to care is easy, fast, and logical. TRICARE's standards for access are:

- 24 hours or less for acute primary care.
- 7 days for routine primary care (in-person or virtual).
- 28 days for specialty or wellness care.

Emergency services are available and accessible within the TRICARE Prime service area 24 hours a day, seven days a week. In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room.

DUNHAM CLINIC HOURS

- **Standard Hours.**
 - o Monday - Friday: 0730-1630
- **Regular Exceptions:**
 - o Observe all Federal holidays.
- Check for **non-regular changes.**
 - o Phone: (717) 245-3400 or call the info line at (717) 245-3033
 - o [Official website](#)
 - o [Facebook:](#)
 - o [Instagram](#)
 - o [Army War College website.](#)

SPECIAL PROCEDURES DURING DECLARED HEALTH EMERGENCIES

- **During times of declared local, state, or federal health emergencies, some services and procedures may change.**
- Procedures may include, but are not limited to:
 - o Requirement to wear masks while in the clinic (staff, patients, and visitors).
 - o Social distancing (i.e., people will retain a space of at least 6 feet apart).

- Limitations on visitors who are not patients or assisting patients.
- Limited availability of non-acute appointments.
- Increased use and availability of hand sanitizer, soap, and water.

CLINIC SERVICES

AFTER HOURS CARE (NURSE ADVICE LINE (NAL))

- **Hours:** 24/7
- **Contact:** 1(800) TRICARE or 1(800)874-2273, option #1.
- **Location:** Telephonic only.
- **Important Notes:**
 - Nation-wide service to TRICARE beneficiaries.
 - Staffed by Registered Nurse that provides:
 - Triage.
 - Locations for immediate care.
 - Self-care options.
 - Locator services for the closest emergency room/urgent care clinic.
 - Can provide Urgent Care referral to AD service member if PCM is unable to do so.

ALLERGY & IMMUNIZATION CLINIC

- **Hours:** 0800-1600 Monday -Friday
- **Location:** Corridor A
- **Appointment:** By appointment only (call 717-245-3400)
- **Important Notes:**
 - Provider order is not necessary.
 - TB skin tests must be checked in 48-72 hours. Therefore, TB skin tests are never placed on Thursdays or two days before a scheduled clinic closure.
 - Allergy serum ordered and prepared by an outside allergist can be administered; however, no allergy testing is performed in the clinic. Patients who intend to receive allergy injections at the clinic must coordinate with the staff before beginning treatment.
 - The last available allergy appointment is 1530 daily due to the 30-minute observation per DHA policy.

APPOINTMENTS

- **Hours:** 0730-1615 Monday-Friday
- **Contact:**
 - (717) 245-3400
 - [MHS Genesis Patient Portal](#)

- **Location:** Dunham Clinic
- **Important Notes:**
 - Cancelling Appointment? Call 717-245-3808
 - Call 24HR+ before appointment.
 - Leave a message. Include the patient's name, phone number, date/time of appointment, and provider.
 - When scheduling an appointment, be prepared with the patient's name, date of birth, nature of the problem, sponsor's DoD ID number, and contact number.
 - Please arrive **15 minutes** prior to the appointment.
 - **All patients 10 years and older are required to bring their DoD ID.**
 - A parent/or legal guardian will be with a patient under the age of 18 if coming in for an appointment unless it is for the following reasons: contraceptives, testing and treatment for pregnancy, STD testing, behavioral health, and substance abuse treatment.

ARMY FAMILY ADVOCACY PROGRAM

- **Hours:** 0800-1630 Monday-Friday
- **Contact:** (717) 245-4602
- **Check-In Location:** Rm 800, Behavioral Health Services
- **Appointment:** Preferred but not required.
- **Important Notes:**
 - Focuses on addressing **intimate partner abuse, child abuse, and neglect.**
 - Individualized plans utilizing therapy, classes, and counseling.
 - Virtual services are also provided on a case-by-case basis

BEHAVIORAL HEALTH DEPARTMENT (Active-Duty Service Members Only)

- **Hours:** 0800-1630 Monday-Friday.
- **Contact:** (717) 245-4602
 - **Emergency:** 911
 - **Sexual Assault Reports:** (717) 245-4998
 - **Crisis Intervention:** (717) 243-6005
- **Check-In Location:** Rm 800, Behavioral Health Services
- **Appointment:** Required (No referral needed).
 - Help resolve personal and interpersonal conflicts.
 - Stress management.
 - **For Active Duty:** Additional resources available for Telemedicine:
 - Psychiatric Consultation
 - Medication Management

CLINICAL PHARMACY SERVICES

- **Clinical Pharmacy Practitioner:** Privileged Provider with prescriptive authority (excluding Controlled Medical Substances / Referrals)
- **Hours:** 0730-1530 (Monday-Friday)
- **Location(s):**
 - **Face to Face:** Dunham US Army Health Clinic, Fillmore US Army Health Clinic by appointment
 - **Virtual:** Telephonically by appointment
- **Contact:**
 - **Office:** (717) 961-2071 (forwarded to GOV Cell)
 - **GOV Cell:** (240) 858-2576
- **Prescription Refill(s):**
 - **Audio Care Refill Line:** (800) 377-1723
 - **MHS Genesis Patient Portal:** <https://my.mhsgenesis.health.mil>
 - **Pharmacy Phone:** (717) 245-4606
- **Check-In Location:** Atrium; Automated ticket kiosk
- **Appointment(s):** Scheduled independently by Clinical Pharmacy Practitioner
 - Required for clinical encounters
 - Not required for medication pick-up (Pharmacy function)

- **Important Notes:** Coordinates and/or provides Clinical Pharmacy services that involve complex problems of a specialized nature. Serves as a liaison between the Pharmacy, Medical Staff, Department of Nursing, and patients for pharmaceutical matters and as an expert on pharmaceuticals, pharmacokinetics, and pharmacotherapeutics.
 - Chronic disease state management (i.e. Diabetes; Hypertension, Cardiovascular Disease; Hyperlipidemia; Chronic Obstructive Pulmonary Disease (COPD), Asthma, Tobacco / Nicotine Cessation Counseling, and treatment)
 - Battlefield Acupuncture (BFA)
 - Medication Device Training (i.e. Continuous Glucose Monitors (CGM), Insulin Pens, Blood Glucose Meters)
 - Transitions / Continuity of care (Medication Therapy Management, i.e. Comprehensive medication counseling and review, refill alignment)
 - Vaccination Screening
 - Anticoagulation Management (i.e., Warfarin and INR monitoring)
 - Screen for medication interactions, address medication side effects, answer medication-related questions, and discuss medication concerns
 - Guide short-term self-management goals to help reach long-term health goals
 - Helps reduce the risk of chronic disease complications through education, medical reconciliation, and medical management.
 - Subject matter expert on Herbal, vitamin, and mineral supplements; Over the counter (OTC) and prescription medication(s)

DENTAL CLINIC

- **Hours:** 0715 - 1615
 - **Sick Call:** 0730 - 0830
- **Contact:** (717) 245-4542
- **Location:** Bldg. 450 Suite 2, adjacent to Dunham Health Clinic
- **Appointment:** Required for all patients except sick call patients
- **Important Notes:**

- General dental and urgent care services for authorized Active-Duty personnel and all Reserve and National Guards on active-duty orders.

FAMILY MEDICINE CLINIC/PRIMARY CARE

- **Hours:** 0730-1630 Monday-Friday.
- **Contact:**
 - (717) 245-3400, option #1
 - [MHS Portal Messaging](#)
- **Check-in Location:** Atrium, Kiosks
- **Appointment:** Required.
 - **Types of appointments Available through [MHS Genesis Patient Portal](#)**
 - **Acute (PC 24HR)**
 - **Future (PC FTR)**
 - **Virtual/Phone (PC VIRT)**
 - Walk-in patients with acute concerns will be triaged by a Registered Nurse prior to seeing a provider and worked into the schedule as availability permits.
- **Important Notes:**
 - **No emergency services.**
 - Emergencies will be transported to a hospital by ambulance.

LABORATORY

- **Hours:** 0730-1530 Monday-Friday.
- **Contact:** (717) 245-3400
- **Check-In Location:** Atrium, next to Pharmacy.
- **Appointment:** Walk-ins welcome.
- **Important Notes:**
 - **Fasting** – Many tests require patients to be fasting. The ordering provider should notify the patient of this requirement.
 - Fasting = no food/drink 10-12 hours prior (water okay).
 - Busiest times: 0730-0930 daily.
 - For tests ordered by Outside Providers, printed orders must contain the following:
 - Patient name, sex, date of birth/age.
 - Provider's full name and address.
 - Provider's signature.
 - Tests to be performed with diagnosis codes.

- Telephone number for the provider/office.
- Fax number for the provider/office.
- Contact the provider, Medical Records, or access [MHS Genesis Patient Portal](#) for laboratory results.

MEDICAL EMERGENCIES

Dial 911 or proceed to the nearest emergency room. In a medical emergency, you do not need a referral to access emergency services.

NUTRITIONAL MEDICINE

- Hours: By appointment
- Check-In Location: Atrium, Q-Flow kiosk
- Appointment: Required. You can request an appointment through the Dunham Appointment line or by sending an MHS Genesis Patient Portal message to "Ft. Meade DAHC Dunham Dietitian." We currently serve Active Duty, Retirees, and their Family members.
- Important Notes:
 - No referral is necessary for a nutrition appointment. Briefly state the problem or reason for the appointment in your request (i.e., diabetes, marathon training, IBS, etc.).
 - Evidence-based recommendations and practical advice to help you meet your nutrition and lifestyle goals.
 - One-on-one and group classes are available.
 - To coordinate presentations to your Active Duty, Reserve, or National Guard military unit, please contact lacey.m.armstrong.mil@health.mil.

OPTOMETRY CLINIC

- **Hours:** 0730-1630 Monday- Friday **Closed for lunch 1200-1300**
- **Contact:**
 - Appointments: (717)245-3400 option 1
 - Front Desk (Information): (717) 245-3056
- **Location:** Central Corridor, Rm 600.
- **Appointment:** Required.
- **Important Notes:**
 - Eye Examinations.

- Priority: Active Duty of all services, their Family members, and TRICARE Prime enrollees.
 - Space Available: all other TRICARE beneficiaries.
 - Includes:
 - Health of the visual system.
 - Dilation (including annual diabetic screenings).
 - Spectacle prescription.
 - Driver's license renewal.
- Contact Lens.
 - Renewals only: Must bring a pair of contact lenses with the prescription and/or box.
 - Contact lens services are not a Tricare-covered benefit.
- Military Spectacles.
 - Ordered for active-duty personnel and Retirees.
 - Current spectacle prescription (<2yrs old) needed.
 - Civilian/VA spectacle prescriptions accepted.
 - Inserts and protective eyewear can be ordered for Active Duty.
- Vision Readiness Screening.
 - Annual MEDPROS readiness with appointment.
 - Available as specified SRP or during annual PHA.
- Physicals.
 - Vision and Ocular health exams for DoD physicals. Including:
 - Commissioning.
 - DoD MERB.
 - Aviation (initial and annual).
 - Special Schools (Airborne, Ranger, etc.).
- Refractive Surgery Program.
 - Surgery for Active Duty only (performed at Walter Reed, Andrews AFB)
 - Requires a comprehensive eye exam.
 - Appropriate forms will be provided during the exam as needed.
 - Follow-up care is available at Dunham Optometry (coordinated with the surgery center).
- Acute Eye Health
 - For any eye or vision-related issues, including but not limited to:
 - Eyes that are red, watery, irritated, etc.
 - Vision that is blurry, missing, distorted, etc.
 - Flashes and floaters.
 - Contact Lens Problems.

OCCUPATIONAL HEALTH

- **Hours:** 0730-1630 Monday-Friday.
- **Contact:** (717) 245-3410
- **Location:** “F” Corridor.
- **Appointment:** Required, call in advance.
- **Important Notes:**
 - We offer the following services for **Federal Civilian Employees:**
 - Evaluation of injuries sustained on the job.
 - Medical Surveillance for job-specific stressors
 - Guidance regarding OCONUS TDY travel.
 - Ergonomic and Reasonable Accommodation guidance
 - Work-site visits.
 - Evaluation for “Return to Work” after non-work-related illness, injury, or surgery.

ONLINE COMMUNICATION WITH YOUR MEDICAL TEAM

- **[MHS Genesis Patient Portal](#)**
 - Primarily used for the following:
 - Consult your medical team.
 - Request medication renewals.
 - Request medication refills.
 - Request lab and test results.
 - Make an appointment.
 - Ask routine administrative/health questions.
 - Allow up to **72 business hours** for routine communications.
 - *****For assistance setting up or navigating the patient portal please contact the patient advocate at 717-245-3933*****

PHARMACY SERVICES

- **Hours:**
 - Dunham Pharmacy: 0730-1630 Monday – Friday
 - pull a ticket at Kiosk by 1530 for same-day service.
 - Carlisle Barracks PX Refill site: 0830 - 1530 Monday – Friday,
 - Fillmore: 0730-1630 Monday-Friday, arrive by 1615.
 - Closed 1200-1300 for lunch.
 - Fort Indiantown Gap: Monday - Friday: 0730-1200, 1300-1600, arrive by 1530.

- **Contact:**
 - Dunham Pharmacy: (717) 245-4606.
 - Carlisle Barracks PX Refill site: (717) 245-3874.
 - Fillmore Pharmacy: (717) 770-4724.
 - Fort Indiantown Gap: (717) 861-2091.
- **Location:**
 - Dunham Clinic: Atrium
 - Carlisle Barracks Refill Site: PX, past barber shop
- **Important Notes:**
 - Must have DoD ID or a completed MEDDAC Form 757 “Authorization to release Medications to Third Party.”
 - MEDDAC Form 757 is available at the clinics.
 - Patients 10 and older require ID card.
 - Busiest Dunham hours:
 - Tuesday-Friday 1000-1400
 - New Prescriptions
- MHS GENESIS accepts all electronic prescriptions and is required for controlled substances.
 - Providers can send new and renewal prescriptions to “[DoD Carlisle Dunham ePhcy.](#)” After the prescription is received from your provider, text (as instructed above) or call the pharmacy at (717) 245-4606. Select option 2, to request processing of the prescription before your arrival.
 - You can use our mobile app to reserve your place in the priority queue. Scan the QR Code below and follow the prompts.



- Refills
 - Call-in 1 (800) 377-1723 or through [MHS Genesis Patient Portal](#)
 - If driving a long distance, please call before making the drive to ensure your medication is available.

Force Readiness Clinic (FRC) (ACTIVE DUTY)

- **Hours:** 0730-1600 Monday-Friday
- **Contact:** (717) 245-3400 (please listen to options).
 - o Email: usarmy.carlisle.medcom-dahc.mbx.dunhampe@health.mil Alternate Phone: (717) 245-3723.
- **Location:** Corridor A, please check in at front desk.
- **Appointment:** Required.
- **Important Notes:**
 - o **Non-AD** physicals and exams must be scheduled through the Family Medicine Clinic (see Family Medicine Clinic/Primary Care).
 - o Covers routine periodic physical exams, pre- and post-deployment health assessments, and PHAs for AD, AGR, and other eligible U.S. military personnel.
 - o **Retirement Physicals** process should begin 1 full year in advance from ETS.
 - o **Fillmore** and **FIG TMC** patients must call 717-245-3723 or email usarmy.carlisle.medcom-dahc.mbx.dunhampe@health.mil to coordinate the following.
 - Eye Exams
 - X-Ray
 - Labs
 - Audiograms

SICK CALL (ACTIVE DUTY)

- **Dunham Clinic:** 0700-0800 and 1400-1500 Monday – Friday when clinic is open.
- **Fort Indiantown Gap Clinic:** Available for Soldiers on Annual Training and short-term ADOS orders.
- **Fillmore Clinic:** Acute Appointments available.

PHYSICAL THERAPY CLINIC

- **Hours:**
 - o **Dunham:** 0730-1630 Monday-Friday
 - o **Fillmore:** 0730-1630 Monday-Friday
- **Contact:** Appointments (717) 245-3400 option 1
- **Appointment:** A provider consult is required for PT evaluation unless you are a current War College student. Current War College students can

request to see the PT via direct access when scheduling via the appointment line.

- **Important Notes:**

- Patients with a referral to Physical Therapy should call the appointment line to book a PT evaluation no less than two days after receiving the referral.
- Physical Therapists and PT Assistants available Mon-Fri at Dunham. At Fillmore, a PT Assistant is available Mon-Fri, and a PT is available two days per week.

RADIOLOGICAL SERVICES

- **Hours:** 0800-1600 Monday-Friday
- **Contact:** (717) 245-3143 or (717) 245-3400 (please listen to options).
- **Location:** Atrium, Rm. 201 (next to the Patient Advocate Office).
- **Appointment:** Walk-in basis.
- **Important Notes:**
 - Diagnostic imaging only (no CT, MRI, Mammography, etc.)
 - the provider must request X-rays.

SCHOOL/SPORTS PHYSICALS

- **Hours:** 0730-1630 Monday-Friday
- **Contact:** (717) 245-3400 (appointments).
- **Check-in Location:** Check-in Desk.
- **Appointment:** Required.
- **Important Notes:**
 - Physical forms for school/sports can be obtained from the school districts.
 - Ensure the Parent Section of all required forms are completed before the appointment.
 - DUSAHC does **not** provide school/sport physical forms.
 - Blocks of school/sport physical appointment times are set aside before each school year.
 - Physicals **can be scheduled** outside these time blocks to assist with summer camps and athletic programs.
 - Please bring all forms, immunization records, and **glasses** (if used) to the scheduled appointment.

SENIOR LEADER SUSTAINMENT PROGRAM (SLS)

The Senior Leader Sustainment (SLS) program offers a comprehensive, coordinated, Senior Leader-Centric health and wellness program that focuses on the complex interplay among leadership, health, and fitness. Services include an array of fitness and performance testing and interventions to optimize health, readiness, and resilience for U.S. Army War College students or educational program participants.

- **Hours:** 0730-1630; services available by appointment only
- **Contact:** Front Desk (717) 245-3404 / Program Director (717) 245-4466
- **Location:** 315 Lovell Avenue

SUBSTANCE USE DISORDER CLINICAL CARE (SUDCC)

- **Hours:** 0800-1630 Monday-Friday
- **Contact:** (717) 245-4602 / 4082
- **Check-in Location:** Rm 800, Behavioral Health Services.
- **Appointment:** Appointment is preferred; walk-ins are welcome (if a clinical social worker is available).
- **Important Note:**
 - Specializes in Alcohol and Drug abuse screening, assessment, and treatment.
 - Helps with resident/inpatient programs, as needed.
 - Serving Active-Duty Service Members only
 - Patient confidentiality is maintained by Federal and AR 600-85.

PATIENT SUPPORT SERVICES

ACCOMMODATIONS FOR THE HANDICAPPED

Special parking is available in the Clinic parking lot. Patients needing wheelchair assistance and specific accommodation should call 717-245-3400 before their arrival. Accessible restrooms are available.

EXCEPTIONAL FAMILY MEMBER PROGRAM

- **Hours:** 0750-1110 Thursday Mornings.
- **Contact:** (717) 961-2057,
- **Check-in Location:** Check-in Desk, "F" Corridor.
- **Appointment:** call above number.
- **Important Notes:**
 - A DoD program designed to assist Active-Duty Soldiers and their Families with exceptional family members with unique physical, emotional, developmental, or intellectual needs.
 - Enrollment is mandatory for all Soldiers who have Family members with chronic medical or educational needs.
 - Allows accurate assessments of career and family needs during assignment decisions.
 - EFMP cooperates with military and civilian agencies to provide comprehensive care/support.
 - Enrollment is based on medical and educational requirements of Family members of Active-Duty Soldiers.
 - Requires update every three years or if the condition changes.

HEALTH BENEFITS ADVISORS (HBA)

- **Hours:** 0730-1630 Monday-Friday
- **Contact:** (717) 245-4112 or (717) 245-3400 (please listen to options)
- **Location:** Central Corridor, Rm 510.
- **Appointment:** Walk-ins.
- **Important Notes:**
 - Beneficiaries requiring general assistance with TRICARE benefits, referrals, enrollment, or claims and billing problems may seek assistance from the DUSAHS Health Benefits Office.
 - The DUSAHS Health Benefits Advisors provide valuable information and guidance on the relationship between Medicare and TRICARE for beneficiaries approaching their Medicare eligibility. They also administer the TRICARE Plus enrollment Program for eligible beneficiaries within the DUSAHS

LIVING WILL/ADVANCE DIRECTIVE

Advance medical directives are legal documents that state a patient's decisions regarding their health care. Advance medical directives become effective when patients cannot make health care decisions. There are two advanced medical directives: a living will and a durable healthcare power of attorney. A living will is a legal document prepared by a competent person who instructs physicians and healthcare workers to administer, withhold, or withdraw life-sustaining treatment in the event of a terminal, incurable, or irreversible medical condition. A durable power of attorney for health care (or "medical power of attorney") is a legal document in which the patient names an individual to act as their agent with legal authority to make health care decisions when the patient cannot. The patient can designate anyone (a spouse, relative, or good friend) as their agent. In addition to "agent," this named person is frequently referred to as "proxy" or "surrogate decision-maker."

- **In life-threatening medical emergencies, all patients, regardless of Advance Directives or Living Wills, will be evacuated by ambulance via 911.**

Where can I obtain information about a living will/advance directive?

- Dunham's Outpatient Medical Records Section
- Carlisle Post Judge Advocate's Office, Building 45
 - o **Hours:**
 - 0900-1630 Monday – Friday
 - o **Contact:** (717) 245-4940

OUTPATIENT MEDICAL RECORDS

- **Hours:** 0730-1630 Monday-Friday.
- **Contact:**
 - o **Phone:** (717) 245-3117 or (717) 245-3400.
 - o **Fax:** 1-877-846-6967
- **Location:** Atrium
- **Appointment:** Walk-in
- **Important Notes:**
 - o Maintains, tracks, and safeguards all medical records for DUSAHS empaneled patients.
 - o Copies of medical records are available upon request.
 - o DUSAHS will transfer all medical records between losing and gaining medical treatment facilities for AD Service Members.

PATIENT ADVOCATE

- **Hours:** 0645-1545 Monday-Friday.
- **Contact:** (717) 245-3933
- **Location:** Atrium, Rm 200.
- **Appointment:** Walk-ins.
- **Important Notes:**
 - Assists as a liaison between the patients and clinic staff.
 - Assists patients and their families in obtaining additional information or solutions to problems, needs, or concerns.
 - Recommendations/suggestions to improve the clinic can be provided to the patient advocate or by completing a comment form and placing it in a suggestion box.

PRIVACY/HIPAA OFFICER

- **Hours:** 0730-1630 Monday-Friday.
- **Contact:** (717) 245-3933
- **Location:** Medical Records
- **Appointment:** Walk-in
- **Important Notes:**
 - The key privacy advisor for patients and staff.
 - Handles/investigates privacy-related disputes.
 - Manages requests regarding Protected Health Information.
 - Department of Health and Human Services Health Information Privacy website: <https://www.hhs.gov/hipaa/index.html>

REFERRALS

- **Important Notes:**
 - Referrals are required from the Dunham, Fillmore, and Fort Indiantown Gap PCMs for all TRICARE Prime beneficiaries for specialty care. It is highly recommended that no specialty care in the local area be obtained without a referral.

- Emergency room visits do not require prior authorization for any TRICARE beneficiary. The beneficiary should report an ER visit to their PCM as soon as possible after it occurred.
- Referrals for urgent care visits **are required for Active-Duty** Service Members only. All other beneficiaries may proceed to an urgent care visit without a referral. All beneficiaries should use the Nurse Advice Line (NAL) for assistance after clinic hours. The NAL does issue referrals to urgent care clinics when necessary.

SEXUAL HARASSMENT ASSAULT RESPONSE PREVENTION PROGRAM

The following services are available to adult family members who are survivors of sexual assault not related to domestic violence.

Unrestricted Reporting: This option is recommended for victims of sexual assault who desire medical treatment, counseling, and an official investigation of the crime.

Restricted Reporting: This option is recommended for victims of sexual assault who wish to confidentially disclose the crime to specifically identified individuals and receive medical treatment and counseling without triggering the official investigative process. Victims who make a restricted report can change to unrestricted at any time.

For additional information or immediate assistance, contact:

Safe Helpline-Sexual Assault Support for the DOD Community

- 1-877-995-5247
- Text: 55-247 (inside the U.S.)
- Text: 202-470-5546 (outside the U.S.)
- www.safehelpline.org

Or

Carlisle Barracks Installation Sexual Assault Response Coordinator (SARC)

- 717-245-4998 (On-Call Cell)

SUPERVISION OF CHILDREN

An adult must always supervise children. Parents may not leave children under eight unattended during their appointment (see Patient Responsibilities). You are

encouraged to bring the child to the clinic with the appointment.

TRICARE Customer Service (Humana Military)

- **Contact:** 1(800)444-5445
- **Website:** www.humanamilitary.com
- **Important Notes:**
 - Information 24/7 at www.humanamilitary.com
 - Information and services are available online by setting up an account at www.humanamilitary.com.
 - Utilizing the website will enable TRICARE beneficiaries to receive:
 - Information on their health benefits.
 - Assistance with referrals, coverage, claims, and bills.
 - Provider locations for all types of care in the local network.
 - Locate a network provider in your area [here](#)

[General information about TRICARE Programs, costs, provider locations, and pharmacy benefits can be found at www.tricare.mil](http://www.tricare.mil)

Tobacco Free Campus

Dunham U.S. Army Health Clinic recognizes tobacco use as the most important preventable cause of death and chronic illness in the United States. To protect the health, safety, and comfort of employees, patients, and visitors from the adverse health effects of tobacco products, tobacco use is prohibited on the Dunham U.S. Army Health Clinic campus, including **parking lots, sidewalks, and entryways**. Tobacco products include cigarettes, cigars, pipes, electronic nicotine delivery products, and smokeless tobacco. This policy applies to all Dunham employees, patients, visitors, students, trainees, volunteers, and supplemental staff, including contract employees.

Full policy available upon request

INCLEMENT WEATHER POLICY

Dunham U.S. Army Health Clinic would like to encourage all our patients to check the U.S. Army War College or Dunham U.S. Army Health Clinic's social media or call the post operations line at **717-245-3700** for a delay or cancellation of post activities due to inclement weather regardless of the operating status of the local school district.

If you have a scheduled appointment at Dunham U.S. Army Health Clinic during the hours of delay, cancellation, or closure, we will proactively work with you to reschedule it to address your medical needs.

OUTLYING CLINICS

FILLMORE U.S. ARMY HEALTH CLINIC

- **Clinic Hours:**
 - Monday, Tuesday, Wednesday, Thursday, and Friday: 0730-1630
 - **Closed for Federal Holidays**
- **Pharmacy Hours:**
 - Monday, Tuesday, Wednesday, Thursday, and Friday: 0730-1615
 - **Closed DAILY 1200-1300 for lunch.**
 - **Closed for Federal Holidays.**
- **Main Clinic Phone Number:** (717) 770-7281
- **Clinic Fax Number:** (717) 770-8484
- **Location:** BLD 400, G Ave., New Cumberland, PA 17070
- **Appointment:** Required.
- **Important Notes:**
 - No Sick Call
 - Occupational Health services provided for federal workers at DLA, Susquehanna.
 - Additional services:
 - Behavioral Health
 - Gynecological care
 - Immunizations
 - Laboratory
 - Medication refill pick-up site
 - Minor procedures

- Newborn and pediatric care
- Nutritional counseling
- Physical Therapy
- Primary Care

FORT INDIANTOWN GAP (FIG) TROOP MEDICAL CLINIC

- **Hours:**
 - Monday - Friday: 0730-1600
- **Contact:** (717) 861-2091 / 3300
- **Location:** BLD 4-114 on Hawkins Rd, Annville, PA 17003-5031.
- **Appointment:** Required.
- **Important Notes:**
 - FIG TMC supports year-round annual training exercises for the Reserve and National Guard military.
 - Sick Call from 0730-0830 daily for Soldiers on AT orders and short-term ADOS orders.
 - Care provided by precedent:
 - AD, AGR Soldiers, and their Families – Primary care.
 - DA Civilian employees – Acute care for emergencies.
 - NG Civilian technicians – Emergency care only.
 - Additional services:
 - Diagnostic x-ray
 - Limited adult immunizations
 - Limited laboratory and pharmacy services (acute care treatment)
 - Dunham Clinic supports with a more excellent range of services when needed.

LETTERKENNY ARMY DEPOT (LEAD) OCCUPATIONAL HEALTH CLINIC

- **Hours:**
 - 0615-1600 Monday – Thursday
 - 0615-1500 Friday (Open the 1st and 3rd Friday of the month, Closed the 2nd and 4th Friday)
- **Contact:** 717-267-8600
- **Location:** 1 Overcash Ave, BLD 332, Chambersburg, PA 17201
- **Appointment:** Required.
- **Important Notes:**
 - Provide occupational health services for the military and Federal DA civilians.
 - All Military and Civilian employees at LEAD must in-process through the Occupational Health Clinic.
 - Services include medical surveillance, fitness for duty, pre-placement, disability, retirement and termination physicals, case management for workers'

- compensation, treatment of work-related injuries, and travel medicine.
- Additional Capabilities:
 - Vision and hearing screening/ surveillance (audiograms)
 - Electrocardiograms
 - Pulmonary function tests
 - Phlebotomy (for certain studies)
- Immunizations for the following:
 - Routine immunizations, such as tetanus booster.
 - Annual influenza vaccination program.
 - Theater-specific immunizations for employees deploying OCONUS.

DUNHAM U.S. ARMY HEALTH CLINIC

450 GIBNER ROAD, SUITE 1

CARLISLE, PA 17013

PHONE 717-245-3400