

# DUNHAM

## U.S. ARMY HEALTH CLINIC



### PROFESSIONAL SERVICES STAFFING MODEL

# PATIENT HANDBOOK

2021/2022



## ***IN CASE OF EMERGENCY***

Dunham U.S. Army Health Clinic **does not have an emergency room** and is not equipped to accept emergency patients. If an emergency occurs, you are urged to **call 911** and ask for assistance. 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
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
American Red Cross (Carlisle).....	717-243-5211
Child Abuse (Army Community Service).....	717-245-4357
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.....	717-770-7281
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.....	717-267-8416
Nurse Advice Line.....	874-2273, then option 1
Pharmacy Refill Line.....	1-800-377-1723
Physical Exams (Active Duty).....	717-245-3400
Substance Use Disorder Clinical Care (SUDCC).....	717-245-4082

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## COMMANDER'S WELCOME

On behalf of the Dunham U.S. Army Health Clinic staff and team, welcome to Carlisle Barracks and to your clinic.

The Dunham Health Care Network covers an extensive portion of Pennsylvania, including the Dunham U.S. Army Health Clinic located at Carlisle Barracks, the Fillmore U.S. Army Health Clinic located at the Defense Distribution Center in New Cumberland, an Occupational Health Clinic located 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. The network serves over 11,500 Active Duty, Reserve, National Guard, Retiree and Family Member beneficiaries.

We are accredited by the Joint Commission and certified by the College of American Pathologists (CAP). This certifies our commitment to provide you and your family safe and effective health care of the highest quality and value. We are a Patient Centered Medical Home, where our patients are at the center of everything we do. Dunham U.S. Army Health Clinic specializes in Family Medicine; caring for our patients throughout their lifetime. Our multidisciplinary teams of clinicians, nurses and skilled support professionals focus their activities on health and wellness; rendering personal, professional and comprehensive care to the entire family. **The Dunham staff seeks to make every encounter superior by treating everyone as if they were a member of our own family.**

Our health care team is focused on your health and personal wellness; monitoring indicators for potential disease, identifying your healthy behaviors and offering alternatives for the less healthy ones. We offer routine health screenings, wellness assessments, acute care treatment, disease specific group appointments and preventive health exams. In addition to our family medicine services, the Dunham team provides a variety of medical specialties including pediatrics, optometry, immunizations, physical therapy, behavioral health and wellness programs. All of our teams are supported by accredited pharmacy, laboratory, radiology (including mammography), and medical logistics.

The programs developed by the professionals on our staff are designed to prevent disease and maintain, restore, and improve your health. Our primary goal is to ensure we establish a partnership with you. This partnership includes fully integrating our patients in their plan of care. We value our patients input and participation in our health care delivery process and have opportunities for patients to serve on committees and boards.

The Army Medical Department has served with distinction at Carlisle Barracks since 1777. The entire Dunham U.S. Army Health Clinic staff is proud to be a part of this long tradition of excellence and to serve your health care needs.

Again, welcome to Carlisle Barracks and the Dunham U.S. Army Health Clinic. We look forward to becoming your partners in health.

Ready Now! Army Medicine is Army Strong! Conserving the Fighting Strength!

LTC Shannon L. Merkle  
Commander  
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 re-designated as the Dunham U.S. Army Health Clinic and converted to a primary care facility in 1976. Since the conversion, major renovations have included 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 & VALUES OF DUNHAM  
U.S. ARMY HEALTH CLINIC***

**MISSION**

Promote health and build resilience for Warriors, Military Families and all those entrusted to our care.

**VISION**

We are a premier Patient Centered Medical Home. Our legendary customer service delivered by a well-developed workforce makes us first choice for care.

**VALUES**

Team work, transparency, accountability, efficiency, evidence-based, compassionate, empathetic, customer-focused, and trustworthy.

**OBJECTIVE**

Make Dunham a great place to work and a great place to receive care.



**ARMY MEDICINE**

**ARMY MEDICINE IS ARMY STRONG!**

**CONSERVING THE FIGHTING STRENGTH SINCE 1775!**

## ***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 which you will need photo identification for everyone in the car, vehicle registration and proof of vehicle insurance. The visitor entrance to 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***

**Quality Care:** You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin, or religion.

**Respect and Dignity:** You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

**Privacy and Confidentiality:** You have the right to privacy and confidentiality concerning medical care. This includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

**Identity:** You have the right to know the name and professional status of the individuals who provide your care and which practitioner is primarily responsible for your care.

**Information:** You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives *prior* to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

**Refusal of Treatment:** You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

**Advance Directives:** You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to take part in ethical discussions pertinent to your care. It is the policy of this organization to provide life sustaining emergency care; Cardio Pulmonary Resuscitation or CPR, including defibrillation if indicated for all our patients once clinical care is initiated. We will provide emergency transport to the nearest hospital in the event of any resuscitative or emergent efforts. If the advanced directive is available, this document will be sent with

the patient to a more acute level of care. You have the right to accept or refuse these limitations and select a different facility for your choice if you do not agree with this protocol.

**Research:** You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

**Safe Environment:** You have the right to receive care and treatment in a safe setting, free from any form of abuse or harassment. You have the right to a chaperone during any encounter.

**Clinic Rules and Regulations:** You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

**Pain Management:** You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

**The Joint Commission:** You have the right to address concerns regarding the treatment or care that are (or fail to be) furnished. We encourage you to report it to your PCM, or you may contact the Patient Representative at 717-245-3933. If your concerns are not addressed to your satisfaction, you may also report a complaint to The Joint Commission:

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Phone: 800-994-6610

Mail: The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## ***PATIENT RESPONSIBILITIES***

**Maintain Positive Health Practices:** You are responsible for working with your health care team to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships and stress management.

**Providing Information:** You are responsible for providing your health care provider and health care team accurate and complete information about your health, including any illness or concerns, the presence of pain, your medical history and medications. You have the responsibility to communicate to your health care provider your understanding of the plan of treatment and to ask any questions that you may have regarding what is expected of you regarding your medical care.

**Contact Information:** You are responsible for updating your contact information for you and your family through the Defense Enrollment Eligibility Reporting System (DEERS). This information is how we will contact you about cancelled appointments, facility closures, updates, etc.

**Compliance with Medical Care:** You are responsible for following your health care provider's recommendations to the best of your ability and for asking questions if you have problems or concerns regarding your health care if you are unable to carry out any instructions. You are responsible for keeping appointments, filling prescriptions, following through on health care instructions, and adhering to the guidelines of your clinic.

**Supervision of Underage Children:** You are responsible for arranging childcare for your underage family members during your medical appointments. If this is not possible, you are responsible for arranging supervision for your children younger than 8 years of age, if the child/children will remain in the clinic/section waiting areas by themselves during your appointment(s) to prevent any injury to the child or other patients. If medical staff cannot safely provide care to you or the patient, you may be asked to reschedule your appointment.

**Respect and Consideration:** You are responsible for treating our staff and other patients with respect and consideration.

**Smoking Policy:** Smoking or use of any tobacco products is not allowed in any area including sidewalks, parking lots, and grounds surrounding the clinic.

The use of tobacco products is not allowed in the facility.

**Medical Records:** All medical records documenting care provided by any Health Readiness Platform (HRP), formerly known as Military Treatment Facility (MTF) are the property of the U.S. Government. All medical records are required to be maintained at a HRP.

**Financial Obligation:** You are responsible for ensuring that the cost of your health care is promptly paid when applicable.

**Making Choices:** You are responsible for making choices regarding your health based on a clear understanding of your plan of care, its costs, benefits, risks and alternatives. You have the responsibility to ask for information on your illness, work with your health care provider to develop a treatment/pain management plan and to learn what you can do to maintain the best health 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 upon 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. If concerns are not adequately addressed, 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.

**S**peak up if you have questions, concerns or if you do not understand your medical condition or treatment plan.

**P**ay attention to the care you are receiving.

**E**ducate yourself about your diagnosis, medical tests and treatment plan.

**A**sk a family member or friend to be your advocate.

**K**now what medications you take and why you take them.

**U**se a health care organization that is certified by The Joint Commission.

**P**articipate 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 health care 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 care delivered at Dunham U.S. Army Health Clinic.

### **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 medicines 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.

### **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](http://www.dmdc.osd.mil/milconnect).

A valid Uniformed Services Identification and Privilege Card are issued by 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. Under 10yrs old, 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 team of dedicated military and civilian professionals stand ready to work with you in addressing your health care 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.
- 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.**
  - Monday - Wednesday: 0730-1630
  - **Thursday: 0730-1630**
    - ***The first Thursday of the month Dunham main clinic and the PX Pharmacy is closed for training unless otherwise posted.***
  - Friday: 0730-1630
- **Regular Exceptions:**
  - Observes all Federal holidays.
- Check for **non-regular changes.**
  - Phone: (717) 245-3400
  - Official website: <https://dunham.tricare.mil/>
  - Facebook: <https://www.facebook.com/DUSAHC/>
  - 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:
  - Requirement to wear masks while in the clinic (staff, patients, and visitors)
  - 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:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717)245-3608.
- **Location:** Check-in Desk; "A" Corridor.
- **Appointment:** By appointment only (call 717-245-3400, option #1)
- **Important Notes:**
  - Provider order is necessary, except Active Duty.
  - Children under 5 years old must be seen by a health care provider before receiving immunizations.
  - 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.

## **APPOINTMENTS**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:**
  - o (717) 245-3400, option #1.
  - o [www.tricareonline.com](http://www.tricareonline.com) (available 24/7)
- **Location:** Contact via phone only.
- **Important Notes:**
  - o Cancelling Appointment?
    - Call 24HR+ before appointment.
    - Leave a message. Include patient's name, phone number, date/time of appointment, and provider.
  - o 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.
  - o Use Army Medicine Secure Messaging System (AMSMS) to communicate with your provider for NON-URGENT matters.
    - Register: <https://app/relayhealth.com/Registration.aspx>
      - Validate ID by face-to-face, telephonic, or DoD email with digital signature.
  - o Try to arrive 15 minutes prior to the appointment.
  - o **All patients 10 years and older are required to bring their DoD ID.**

## **ARMY FAMILY ADVOCACY PROGRAM**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-4602
- **Check-In Location:** Rm 800, Behavioral Health Services.
- **Appointment:** Preferred, but Walk-ins welcome.
- **Important Notes:**
  - o Focuses on addressing **domestic violence, child abuse/neglect**.
  - o Services for families **at risk** of violence.
  - o Individualized plans utilizing therapy, classes, and counseling.

## **BEHAVIORAL HEALTH DEPARTMENT**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-4602
  - **Emergency:** CBKS Security Dept. at (717) 245-4115
  - **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**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3400, option #4
- **Refills:** 1-800-377-1723
- **Check-In Location:** Atrium, automated ticket
- **Appointment:** Required for meeting; not required to pick up meds
- **Important Notes:**
  - Assists with the management of the following:
    - Chronic pain (in conjunction with an interdisciplinary pain team)
    - Diabetes
    - Cardiovascular disease
    - High cholesterol and blood pressure
    - Quitting tobacco
  - Helps reduce the risk of chronic disease complications through education, medical reconciliation, and medical management.
  - Expertise in herbal, vitamin, mineral supplement, over-the-counter, and prescription medication to help manage medication therapy.

### **DENTAL CLINIC (Not a part of DUSAHC)**

- **Hours:** 0730-1615
  - o **Sick Call:** 0730-0830
- **Contact:** (717) 245-4542
- **Location:** Bldg. 450 Suite 2, adjacent to Dunham Health Clinic
- **Appointment:** Required for all patients.
- **Important Notes:**
  - o Sick call patients should call the clinic for triage prior to walk-in.
  - o General dental and urgent care services for authorized Active Duty personnel.

### **FAMILY MEDICINE CLINIC/PRIMARY CARE**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:**
  - o (717) 245-3400, option #1 (clerk will create t-con to have provider call you back)
  - o [www.tricareonline.com](http://www.tricareonline.com) (available 24/7)
  - o Army Medicine Secure Messaging Service (AMSMS) (see *Online Communication with your Medical Team*)
- **Check-in Location:** Atrium, Check-in Desk
- **Appointment:** Required.
- **Important Notes:**
  - o **No sick call** services available (see *Sick Call*).
  - o **No emergency services.**
    - Emergencies will be transported to a hospital by ambulance.
  - o Walk-in patients will be triaged by a Registered Nurse prior to seeing a provider and worked into the schedule as availability permits.

### **LABORATORY**

- **Hours:** See *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3400, option #6, then option #5.
- **Check-In Location:** Atrium, next to Pharmacy.
- **Appointment:** Walk-Ins welcome.
- **Important Notes:**
  - o **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.
  - Some tests must be performed within a short period of collection and will not be collected after 1600.
  - 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 Tricare Online for test results.

### **MEDICAL EMERGENCIES**

Dial 911 or proceed to the nearest emergency room. You **do not** need a referral to access emergency services in the event of a medical emergency.

### **NUTRITIONAL MEDICINE**

- **Hours:**
  - See *Dunham Clinic Hours page 20*.
- **Contact:** Appointments (717) 245-3400, option #1.
- **Check-In Location:** Atrium, Check-in Desk
- **Appointment:** Required. Can be made through the Dunham Appointment line for Active duty, Retirees, and their Family members.
- **Important Notes:**
  - No referral is necessary for a nutrition appointment.
  - Develops a personalized nutrition plan through evidence-based recommendations and practical advice.
  - Specifically assists with the following:
    - Manage weight (gain/loss/maintenance)
    - Manage medical conditions (i.e. diabetes, high cholesterol, Celiac disease, and food allergies)
  - One-on-one and group classes are available.

## **OPTOMETRY CLINIC**

- **Hours:** see *Dunham Clinic Hours page 20*.
  - **Closed for lunch 1200-1300**
- **Contact:**
  - Appointment: (717)245-3400, option #6, then option #6.
  - Front Desk (Info and Follow Up appointment only): (717) 245-3056
- **Location:** Central Corridor, Rm 600.
- **Appointment:** Required. Call or schedule on TRICARE Online.
- **Important Notes:**
  - Eye Examinations.
    - Priority: AD of all services, their Family members, and TRICARE Prime enrollees.
    - Space Available: all other TRICARE beneficiaries.
    - Includes:
      - Health of visual system.
      - Dilation.
      - Spectacle prescription.
    - Required for driver's license renewal.
  - Contact Lens.
    - Bring in most recent contact lens prescription (or box).
    - Insertion/removal training offered as space allows.
  - Military Spectacles.
    - Ordered for AD personnel and Retirees.
      - Current spectacle prescription (>1yrs old) needed.
    - Can order inserts and protective eyewear for AD.
  - Vision Readiness Screening.
    - Annual MEDPROS readiness.
    - Available as walk-in or during annual PHA.
  - Physicals.
    - Vision and Ocular health exams for DoD physicals.  
Including:
      - Commissioning.
      - DoDMERB.
      - Aviation (initial and annual).
      - Special Schools (Airborne, Ranger, etc.).
  - Refractive Surgery Program.
    - Requires a comprehensive eye exam.
    - Army will be sent to Walter Reed
    - Air Force will be sent to Andrews AFB.

- Follow-up care will be conducted at Dunham Optometry.

### **OCCUPATIONAL HEALTH**

- **Hours:** see *Dunham Clinic Hours*.
- **Contact:** (717) 245-3410
- **Location:** Atrium, “F” Corridor.
- **Appointment:** Required, call in advance.
- **Important Notes:**
  - We offer the following services for **DA Civilian Employees:**
    - Evaluation of injuries sustained on the job
    - Medical Surveillance for job-specific stressors
    - Pre-employment exams
    - Pre- and Post-Deployment exams
    - Guidance regarding OCONUS TDY travel
    - Ergonomic and Reasonable Accommodations guidance
    - Work-site visits
    - Evaluation for “Return to Work” after non-work related illness, injury, or surgery

### **ONLINE COMMUNICATION WITH YOUR MEDICAL TEAM**

- **Tricare Online (TOL) Secure Messaging**
  - TOL Online: [www.tolsecuremessaging.com](http://www.tolsecuremessaging.com)
  - Primarily used for the following:
    - Consult your medical team.
    - Request medication refills.
    - Request lab and test results.
    - Request an appointment.
    - Ask routine administrative/health questions.
  - Allow up to **3 business days** for routine communications.

### **PHARMACY SERVICES**

- **Hours:**
  - Dunham Pharmacy: see *Dunham Clinic Hours page 20*.
  - Fillmore: see *Fillmore U.S. Army Health Clinic page 38*.
  - Carlisle Barracks PX Refill site: see *Dunham Clinic Hours page 20*.
  - Fort Indiantown Gap: see *Fort Indiantown Gap page 38*.
- **Contact:**
  - Dunham Pharmacy: (717) 245-3400, option #3, then option #2

- Fillmore Pharmacy: (717) 770-7283
- Fort Indiantown Gap: (717) 861-2091
- Carlisle Barracks PX Refill site: (717) 245-3874
- **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 available at the clinics.
  - Busiest Dunham hours:
    - Tuesday-Friday 1000-1400
  - New Prescriptions
    - Paper scripts from an outside provider will be filled from 0730 until 60min before closing. Any scripts after that will be processed the next business day.
      - Paper scripts from an outside provider can be dropped off at the Dunham Clinic and be picked up in 2 hours. If dropped off within 60 minutes of closing your medication will be ready the next business day.
    - Electronic scripts can be sent to DoD Carlisle Dunham ePhcy
      - Not for Controlled Substances.
    - FAX: (717) 245-3669
      - Not for Controlled Substances.
    - Non-Dunham scripts must be signed by the provider (electronic signature acceptable).
    - Call in advance to ensure the medication is ready/available.
  - Refills
    - Called-in: 1(800)377-1723, or through AMSMS.
    - Must be picked up at the PX site
      - Renewed prescriptions will be picked up at the Dunham Pharmacy
    - If driving a long distance, call the clinic before making the drive to ensure your medication is available

**PHYSICAL EXAM SECTION (ACTIVE DUTY)**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3400, option #6, then option #1.
  - Email: usarmy.carlisle.medcom-dahc.mbx.dunhampe@mail.mil

- Alternate Phone: (717) 245-3723.
- **Location:** Atrium, opposite main patient entrance.
- **Appointment:** Required.
- **Important Notes:**
  - **Non-AD** physicals and exams must be scheduled through the Family Medicine Clinic (see *Family Medicine Clinic/Primary Care*).
  - Covers routine periodic physical exams, pre- and post-deployment health assessments, and PHAs for AD, AGR, and other eligible U.S. military personnel.
  - **Retirement Physicals** should be scheduled six (6) months in advance to final out-processing.
  - **Fillmore** and **FIG TMC** patients must coordinate through their clinics for the following exams:
    - Eye Exams
    - X-Ray
    - Labs
    - Audiograms

### **PHYSICAL THERAPY CLINIC**

- **Hours:**
  - **Dunham:** see *Dunham Clinic Hours page 20*.
  - **Fillmore:** see *Fillmore Clinic Hours page 38*.
- **Contact:** Appointments (717) 245-3400, option #1.
- **Appointment:** Provider consult 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 PT evaluation no less than two days after receiving the referral.
  - Physical Therapist and PT Assistants available Mon-Fri at Dunham. At Fillmore, a PT Assistant available Mon-Fri and a PT is available two days per week.

## **RADIOLOGICAL SERVICES**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3143, or (717) 245-3400, option #6, then option #4.
- **Location:** Atrium, Rm. 201 (near Physical Exams).
- **Appointment:** Required for Mammography only. Any other test is on a walk in basis.
- **Important Notes:**
  - X-rays must be requested by the provider.
  - **Mammogram** appointments:
    - **No** caffeine prior to appointment.
    - **No** perfume, powders, lotions, deodorants.
    - **No children** in the exam room during the exam.
  - **Referrals** for Ultrasound, CT, MRI, or Dexascan require a script from the provider.

## **SCHOOL/SPORT PHYSICALS**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3400, option #1.
- **Check-in Location:** Check-in Desk.
- **Appointment:** Required.
- **Important Notes:**
  - School/sport physical forms 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 of 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.

## **SICK CALL (ACTIVE DUTY)**

- **Dunham Clinic:** None provided; Acute Appointments available.
- **Fort Indiantown Gap Clinic:** Available for Soldiers on Annual Training and short-term ADOS orders.
- **Fillmore Clinic:** None provided; Acute Appointments available.

### **SENIOR LEADER SUSTAINMENT PROGRAM (SLS)**

Senior Leader Sustainment is an Army Chief of Staff Leader development initiative with benefits that extend beyond the Senior Leader's health and wellness. This program is reserved for those leaders attending the U.S Army War College.

- **Hours:** Coordinated through AWC G3
- **Contact:**
  - o SLS Office: (717) 245-3404
- **Location:** BLDG 315 Lovell Avenue
- **Appointment:** Required.
- **Important Notes:** This program is for AWC students only.

### **SUBSTANCE USE DISORDER CLINICAL CARE (SUDCC)**

- **Hours:**
  - o **Monday/Wednesday:** 0800-1630
  - o **Tuesday:** 0800-1830
  - o **Thursday:** 0800-1630 except 1<sup>st</sup> Thursday of each month, when we are closed
  - o **Friday:** 1000-1630
- **Contact:** (717) 245-4082
- **Check-in Location:** Rm 800, Behavioral Health Services.
- **Appointment:** Appointment preferred; walk-ins welcome (if clinical social worker available).
- **Important Note:**
  - o Specializes in Alcohol and Drug abuse screening, assessment and treatment.
  - o Helps with resident/inpatient programs, as needed.
  - o Priority is given to Active Duty
    - DA Civilians, AD Retirees and family members (18yr and older) are seen on a space available basis.
  - o Confidentiality for patients is maintained in accordance with Federal and Army regulations.

## **PATIENT SUPPORT SERVICES**

### **ACCOMMODATIONS FOR THE HANDICAPPED**

Special parking is available in the Clinic parking lot. Patients in need of wheelchair assistance and/or specific accommodation should call 717-245-3400 prior to their arrival. Handicapped rest rooms are available.

### **EXCEPTIONAL FAMILY MEMBER PROGRAM**

- **Hours:** 1230-1600 Tuesday
- **Contact:** (717) 961-2057, or (717) 245-3400, option #6, then option #7.
- **Check-in Location:** Check-in Desk, "A" Corridor.
- **Appointment:** Yes, made through the Appointment line.
- **Important Notes:**
  - A DoD program designed to assist Active Duty Soldier and their Families with exceptional family members with special 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 upon medical and educational requirements of Family members of Active Duty Soldier.
    - Requires update every 3 years or if the condition changes.

### **HEALTH BENEFITS ADVISORS (HBA)**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-4112, or (717) 245-3400, option #5.
- **Location:** Central Corridor, Rm 510.
- **Appointment:** Walk-ins.
- **Important Notes:**
  - HBAs assist with understanding options for health care beneficiaries within the Military Health System.
  - Assist with billing issues, especially those resulting in debt collection.



- Primary point of contact for TRICARE For Life (TFL) and TRICARE Plus Program.
  - Those approaching eligibility for TFL (normally by turning 65) should contact the HBAs for information about the TFL program and how it works with Medicare.

### **LIVING WILL/ADVANCE DIRECTIVE**

Advance medical directives are legal documents that state a patient’s decisions regarding his/her health care. Advance medical directives become effective when the patient is unable to make health care decisions. There are two types of advance medical directives: a living will and a durable health care power of attorney. A living will is a legal document prepared by a person when the person is competent that instructs physicians and health care 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 (also known as “medical power of attorney”) is a legal document in which the patient names an individual to act as his/her agent with legal authority to make health care decisions when the patient is unable to do so. The patient can designate anyone (a spouse, relative, or good friend) as his/her agent. In addition to “agent,” this named person is frequently referred to as “proxy” or “surrogate decision-maker.”

- **In the event of 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
  - **Hours:**
    - 0900-1630 Monday – Friday
  - **Contact:** (717) 245-4940

### **OUTPATIENT MEDICAL RECORDS**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3117, or (717) 245-3400, option #4.
- **Location:** Atrium, across from Check-in Desk.

- **Appointment:** Walk-in
- **Important Notes:**
  - Maintains, tracks, and safeguards all medical records for DUSAHC empaneled patients.
  - Copies of records may be requested, but the original will remain with the clinic.
  - Medical records will be sent by the clinic to the next duty station when requested by the gaining facility.
    - AD SMs with OCONUS orders will be able to sign out their medical records for transport.

### **PATIENT ADVOCATE**

- **Hours:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3933, or (717) 245-3400, option #6, then option #2.
- **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:** see *Dunham Clinic Hours page 20*.
- **Contact:** (717) 245-3117
- **Location:** Atrium, co-located with Outpatient 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:**

- Generally speaking, referrals are required from the Dunham, Fillmore, and Fort Indiantown Gap PCMs for all TRICARE Prime beneficiaries for specialty care. It is highly recommended not to obtain any specialty care in the local area 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 victim of sexual assault who desires 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 an unrestricted report 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](http://www.safehelpline.org)

Or

Carlisle Barracks Installation Sexual Assault Response coordinator (SARC)

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

### **SUPERVISION OF CHILDREN**

Children must be supervised at all times by an adult. Parents may not leave children under the age of 8 unattended during their appointment (see *Patient Responsibilities*). It is encouraged that you only bring the child with the appointment to the Clinic. Maximum use of the Child Development Center (CDC) is encouraged as safety concerns of your child and other patients may lead to your appointment being rescheduled. The CDC does provide hourly care if needed.

- **CDC Hours:** 0630-1730 Monday – Friday
- **CDC Contact:** (717) 245-3701
- **CDC Location:** Bldg. 455
- **Important Notes:**
  - Trained attendants care for children between ages 6wks to 5yrs.
  - Fee is determined by rank and number of children.
  - All children must be registered with the day care center prior to use.

### **TRICARE Customer Service (Humana Military)**

- **Hours:** 24hrs / 7 days a week.
- **Contact:** 1(800)444-5445
- **Website:** [www.humanamilitary.com](http://www.humanamilitary.com)
- **Important Notes:**
  - Information and customer service is available 24/7 by contacting the TRICARE Contractor, Humana Military, at the toll free number listed above.
  - Information and services are available online by setting up an account at the Humana website.
  - 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 specialty care in the local network.

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

## ***SMOKING POLICY***

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, to include 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 to include contract employees.

## ***INCLEMENT WEATHER POLICY***

Dunham U.S. Army Health Clinic would like to encourage all of 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 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 your appointment to address your medical needs.

## **OUTLYING CLINICS**

### **FILLMORE U.S. ARMY HEALTH CLINIC**

- **Hours:**
  - Monday, Tuesday, Wednesday, and Friday: 0730-1630
    - ***Closed Thursdays 1200-1330 for lunch***
    - ***Closed the first Thursday every month for training***
- **Contact:** (717) 770-7281/7282
- **Location:** BLD 400, G Ave., New Cumberland, PA 17070
- **Appointment:** Required.
- **Important Notes:**
  - Sick call by appointment only.
  - Occupational Health services provided for federal workers on the DLA, Susquehanna.
  - Additional services:
    - Behavioral health
    - Gynecological care
    - Immunizations
    - Laboratory
    - Medication refill pick-up site
    - Minor procedures
    - Newborn and pediatric care
    - Nutritional counseling
    - Primary care

### **FORT INDIANTOWN GAP (FIG) TROOP MEDICAL CLINIC**

- **Hours:**
  - Monday - Friday: 0730-1600
    - ***Thursdays 0730-830 on the first Thursday of every month - clinic closed for training afterwards***
- **Contact:** (717) 861-2091
- **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 greater range of services when needed.

**LETTERKENNY ARMY DEPOT (LEAD) OCCUPATIONAL HEALTH CLINIC**

- **Hours:**
  - 0615-1600 Monday - Thursday
  - 0615-1500 Friday (Open the 1<sup>st</sup> and 3<sup>rd</sup> Friday of the month, Closed the 2<sup>nd</sup> and 4<sup>th</sup> Friday)
- **Contact:** (717) 267-8416/8017
- **Location:** 1 Overcash Ave, BLD 332, Chambersburg, PA 17201
- **Appointment:** Required.
- **Important Notes:**
  - Provides 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**

**EMAIL**

[usarmy.carlisle.medcom-dahc.list.dunham-clinic@mail.mil](mailto:usarmy.carlisle.medcom-dahc.list.dunham-clinic@mail.mil)