

Wilford Hall Ambulatory Surgical Center (WHASC)

Primary Care

Menu of Services

Perfect Patient &
Staff Experience
(PPES) Initiative.

Empowering
patients.



Table of Contents

<u>SERVICE</u>	<u>Page</u>
Family Health Clinic (FHC) & Embedded Services	3-5
• Administrative Staff FHC	
• Behavioral Health Consultant (BHC, formerly BHOP)	
• Case Managers	
• Disease Managers	
• Nutrition Clinic (Outpatient)	
• Pharmacist-Run Clinic (PRCC)	
• Specialty Appointment Booking Services (SBAS)	
• Clinical Staff Support Protocol (CSSP)- Walk-In Clinic	
Internal Medicine Clinic	5
• Treatment room services	
• Patient Education	
• Procedure Clinic services	
Pediatric Clinic	6
• General Pediatrics	
• Pediatric Sub-specialty Clinics	
Map of clinic locations	8
<u>Other Hospital Services</u>	
Army Wellness Clinic (Fort Sam Houston).....	9
Bariatric Surgery Clinic.....	9
Battlefield Acupuncture Clinic.....	9
Base Operational Medicine Clinic (BOMC).....	9
Family Emergency Center (FEC).....	10
BAMC Emergency Department (ER)	10
Seek Urgent/Emergency Care	
ENT	11
Exceptional Family Member Program (EFMP)	11
Interpreter.....	11
Immunization Clinic	12
Nutritional Medicine- Outpatient Nutrition Clinic	12
Ophthalmology: Walk-In Clinic for Urgent Eye Issues	12
Optometry.....	12
Optometry Reid Clinic.....	12
Out Patient Medical Records.....	13
Patient Advocate	13
Physical Therapy	13
Refractive Surgery	14
Travel Clinic	14
Urology Clinic (Vasectomy Procedure only)	14
Women’s Health Clinic	14
Helpful Websites.....	15

Family Health Clinic (FHC) & Embedded Services

Location: WHASC 1st Floor, A-Wing

Hours of Operation: Mon-Thur 0700-1730, Fri 0700-1600

Closed Wednesday after 1200 for training

Phone: (210) 292-2003

The Family Health Clinic serves 36,000 TRICARE beneficiaries. Our goal is to provide patients with quality, patient-centered care. Our staff includes active duty, civilian, and contract providers. Our providers are board certified family practice physicians, physician assistants, and family nurse practitioners. Your Primary Care Manager (PCM) Team includes providers, nurses, medical technicians, and administrative staff who work together to coordinate services to meet all of your health care needs. We call this your **Patient-Centered Medical Home (PCMH)**, also known as your **Air Force Medical Home (AFMH)**.

To make or cancel an appointment:

- Call the Consult & Appointment Management Office (CAMO) at (210) 916-9900
- Visit TRICARE Online (log-in required)
- Send message through TRICARE Online (TOL) Secure Messaging (formerly MiCare)

Family Health Check-out Desk

Location: FHC, Reception Desk 2

Phone: (210) 292-2003

Stop by this location after your appointment with PCM for: follow-up appointments, specialty appointment booking, Women's Health/PAP booking, to get help enrolling in TOL Secure Messaging, help with accessing TRICARE Online or to answer questions.

Behavioral Health Consultant (BHC, formerly BHOP)

Location: FHC, Reception Desk 1

Hours: Mon-Fri 0730-1630

Phone: (210) 292-1159

Call to schedule a BHC appointment or stop by FHC for a same-day visit.

Comprised of a Psychologist or a Social Worker who works as part of the PCM team. Available to all beneficiaries within the PCM clinics. Your first stop for access to all behavioral and mental health services. Action-oriented visits to address the following circumstances and much more!

Headaches	Depression and bereavement	Anger Problems	Anxiety
Chronic Pain	Exercise & healthier eating	Weight Loss	Asthma & COPD
Diabetes	Family or relationship problems	Stress	Alcohol use
Hypertension	Irritable bowel syndrome	Sleep Problem	Smoking Cessation

Case Managers

Our Case Managers are either licensed registered nurses(RN) or licensed social workers (SW) that are assigned to PCMH teams to provide care coordination for TRICARE beneficiaries requiring special assistance (e.g., children, elderly, wounded warrior), including 2nd opinion and clinical trials. Speak to your PCM for more information.

Examples of who should be case managed		
Catastrophic illness or injury	Major Burns	Head Trauma
Chronic or terminal illness	Spinal cord injuries	Lack of family or social support
Multiple medical problems	AIDS	Functional or Physical deterioration
Mental illness		

Disease Managers

Phone: 210-292-5007/1049

Disease Managers support, educate, and facilitate patients & families with a chronic disease throughout the course of their illness. They provide tools, skills and confidence to reach the best health possible. They offer self-management classes for cholesterol, hypertension, and pre-diabetes. Classes are offered in Interactive Group Sessions or by individual appointments.

Self-management focuses on increasing your knowledge of:

Medications	Healthy eating	Being Active	Healthy coping
Monitoring	Problem Solving	Reducing risk	

Contact your **PCMH Team** or **Disease Manager** directly if you are interested.

Nutrition Clinic (Outpatient)

Location: FHC, Reception Desk 1

Hours: Mon-Fri 0700-1500

Phone: (210) 292-1452, Main Nutrition Clinic Phone # 210-292-7578

Ask your PCM or call the clinic directly for more information. Classes and individual appointments are offered. Classes offered: Basic Carbohydrate Class, MyPlate Class, Cardiovascular/COPD Program, G.U.T.C.H.E.C.K., and Coumadin. Individual appointments available to address anything from weight loss to dietary guidance for management of diagnoses such as celiac disease, diverticulosis, irritable bowel syndrome, kidney stones, gallstones, gout, and much, much more!

Pharmacist-Run Clinic (PRC)

Location: FHC

Hours: Mon-Fri 0700-1600

Phone: (210) 292-7384 or 292-4645 call for more information.

Open to all TRICARE beneficiaries; must register on Secure Messaging. Complete a web visit through TOL Secure Messaging.

- 1. Appointment based for Minor needs such as:**
 - Runny nose
 - Mild sinus pain
 - Athlete's foot
 - Coughing
 - Nausea
- 2. PCM Referral or can walk-in and request these services**
 - Tobacco Cessation
 - Medication Therapy Management (MTM)
- 3. PCM Referral needed**
 - Hypertension, Dyslipidemia, Diabetes or MTM



Clinical Staff Support Protocol (CSSP), Walk-In Clinic

Location: FHC, Reception Desk 1

Hours: Mon, Tue, Thur & Fri 0900-1100 & 1300pm – 1500pm, Wed 0900-1100 only

Phone: (210) 916-9900 or 292-2003

Performed by Nurses and Medical Technicians assigned to designated teams. Check-in at the FHC reception desk 1 and request a walk-in SSP for any of the following reasons listed below. You will be seen in between other booked patients, or when time permits. Please keep in mind that the wait time fluctuates depending on your team's staffing and work load.

CSSP- Injections (B12, Depo, Testosterone)	Provider directed BP checks
CSSP- Pregnancy Test	Suture/Staple Removal
CSSP-Sore Throat	CSSP-Urinary Tract Infection (UTI)
CSSP-Wart Treatment	

Internal Medicine Clinic

Location: Wilford Hall Ambulatory Surgical Center, 1st Floor, C-Wing

Hours of Operation: Mon - Fri 0730 – 1630

Phone: (210) 292-5077 or (210) 292-7805

Pharmacy Refills: (210) 292-7000

To make or cancel an appointment

Call the Consult & Appointment Management Office at (210) 916-9900

Visit TRICARE Online (log-in required)

Send message to Secure Messaging

Treatment Room Services (Walk-in only by PCM request)

- IV Hydration
- Laboratory Specimen Collection
- Multi-stick Reagent Urinalysis Testing
- Orthostatic Blood Pressures
- "Walk of Life" Testing
- Vision Testing
- Nebulizer Treatments with Peak Flow & Inhaler Teaching
- Ted Hose Measuring
- Nasal Flu Washings
- Electrocardiogram
- Arterial Brachial Index
- Urinary Foley Catheterization
- Vitamin B12 Administration
- Perform Wound Packing & Dressing Changes
- IV Administration Reclast (Zoledronic)

Patient Education

- Operation of Glucometer
- Basic Diabetic Teaching
- Insulin titration & Administration of Insulin Flex Pens
- How to Administer Anticoagulant Injectable Medication
- Smoking Cessation Counseling

Procedure Clinic Services (Walk-in only by PCM request)

- Joint injections - Shoulder, Knee, Wrist, Ankle, Elbow, and ultra-sound guided hip-injections
- Toenail trimmings
- Cryotherapy
- Abscess Incision & Drainage
- Ingrown Toenail Removal
- Cyst Removal
- Trigger & Tender Point Injections
- Acupuncture
- Skin Tag Removal
- Shave & Punch skin biopsy

Pediatrics Clinic

Location: Wilford Hall Ambulatory Surgical Center, 1st Floor, D-Wing

Appointment Line: (210) 916-9900

Pediatric Patient Advocate: (210) 292-7520

Clinic Fax: (210) 292-2161

Hours of Operation: 0730-1630 Mon – Fri, Closed every Federal Holiday, AETC Family Day and every last Wednesday of the month at 1200 for training.

The Pediatric Clinic provides services by appointment only to TRICARE Prime 59th MDW Pediatrics Clinic enrolled patients, newborn to 23 years.

Walk-in Services (We do not have a walk-in clinic for acutely ill patients)

Hours: 0800 to 1100 and 1300 to 1500, Mon through Fri

-Sore throat

-Staple/Suture Removal

-Weight checks

-Sexually Transmitted Infection (STI)

-Depo-Provera injections: Patient must have been by the provider within the last year.

-Wart Treatments: Wart treatments are only for follow-up. Patient must be seen at an appointment for the first visit for evaluation of wart

** Patients will not be seen by a physician or nurse practitioner for the services listed above. All walk-ins are conducted by a medical technician or a registered nurse.

Communicating with Pediatric Providers

The best way to communicate with your PCM team is via TOL Secure Messaging, or telehealth consults. TOL Secure Messaging has proven to be the most expedient way of communicating with your provider's nurse, however, telephone consults can be left with your provider team by calling:

A Team (210) 292-1520 OPTION 1 or 2

B Team (210) 292-1520 OPTION 3 or 4

G Team (210) 292-1520 OPTION 5 or 6

The team nurse will return your call within the business for urgent concerns. For non-urgent concerns the team nurse will call back within 3 business days.

Request for School Forms/Paperwork for Signature

Any forms or notes needing a physician's signature or review should be messaged to your Pediatric team nurse via TOL Secure Messaging, or can be dropped off with the administrative staff at the clinic front desk. You will be contacted when your paperwork is ready for pick-up in 5 business days.

Well baby/child visit schedule

** Well baby exams and school physicals should be scheduled 1-3 weeks in advance.

3-5 day newborn exam: (If you have not already been scheduled, call SAMMC Pediatric Clinic (210) 916-2868 to make an appointment for your new baby within 72 hours after discharge from the hospital).

2 weeks

2 months (Immunizations due: Pediarix (DTaP-hepb-polio), HIB, PCV 13, Rota)

4 months (Immunization due: Pediarix (DTaP-hepb-polio), HIB, PCV 13, Rota)

6 months (Immunizations due: Pediarix (dtap-hepb-polio), PCV 13 (may get flu starting at age 6 months))

9 months (No immunizations due, unless child is behind schedule)

12 months (Immunizations due: Hep A, PCV 13, HIB, MMR, Varicella (chicken pox))

15 months (Immunizations due: DTaP)

18 months (Immunizations due: Dtap and Hep A (if 6 months from first dose)
2 years (Immunizations due: Hep A if not received at 18 month visit)
4 Year (Immunizations Due: MMR, Varicella, Kinrix (DTaP & Polio)
11-year physical (Immunizations due: Tdap, Meningococcal and HPV)

Pediatric Sub-specialty Clinics

Location: Wilford Hall Ambulatory Surgical Center, Pediatric Clinic
Phone: (210) 292-6779

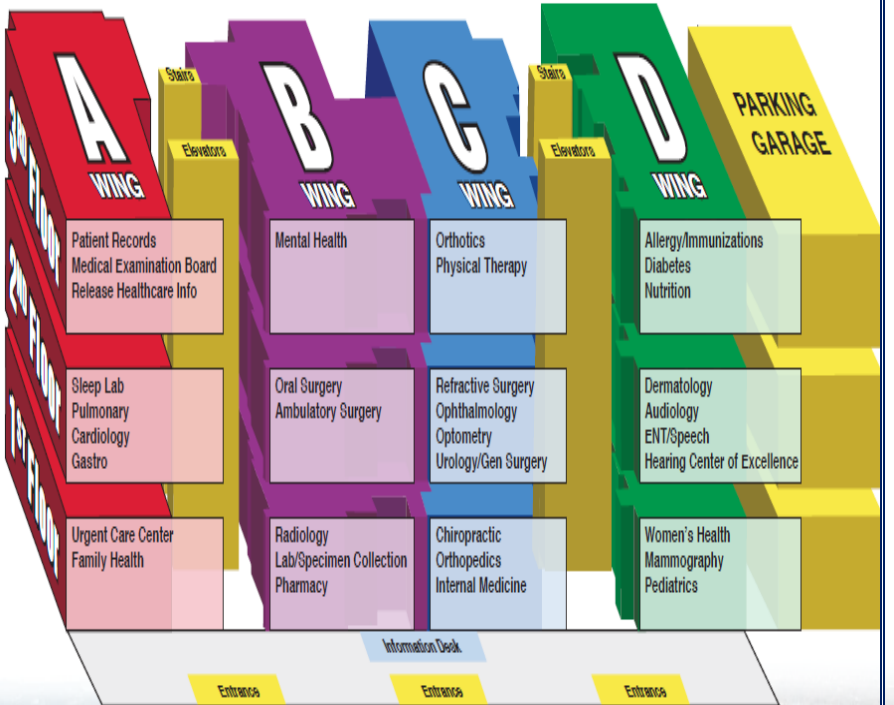
Pediatric clinic offers a variety of sub-specialty clinics to include Developmental Pediatrics, Adolescent Clinic, and Pediatric Licensed clinical social worker.

To receive care a referral must be placed by PCM.

ADOLESCENT CLINIC (210) 292-1520 OPTION 7
DEVELOPMENTAL CLINIC (210) 292-1520 OPTION 8



THE NEW WILFORD HALL



OTHER HOSPITAL SERVICES

Army Wellness Clinic (Ft. Sam Houston)

Location: 2490 Stanley Rd, Bldg 367 F. Sam Houston, TX 78234

Hours: Mon-Thurs, 0630-1700 and Fri, 0630-1100

Phone: (210)-539-1254 (Self-Referral, call to schedule an appointment)

We address lifestyle change in areas that affect both short-term and long-term health. We reach outside of clinic walls and engage people in their "lifespace"- the places in which they live, work, relax, and rest. Services include exercise testing and exercise prescription, weight management and metabolic testing, stress management education and biofeedback, body composition analysis, sleep education and tobacco education.

Bariatric Surgery Clinic (SAMMC)

Location: General Surgery Clinic, Medical Mall, 2nd Floor

Hours: Mon-Fri, 0730-1630

Phone: (210)-916-9023 (Self-Referral, call to schedule an appointment)

Bariatric surgery (weight loss surgery) is the most successful long-term treatment for obesity. There are three kinds of laparoscopic bariatric surgeries performed at SAMMC: Adjustable Gastric band (Lap-Band®), Gastric Bypass (Roux-en-Y) and Vertical Sleeve Gastrectomy. If you are overweight and have obesity-related conditions such as Type 2 Diabetes, Hypertension (high blood pressure), Obstructive Sleep Apnea, Asthma, Hyperlipidemia (high cholesterol), Gastroesophageal Reflux Disease (GERD), or other obesity-related conditions, then you may qualify for bariatric surgery.

Battlefield Acupuncture Clinic

Location: WHASC 2nd floor, C-Wing

Hours: 2nd and 4th Wed of each month, 1300-1430

MORE INFORMATION:

- For TriCare beneficiaries only.
- Plan for a 45 minute appointment.
- Continue to take all your medication as usual. Do NOT stop any of them, even if they thin your blood.
- Eat your normal meal prior to the appointment.

Base Operational Medicine Clinic (BOMC)

Includes MSME/Occupational Medicine and SHPE

Location: 1940 Carswell Ave Bldg 7002, Lackland AFB (next to DUNN Dental)

Hours of Operation: Mon-Fri 0700 to 1600

Phone: MSME 292-9400, Occupational Medicine 292-7410, SHPE 292-7006

Mission: The BOMC initiative aims to improve the patient experience and streamline administrative health care processes by separating traditional clinical services from occupational medicine. BOMC facilitates practicing aerospace medicine in a way that mirrors the high reliability culture of aviation.

Clinical services:

Deployment Health	Personnel Reliability Program
Medical Standards Management Element	Medical Employee Health Program
Occupational Health Occupational Medicine	Preventive Health Assessment (PHA)
Separation History Physical Examinations	Flight and Operational Medicine Clinic

Family Emergency Center (FEC)

Location: WHASC 1st Floor, A-Wing

Hours of Operation: 24 hours a day

Phone: (210) 292-7331

The FEC is the emergency services provided on JBSA-Lackland. The FEC is staffed by military and civilian emergency and family practice physicians, physician assistants, nurses and medical technicians. The FEC provides 24-hour access to care for all eligible Department of Defense beneficiaries.

BAMC Emergency Department (ER)

Location: Brooke Army Medical Center, emergency entrance of hospital

Hours: 24 hours, 7 days a week

Phone: (210) 916-0808

The Department of Emergency Medicine provides emergency care for DoD beneficiaries and severely traumatized patients from the local civilian community. BAMC is one member of San Antonio's level 1 trauma centers. The Department of Emergency Medicine serves as the portal of entry and site of initial evaluation and resuscitation for all trauma patients arriving at BAMC. In addition, the Department of Emergency Medicine evaluates and treats patients with a broad range of medical and surgical conditions. The Department of Emergency Medicine is dedicated to providing the most efficient, compassionate and clinically excellent care for our patients

Seek Urgent/Emergency Care

What is Emergency Care?

Emergency care is needed in the case of a medical emergency. Medical emergencies are the sudden and unexpected onset of a medical condition that:

-Is threatening to life, limb, or eyesight -Requires immediate medical treatment or

-Manifests painful symptoms that requires immediate response to alleviate suffering

TRICARE International SOS (<http://www.tricare-overseas.com/>) provides 24/7 support for TRICARE overseas beneficiaries, when they need urgent or emergent care or request medical assistance. This includes real-time English translation services provided over the phone. In South Korea, call toll-free 080-591-0880 or direct 65-6338-9277.

What to do in an emergency?

Call 911 or go to the nearest emergency room. Some MTF locations offer ER services and others do not, so be sure to be familiar with the clinics and services offered at your location.

What is Urgent Care?

Urgent care is defined as care needed for a non-emergency illness or injury. This means that it does not threaten an individual's life, limbs, or eyesight, or leave them in intolerable pain for an extended duration of time. An individual may also need to seek urgent care in situations where a health condition or injury may become a more serious risk to their health if left untreated. It is recommended that Department of Defense patients seek urgent care at their local MTF locations first if possible. Most TRICARE Prime enrollees no longer need a referral for urgent care visits and point-of-service charges no longer apply for urgent care claims. This change replaces the previous policy, which waived referrals for the first two urgent care visits per year. Active duty service members (ADSMs) should continue to visit military hospitals and clinics for care. ADSMs enrolled in TRICARE Prime Remote who don't live near a military hospital or clinic don't need a referral when seeking an urgent care visit. Please visit [TRICARE](https://tricare.mil/CoveredServices/BenefitUpdates/Archives/01_23_18_Urgent_Care_Access). (https://tricare.mil/CoveredServices/BenefitUpdates/Archives/01_23_18_Urgent_Care_Access). Please note, for active duty, urgent care is available when traveling out of the local area. Contact the Nurse Advice Line as noted below.

What to do for all Urgent Care visits (active duty and non-active duty)?

Call the Nurse Advice Line: [1-800-TRICARE](tel:1-800-TRICARE), Option 1*

-Talk to a registered nurse - Get health care advice -Get a referral

-Ask urgent care questions -Get help finding a doctor

Available only in the continental US states

Enrolled in a Prime Plan?

Call your primary care manager within 24 hours or the next business day after getting emergency care to get authorization and coordinate ongoing care.

Prime plans include:

- TRICARE Prime -TRICARE Prime Remote -TRICARE Prime Overseas
- TRICARE Prime Remote Overseas -TRICARE Young Adult-Prime

Veterans Crisis Line / PTSD phone number

- [Suicide Crisis Hotline and Chat 1-800-273-TALK \(8255\)](#) press 1 or veteranscrisisline.net
- Defense Centers of Excellence (DCoE) Outreach Center (Psychological Health, PTSD, Traumatic Brain Injury) [1-866-966-1020](tel:1-866-966-1020)
-

Ear, Nose, and Throat (ENT): Ear Cleaning Clinic

Location: WHASC 2nd Floor, D-Wing

Hours: Fri 0700-1100

Phone: (210) 292-5420

Requirements: Open to all Tricare beneficiaries. Must call the ENT clinic to make an appointment.

Exceptional Family Member Program (EFMP)

Location: WHASC 1st Floor, C-Wing

Hours: Mon-Fri 0800-1600

Phone: 210-292-2775/5864/4721/4404

The Air Force Exceptional Family Member Program (EFMP) is designed to provide support to military family members with special needs. All branches of the military offer EFMP, and each Service includes a variety of personnel, medical and family support functions under the EFMP umbrella. Learn more about the Exceptional Family Member Program and link it (in a new tab) to the EFMP microsite here: <http://www.airforcemedicine.af.mil/EFMP/>

Interpreter

Location: WHASC, 1st Floor

Please ask a member of the clinic staff for assistance. Medically-trained interpreters are available 24-hours a day.

Language Interpretation

For your convenience, hand-held translator units or three-way phone conversations between you, your provider, and the medical interpreter are available. We use World-Wide Interpreters for our translator needs and they are available 24-hours a day, with no waiting times. They are trained to interpret health care information in over 40 languages. After-hours interpretation is available as well. Please ask the front desk staff for assistance if you require translator services. The clinic staff will simply call [\(800\) 945-7889](tel:8009457889), give the name of our facility, and state the language required. Verification of the services provided will be made to the company directly from the clinic staff.

Sign Language Interpretation

Please arrange with the clinic in advance for a translator for your next appointment. This will help eliminate any delay while waiting for the interpreter to arrive for your health care visit. Providing our patients with the best possible service is our goal. Please let us know if you have any questions or concerns by calling our Customer Relations Department at [\(210\) 292-7848](tel:2102927848). Thank you!

Are You a Hard of Hearing Patient?

Help us improve the communication process during your health care visits. Tell us if we need to:

- Face you
- Speak slower
- Repeat important information
- Give you a pen and paper if you need to write something down

Immunization Clinic

Location: WHASC 3rd Floor, D-Wing

Hours of Operation: 0730 to 1600 on Mon, Tue, Wed & Fri; 0730 to 1500 on Thur

Phone: (210) 292-5730

Allergy Clinic 292-4278/292-5042

PPD (TB) Placement: Mon - Wed & Fri with required paperwork

Smallpox: Tuesday and Friday at 1300, report to Immunization Clinic Front Desk and they will direct you to the correct location. Room (3H001)

The Immunizations Clinic is a walk-in clinic. Please note that patients may experience increased wait times depending on patient volume.

Nutritional Medicine- Outpatient Nutrition Clinic

Location: WHASC 3rd Floor, D-Wing

Hours of Operation: Mon-Fri 0730 to 1630

Phone: (210) 292-7578

Classes and individual appointments are offered.

Classes offered: Basic Carbohydrate Class, MyPlate Class, Healthy Heart Class, BOD POD (no consult needed), General Nutrition Class, Healthy Eating with Diabetes Class, Cardiovascular/COPD Coumadin.VA Move! (Wednesdays at 1300)

Ophthalmology: Walk-In Clinic for Urgent Eye Issues

Hours: Mon-Thur 0800-1630, Fri 1300-1600

Location: WHASC 2nd Floor, C-Wing

Phone: (210) 292-6030

Please contact the clinic directly for evaluation before walk-in.

Example of urgent issues can include pink eye, floaters, or trauma to eyes.

Optometry

Location: WHASC 2nd Floor, C-Wing

Hours of Operation: Mon – Fri 0700-1140 and 1240-1600, closed last Wed of month for training.

Phone: (210) 292-2815/6582

The Joint Force Optometry Clinic serves 218,000 patients. Our goal is to provide customers with quality, patient-centered care. Our staff consists of active duty providers; the support staff includes active duty and civilian ophthalmic technicians.

Eligibility

Optometry services for active duty and TRICARE prime covered beneficiaries. **A referral is not required to make an appointment.**

To make or cancel an appointment:

- Call the Consult & Appointment Management Office at (210) 916-9900
- Visit TRICARE Online
- Send message through TOL Secure Messaging

Optometry at Reid Clinic (Walk-In Clinic)

Location: 1940 Carswell Ave Bldg 7002, Lackland AFB (next to DUNN Dental)

Hours of Operation: Regular Hours Mon-Fri 0700-1600, Walk-In hours 0900-1000

Phone: (210) 292-1055

Optometry services at the Reid Clinic are for Active Duty only (including Trainees and Tech Schoolers) and does NOT require a referral from your PCM. Walk-In clinic hours are from 0900-1000 and is on a first-come-first-serve basis. You can also call the clinic ahead of time to schedule a routine eye exam; calling ahead for an appointment is highly recommended. If you have an urgent eye issue, such as pain in the eye or blurry vision, you can walk-in any time during regular business hours. The clinic also utilizes its walk-in hours for AD members in need of urgent eye exam clearance due to short tasking or medical clearance.

Outpatient Medical Records/Release of Healthcare Information (RHI)

Location: WHASC 1st Floor, C-Wing

Hours of Operation: Mon-Fri 0700-1600

Phone: (210) 292-5081 / 292-7501

Email: usaf.jbsa.59-mdw.mbx.59-mdss-rhi@mail.mil

OFF-BASE CARE COORDINATION: Copies of your medical records can be obtained through this office to bring with you to your off base referral appointment. In addition, this office can acquire your records from off base medical visits if a release of information form is signed and the contact information for the off base medical provider is provided. These records will then be scanned into the electronic medical records system (HAIMS) to be available to your PCM for review.

FOR RADIOLOGY IMAGES:

If you need records of your radiology images, please come in-person to the Radiology Clinic Front Desk (1st Floor, B-Wing) and request a copy. You will need to sign a Release of Information form and your images will be burned onto a disc provided by the clinic. Please contact the Radiology Front Desk for more information at **210-292-5210/5200/5252**

OCONUS RADIOLOGY RECORDS: (e.g. Landstuhl)

Contact the Radiology Clinic and ask to speak to the NCOIC who can initiate the process to obtain those records and images from OCONUS.

Patient Advocate

Address: WHASC 1st Floor, C-Wing

Hours of Operation: Mon-Fri 0730-1630

Phone: (210) 292-6688/7827

Patient service is our number one priority at the Wilford Hall Ambulatory Surgical Center. We are committed to providing each and every one of our patients - both internal and external - the highest quality of service available anywhere. We have many programs in effect at Wilford Hall Ambulatory Surgical Center designed to enhance satisfaction with the care and service we provide and a variety of mechanisms in which our patients can provide us with feedback by going on <http://ice.disa.mil>, under JBSA Lackland, Wilford Hall Surgery Clinic.

Patient Advocate Program

The 59th Medical Wing Customer Advocate Creed: "We are dedicated to successfully advocating for what is right, equally for all customers, the 59th Medical Wing, and the Air Force. We will continually pursue opportunities to improve processes, enhance customer satisfaction, and eliminate barriers."

The 59th MDW Patient Advocates are here to help resolve your patient care concerns. If during a visit to any of our 59th MDW military treatment facilities, we have not succeeded in meeting your expectations, we will work to address the issue immediately. We strive for excellence in patient care. We value our patients' feedback, as it helps us to identify problems and implement improvements. If you would like to provide feedback, please contact the appropriate clinic or section patient advocate in this Menu of Services.

You can contact the 59th MDW Patient Advocate office at **(210) 292-7827** or via email at 59MDW.PatientAdvocate@us.af.mil. You can also contact a patient advocate by calling **(210) 216-7715** Monday through Friday 0800-1600.

Physical Therapy

Location: WHASC 3rd Floor, C-Wing

Hours: Mon-Fri 0700-1630

Phone: (210) 292-5040

Requirements: Active Duty can contact this clinic directly for an appointment (no need for a PCM referral). If you are not Active Duty, see your PCM for a referral.

Refractive Surgery

Location: WHASC 2nd Floor, C-Wing

Hours of Operation: Mon-Fri 0630-1630

Phone: (210) 292-4233

Refractive surgery is only available to active-duty military members. Contact the clinic directly for more information. Our staff performs FDA-approved PRK, LASEK, and LASIK treatments; including custom wave-front guided treatments.

Travel Clinic

Location: WHASC 3rd Floor, D-Wing (check-in at Immunization Clinic)

Hours: Tue 1200-1600, Thur 0800-1200

Phone: (210) 916-9900, Press option 1, then option 4

Requirements: Open to all Tricare beneficiaries. Must call CAMO (follow directions given for prompts) to schedule an appointment.

If you are traveling, please contact this clinic and bring in your immunization record along with the location you are traveling to, when you are leaving and when you are returning.

Urology Clinic

Location: WHASC 2nd Floor, C-Wing

Hours of Operation: Mon-Fri 0730-1630

Phone: (210) 292-7531

Vasectomy: procedures done twice a month. Call to make an appointment.

Available to all TRICARE Beneficiaries. Must call the clinic directly for evaluation and to schedule an appointment.

Women's Health Clinic

Location: WHASC 1st Floor, D-Wing

Hours of Operation: Mon - Fri 0730-1630, closed on all Federal Holidays, AETC Family Days and Training Day. (Last Wed of the month at 1200)

Phone: (210) 292-6104

Women's Health Nurses Station Hours 0800-1130 and 1330-1530 Mon through Fri.

Phone: (210) 292-6104 opt 2

Walk-in Services: (We do not have a walk-in clinic for acutely ill patients)

Hours: 0800 to 1100 and 1300 to 1500, Mon – Fri

Provider ordered injections

Pregnancy tests

** Patients will not be seen by a physician or nurse practitioner for the services listed above. All walk-ins are conducted by a medical technician or a registered nurse.

SAMMC L&D: (210) 916-0223

The Women's Health Clinic is a **self-referral clinic** that provides routine obstetrical and gynecological care to active duty military, retirees and their dependents.

To make or cancel an appointment:

- Call the Consult & Appointment Management Office at (210) 916-9900
- Visit TRICARE Online (log-in required)
- Send message through Secure Messaging

Helpful Websites

If you need more information, please logon to the websites below:

For **Wilford Hall Ambulatory Surgical Center** (WHASC):

<http://www.airforcemedicine.af.mil/MTF/Wilford-Hall/Clinics-Services/>

For **Brooke Army Medical Center** (BAMC):

<https://www.bamc.amedd.army.mil/>

Internal Use Only: PDF & Word Copy available on the FHC Share-Drive for printing and editing purposes.

POC: 59th Family Health Clinic

Document Last Updated: 10Nov18, sac