

Wilford Hall Ambulatory Surgical Center (WHASC)

Family Health Clinic

Menu of

1. Self-Referral,
2. Walk-In Clinic
3. Care Coordination
Services

Perfect Patient
Experience (PPE)
Initiative.

Empowering
patients.



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Family Health Clinic (FHC) & Embedded Services

Location: WHASC 1st Floor, Wing A

Hours of Operation: M-Th 7:00 a.m. to 05:30 p.m., Fri 0700-0400pm

Closed the Last Wednesday of every month after 1200 for training

Closed on the 2nd Thursday of each month after 1500 for Flight meeting

Phone: (210) 292-4376

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 to MiCare

Administrative Staff

Location: FHC

Stop by this location after your appointment with PCM for: follow-up appointments, Women's Health/PAP booking, or to answer questions about MiCare or TriCare Online.

Behavioral Health Consultant (BHC, formerly BHOP)

Location: FHC

Hours: M-F 0730-1630

Phone: (210) 292-1159

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

Comprised of Psychologist or 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, WII), including discharge planning for those in need. 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		

Family Health Clinic (FHC) Embedded Services continued on next page →

Family Health Clinic (FHC) Embedded Services continued.....

Disease Managers

Phone: 210-292-5007/5165/2939/1049

Purpose: To 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, (Patient Check-Out Hallway near Reception 1)

Hours: M-F 0700-1600

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

Ask you PCM or call 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 (PRCC)

Location: FHC

Hours: M-F 0700-1600

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

Open to all TriCare beneficiaries; must register on MiCare. Complete a web visit through MiCare.

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



Specialty Appointment Booking Services (SBAS)

Location: FHC, Reception 1

Hours: M-F 0700-1600

Phone: (210) 292-8423

Stop by after your appointment with your PCM if you need assistance booking an appointment with a specialty clinic.

Can Book:		Cannot Book:
Allergy	Cardiology	Anything at SAMMC
Audiology	Chiro (Active Duty Only)	Behavioral Health
General Surgery (except for SAMMC appts)	Dermatology	Follow-ups for FHC or IMC (unless requested by PCM)
GYN (Well Exam, Abnormal PAP, PCOS)	ENT	Neurology
Occupational/Physical Therapy	Gastroenterology	Radiology
Orthopedics (may need brief review)	Podiatry	
Physical Therapy (Active Duty only)	Pulmonary (unless need xray)	
	Sleep Clinic	

Family Health Clinic (FHC) Embedded Services continued on next page →

Family Health Clinic (FHC) Embedded Services continued.....

Staff Support Protocol (SSP), Walk-In Clinic

Location: FHC

Hours: M-W & F 0900-1100 & 01:00pm – 03:00pm, Thur 0900-1100 only

Phone: (210) 292-7384 or 292-4645

Performed by Nurses and Medical Technicians assigned to designated teams. Check-in at the FHC Front Desk 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.

SSP- Injections (B12, Depo, Testosterone)	SSP- Sore Throat
SSP- Pregnancy Test	SSP- UTI
SSP- Wart Treatment	



OTHER HOSPITAL SERVICES

Army Wellness Clinic (Ft. Sam Houston)

Location: 2407 North New Braunfels Avenue, BLDG 147, 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, 0830-1600

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 (Currently not seeing any patients until further notice)

Location: To be determined soon

Hours: 2nd and 4th Wednesday of each month, 1300-1430 (1-2:30pm)

MORE INFORMATION:

- For TriCare beneficiaries only.
- Group appointment setting. Several people will be present at the same time and in the same room.
- 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.
- If you think you might be pregnant, please do not come to this appointment and refer back to your PCM.

BOMC (MSME/Occupational Med AND SHPE)

Location: Building 5406 (behind Dunn Dental and REID Clinic)

Hours of Operation: 7 a.m. to 4 p.m.

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

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. TRICARE's new **Urgent Care Pilot Program for Non-Active-Duty ONLY** covers two urgent care visits per fiscal year, depending on your type of plan and location. For more information about Urgent Care and what is covered in your plan, please visit [TRICARE](https://tricare.mil/urgentcarepilot). (<https://tricare.mil/urgentcarepilot>). 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 \(8255\)](tel:1-800-273-TALK(8255)) press 1
- veteranscrisisline.net Defense Centers of Excellence Outreach Center (Psychological Health, PTSD, Traumatic Brain Injury) [1-866-966-1020](tel:1-866-966-1020)

ENT: Ear Lavage/Cleaning Clinic

Location: WHASC 2nd Floor, Wing D

Hours: Fridays 0700-1100

Phone: (210) 292-7077/7079/5623

Requirements: Open to all Tricare beneficiaries. Pt needs to call ENT clinic for evaluation before an appointment is scheduled.

Exceptional Family Member Program (EFMP)

Location: WHASC 1st Floor, Wing C

Hours: 0800-1600 (4pm)

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: Wilford Hall Ambulatory Surgical Center, 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, 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 at (210) 292-7848. Thank you!

Are You a Hard of Hearing Patient?

Help us improve the communication process during your health care visits.

- 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, Wing D

Hours of Operation: 7:30 a.m. to 4 p.m. on Monday, Tuesday, Wednesday & Friday;
7:30 a.m. to 3 p.m. on Thursdays

PPD (TB) Placement: Monday - Wednesday & Friday with required paperwork

Smallpox: Tuesday or Friday at 1 p.m., report to Immunization Clinic Front Desk and they will direct you to correct location.

Phone: (210) 292-5730

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, Wing D

Hours of Operation: 7:30 a.m. to 4:30 p.m.

Phone: (210) 292-7578

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.*

Ophthalmology: Walk-In Clinic for Urgent Eye Issues

Hours: M-Th 0800-1200 & 1300-1400, Fri 1300-1400

Location: WHASC 2nd Floor, Wing C

Phone: (210) 292-6030/ 6583

Please contact 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, Wing C

Hours of Operation: 7 a.m. to 4 p.m.

Phone: (210) 292-2815

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 active duty and TRICARE prime covered beneficiaries. **It is a non-referral clinic.**

To make or cancel an appointment:

- Call the Consult & Appointment Management Office at (210) 916-9900
- Visit TRICARE Online
- Send message to MiCare

Optometry at Reid Clinic (Walk-In Clinic)

Location: 1515 Truemper St., Bldg 6612 Lackland AFB (next to DUNN Dental)

Hours of Operation: Regular Hours M-F 0700-1600, Walk-In hours 0900-1000

Phone: (210) 671-9550/9650

Requirements: Optometry Clinic at Reid is for Active Duty only (including Trainees and Tech Schoolers) and you do NOT need a referral from your PCM. Walk-In clinic is from 0900-1000 and it is 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 3rd Floor, Wing A

Hours of Operation: 7:30 a.m. to 4 p.m.

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

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

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

NOTE: RADIOLOGY IMAGES

If you need records of your radiology images, please present in person to the Radiology Clinic Front Desk (1st Floor, Wing B) and request a copy. You will need to sign a Release of Medical Records form and your images will be burned onto a disc provided by the clinic. Please contact 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, Wing C

Hours of Operation: 7:30 a.m. - 4:30 p.m., Monday - Friday

Phone: (210) 292-7412

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 Advocate is here to help resolve your patient care concerns. If during any 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.

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 8 a.m. to 4 p.m.

The patient advocates are located in the new WHASC building 1st Floor, Wing C; office hours are Monday through Friday from 7:30 a.m. to 4:30 p.m.

Physical Therapy

Location: WHASC 3rd Floor, Wing c

Hours: M-Th 0645-1700, Fri 0700-0430

Phone: (210) 292-5040/7735

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, Wing C

Hours of Operation: 6:30 a.m. to 4:30 p.m.

Phone: (210) 292-2010/4233

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, Wing D (check-in at Immunization Clinic)

Hour of appointments: Tuesdays 1200-1600, Thursdays 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.

Urgent Care Center (UCC)

Location: WHASC 1st Floor, Wing A

Hours of Operation: 24 hours a day

Phone: (210) 292-7331

Why wait in our lobby? Wait wherever you are most comfortable by using our online check-in.

Receive text updates on your wait time. Premier care is just a click away. Check-in now!

<https://kiosk.gless.com/kiosk/app/home/17353>

Or text: lackland afb ucc to (210) 960-8404

The UCC is **NOT** a substitute for an emergency department. People suffering serious illness or injury should go to the closest emergency department. If you go to the UCC with a serious illness or injury, you will be sent or transported by ambulance to a hospital emergency department, and this could delay your care.

The UCC, serving walk-in patients 24 hours a day, seven days a week, is an option for common acute minor medical problems when the patient cannot obtain an appointment with a primary care provider or a clinic is closed. The UCC staff treats minor illnesses and injuries, including flu, fever, earaches, nausea, rashes, animal and insect bites, minor bone fractures and minor cuts that require stitches.

The UCC is staffed by military and civilian family practice physicians, physician assistants, nurses and medical technicians. The UCC provides open access care for all eligible Department of Defense beneficiaries.

Urology Clinic (Vasectomy Procedure only)

Location: WHASC 2nd Floor, Wing C

Hours of Operation: 7:30 a.m. to 4:30 p.m.

Phone: (210) 292-7531

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

Women's Health Clinic

Location: WHASC 1st Floor, Wing D

Hours of Operation: 7:30 a.m. to 4:30 p.m., Monday through Friday (closes at noon Thursdays)

Phone: (210) 292-6104 or (210) 292-8966

OBGYN Triage Nurse/Follow-up Appointments: (210) 916-2168

Routine Appointments: (210) 916-9900

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 to MiCare

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 **San Antonio Military Medical Center** (a.k.a. BAMC):

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

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

WEBSITE: <https://admin.sammc->

https://admin.sammc-eis.lackland.af.mil/59MDOS_FHC/Shared%20Documents/Forms/AllItems.aspx?Paged=TRUE&p_FSObjType=0&p_FileLeafRef=SHPE%20PROCESS%20MEMO%202807%20inst%2edocx&p_ID=1471&View=%7bB393B277%2d4F90%2d4856%2d84D2%2d56D0B7F52D0E%7d&PageFirstRow=101

Click the icon on your desktop for "59 MDW Sharepoint"

Click the tab along the top labeled "Administrative"

Click the link on the left under "Sites" labeled "59th MDOS Family Health Clinic" (5th from the top)

Click the link on the left under "Documents" (3rd header down) labeled "Shared Documents"

Scroll to the bottom of this page and click on the ">" arrow in the center at the bottom of the page

Click on the word document "To GO Menu of Services"

POCs: SrA Adrienne Amituana'i, Col James Scott III

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