



CRDAMC Now

Initiatives to improve your health care

**Carl R. Darnall Army
Medical Center**

Fort Hood, Texas
November 2009

Welcome, Newcomers, to the Great Place where you get Great Care

Now that the summer rotation is over, newcomers are beginning to arrive, so it is a good time to let them know what health care services are available—the very best! Welcome to the Great Place where you can get Great Care.

The Fort Hood military health system includes the Carl R. Darnall Army Medical Center (CRDAMC) and eight outlying health clinics. There are 177,000 eligible beneficiaries within 40 miles of Fort Hood.

CRDAMC provides primary, specialty, emergency, and in-patient health services to about 100,000 beneficiaries including a full-time military population of 53,000 Soldiers.

The TRICARE network supports another 47,000 active duty family members and retirees.

We offer evening and weekend primary care services at the Thomas Moore Health Clinic. Additionally, “Quick Care” walk-in triage for acute primary care is available at the Bennett, Thomas Moore, and West Fort Hood clinics, and a “Triage and Treat” area in the Emergency Department for non-emergent care needs.

A 24/7 nurse advice line is also available to all TRI-



The construction on the east side of Carl R. Darnall Army Medical Center is the new Women's Health Center, due to be completed in June 2010

CARE eligible beneficiaries. CRDAMC's overall satisfaction ratings average 87% for the past year. A customer service division was recently established to identify, track, and trend customer issues to allow the command to influence change where required.

CRDAMC supports a Warrior Transition Brigade of 500 Warriors in Transition with a dedicated Warrior Care Clinic inside the Thomas Moore Health Clinic.

We routinely meet acute (24 hour) and specialty (28 day) medical care access standards more than 93% of the time. Access to routine care (7 day) is a challenge, meeting the standard only about 70% of the time.

We have robust behavioral health services

(psychiatry, psychology, social work, substance abuse, and family advocacy) for active duty, reserve Soldiers and a limited number of military family members. Behavioral health services include the Resilience and Restoration (R&R) Center and Warrior Combat Stress Reset, which focus on the resiliency development and treatment of behavioral health issues of Soldiers who have just returned from or are preparing for combat tours in Iraq and Afghanistan.

The R&R center averages over 3,500 encounters per month. Please visit our website, www.crdamc.amedd.army.mil for a wealth of information.

Where to get your Seasonal Flu Vaccine

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

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

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

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

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

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

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



**Carl R. Darnall Army
Medical Center**

NURSE ADVICE LINE

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

APPOINTMENTS ONLINE

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

EVENING APPOINTMENTS

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

WEEKEND WALK-IN CARE

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

QUICKCARE

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

H1N1 Flu update— Vaccine to arrive slowly

H1N1 flu or “swine flu” activity is increasing throughout the United States, and Fort Hood and Central Texas are not immune to the increase in flu or flu-like symptoms.

Health care providers say the symptoms for both types of flu are similar. Symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, fatigue, and sometimes diarrhea and vomiting. It’s important to note that not everyone with flu will have a fever. If you think you have the flu, the CDC encourages you to stay home and avoid contact with other people except to get medical care.

The CDC expects both the H1N1 and the regular seasonal flu to cause illness, hospital stays and deaths this flu season. The Army has ordered an aggressive and mandatory 2009-H1N1 vaccination campaign in order to protect all personnel from the H1N1 influenza virus and its complications.

While the seasonal flu vaccine is already available at Fort Hood, the H1N1 vaccine has yet to arrive. Fort Hood will get the H1N1 vaccine from two different sources: the Department of Defense (for Service Members) and the State of Texas (beneficiaries). Fort Hood’s supply of the H1N1 vaccine will be delivered in small amounts over a period of time as determined by the DOD and the State of Texas. This makes it necessary to vaccinate priority groups first.

The priority non-military groups for initial H1N1 vaccination are: pregnant women; persons living with or providing care for infants less than 6 months (e.g., parents, siblings, and daycare providers); healthcare and emergency medical services personnel; children 6

months—4 years; and children age 5—18 years who have medical conditions putting them at high risk for influenza complications.

After the priority groups are vaccinated, CRDAMC will begin vaccinating other beneficiaries.

The U.S. Department of Health and Human Services’ flu.gov web site recommends the following for the prevention and treatment of influenza:

The best protection against the flu is to prevent exposure and stay healthy. You can take these everyday steps to protect your health:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people. Try to stay at least a sneeze-length away from other people (social distancing).
- Stay home if you are sick until at least 24 hours after you no longer have a fever (100°F or 37.8°C) or signs of a fever (without the use of a fever-reducing medicine).
- Follow public health advice regarding school closures, avoiding crowds and other social distancing measures.
- If you must have close contact with a sick person (for example, hold a sick infant), try to wear a facemask or N95 disposable respirator (health care workers).

If you have questions about the H1N1 flu vaccine, please check with your primary care manager.

Put it on ICE— Your voice will be heard

Carl R. Darnall Army Medical uses the comment system called ICE (Interactive Comment Evaluation). We have several ICE kiosks in hospital areas and clinics for people to comment about their visit or the quality of their health care. The real power of this system is the immediate nature of the feedback. Each week, our customer service manager sends the medical center Commander the comments that Darnall gets from ICE. We average about 30 to 40 comments per week. The negative comments go to the sections or departments for resolution, or higher if necessary. The medical center commander, COL Steven E. Braverman, sends thank you notes to those who received ICE compliments.