

Reynolds Army Health Clinic



Patient Welcome Guide



Reynolds Army Health Clinic continuously provides safe, high-quality, accessible, patient-centered healthcare within our area of operations to enable the Fires Center of Excellence to deliver the world's premier Fires Force to the Army.

Address: 4301 Wilson St. Fort Sill, OK 73503

Website: <https://reynolds.tricare.mil/>

Appointment Line: 833-286-3732

General Information: (580) 558-2500/2800

Table of Contents

Welcome Letter from Commander and Command Sergeant Major.....	4
First steps BEFORE accessing medical care after arriving at Fort Sill	5
Moving your enrollment.....	5
Updating and Correcting DEERS	5
Humana Military.....	5
Transitioning Care	5
How do I move Prescriptions?.....	5
How do I move active Referrals?.....	6
How do my Medical Records transition to RAHC?	6
What if I need School and/or Sports Physical forms?	6
How to establish OB care if I am pregnant?	6
Access medical care after enrollment	7
Access Army Medicine.....	7
Appointment Line	7
TRICARE Online (TOL)	7
TRICARE Online Patient Portal Secure Messaging.....	7
Nurse Advice Line (NAL)	8
Patient/Soldier Centered Medical Homes	8
Urgent Care Clinic.....	9
Health Readiness Clinic	10
Immunization Clinic.....	10
Specialty Care Clinics.....	11
Audiology Clinic.....	11
Dermatology Clinic	11
Neurology Clinic	11
Optometry Clinic	12
Orthopedic Clinic.....	12

Physical Medicine Clinic	12
Podiatry Clinic.....	12
Pulmonary Function Clinic.....	13
Sleep Medicine Clinic	13
Behavioral Health Clinics	13
Primary Care/Soldier Medical Homes	13
Children and Family Behavioral Health Services/ Family Advocacy Program	13
Embedded Behavioral Health (EBH).....	14
Traumatic Brain Injury Clinic	14
Multi-Disciplinary Behavioral Health Services (Multi-D).....	14
Intensive Outpatient Program (IOP).....	15
Tele-Behavioral Health Services.....	15
Inpatient Behavioral Health Services	15
Rehabilitative Services: Physical and Occupational Therapy and Chiropractic Services.....	16
Army Wellness Center (AWC).....	16
Exceptional Family Member Program (EFMP)	17
Patient Administration Division	17
Nurse Case Management	19
Pharmacy.....	20
Radiology.....	22
Laboratory	22
Referral Management Office.....	22
Medical Evaluation Boards.....	23
Clinic Locations and Floors	24
Patient Feedback: How Are We Doing?.....	24
Frequently Asked Questions	25
Red Cross Volunteers	28
Maps and Directions to RAHC	29

Welcome Letter from Commander and Command Sergeant Major

**DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MEDICAL DEPARTMENT ACTIVITY
REYNOLDS ARMY HEALTH CLINIC
4301 WILSON STREET
FORT SILL, OKLAHOMA 73503-4472**

Dear Beneficiary:

As the Commander and Command Sergeant Major of Reynolds Army Health Clinic (RAHC), we are pleased to welcome you to our healthcare team. We are focused on the health and wellness of our Soldiers and their Families to ensure our service members are ready to execute their mission. We are proud to serve the Lawton/Fort Sill community and strive to exceed your expectations in the delivery of safe, high quality care.

We know that moving to a new post can be stressful, but we want your healthcare transition to be seamless. RAHC is here to provide assistance for your medical needs whether through our Primary Care Clinics or Specialty Services; including Behavioral Health, Dermatology, Sleep, Radiology, Laboratory, Pharmacy, and Physical Therapy.


If a member of your family is currently enrolled in the Exceptional Family Member Program, we can also help transition your services.

Please visit our website if you would like more detailed information on any of our services.

Your experience at Reynolds Army Health Clinic is of paramount importance to us. Staff will treat you with kindness, dignity, and respect and we welcome feedback on your experience to ensure we are exceeding your expectations. While in the facility, if you would like to speak to someone directly about your visit, please ask to speak to our Patient Advocate or clinic leadership. In addition, you can provide feedback through our Joint Outpatient Experience Survey (JOES) which will come through the mail or email in the weeks following your visit. Finally, we welcome feedback through our Interactive Customer Experience (ICE) system online. All of these avenues for patient feedback are critically important to the clinic leadership and provide opportunities for sustaining or improving our processes.

Welcome to Fort Sill and the Reynolds Army Health Clinic team! We are honored to serve you.


JOSE L. COTTO
CSM, USA
MEDDAC CSM


DAVID R. ZINNANTE
COL, MS
Commanding

First steps BEFORE accessing medical care after arriving at Fort Sill

Moving your Enrollment

Welcome to the Lawton/Fort Sill area. Whether you are moving here as part of a Permanent Change of Station (PCS), moving here as a retiree, or recently married and new to TRICARE, you must call TRICARE and let them know you are here!

Fort Sill is located within the TRICARE East Region. You can call TRICARE at 1-800-444-5445 to facilitate the movement of your Family's healthcare enrollment to Reynolds Army Health Clinic (RAHC). Non-Active Duty TRICARE Prime beneficiaries will receive a Primary Care Manager at one of our Patient Centered Medical Homes, which are described later in this guide. Active Duty Service Members will be assigned a Primary Care Manager based on their Unit Identification Code in our Patient Centered Medical Home or Soldier Centered Medical Home (also known as the Fires Clinic).

Updating and Correcting DEERS

Moving your enrollment can be difficult if you and your Family are not enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) correctly. You can update your address, phone number, and email on your DEERS record by going to "Update and View My Profile" in milConnect (<https://www.dmdc.osd.mil/milconnect/>). After you make changes on your Personal Information tab, scroll to the bottom and click Submit to make sure your updates are made in DEERS. If your personal contact information is not current and accurate, you might miss vital communications.

If you need to Add/Remove Family members or update Name, Gender, Social Security Number or Date of Birth in your DEERS record, please visit the nearest military ID card issuing facility. You can visit the Real-Time Automated Personnel Identification System (RAPIDS) site locator online to locate the nearest ID card issuing facility. You may need to bring specific documents depending on the change. You can visit the milConnect website mentioned above to verify the necessary documents.

Humana Military

Traveling? Use all of the Humana Military information resources to determine the network options in that area. We know you are not always near Reynolds when you get sick, but it may not be easy to determine the best TRICARE network urgent care to visit. The Humana Military website (<https://www.humanamilitary.com/>) and the Humana Military app for Apple and Android phones can provide the best options based on your location.

Transitioning Care

We know that moving causes many stressful moments, and we want the transition of your healthcare to be stress free and not add anxiety to the experience. Once you have arrived at Fort Sill, it is important to establish the provider-patient relationship that serves as the foundation of patient-centered care. Here are a few answers to the common concerns for new patients as they transfer care to Fort Sill.

How do I move Prescriptions?

Once you move your enrollment to Reynolds Army Health Clinic, we can facilitate a transfer of your current medications. If you moved your enrollment from a military treatment facility location to RAHC, just go to the RAHC pharmacy and request the transfer. If you moved from a civilian/network provider, please request your previous civilian provider contact the pharmacy at (580) 558-2443 to move your prescriptions. See Pharmacy section for more information.

How do I move active Referrals?

If you have active referrals or are seeing a specialist outside of primary care, you will need to establish care with your new primary care manager (PCM) at RAHC. You and your new PCM will discuss your care plan moving forward. Your PCM will submit the needed referrals so you can receive specialty care either within RAHC or in the local network. See Referral Management Office section for more information.

How do my Medical Records transition to RAHC?

If you arrived at Fort Sill from a Permanent Change of Station (PCS) as an active duty Soldier or as a Family member and received medical care from another military treatment facility, then the active duty Service Member will request records for the entire Family during in-processing at his/her assigned clinic.

If you are new to the Army and/or arrived at Fort Sill by another means other than a PCS and you had a civilian/network primary care manager, then you will need to request your medical records through RAHC's Patient Administration Division. This office is located in the Basement of the Main Clinic, and can be reached at (580) 558-2103

What if I need School and/or Sports Physical forms?

If your child/children need a school or sports physical contact the appointment line at 833-286-3732 to schedule an appointment.

How do I establish OB care if I am pregnant?

Establishing healthcare for your newborn is important. You have 90 days from your child's birth, adoption, or court appointment to register the child in DEERS and enroll the child or make any eligible enrollment changes. There are a few critical steps that must be taken before your newborn can be enrolled at Reynolds Army Health Clinic (RAHC). It is important to follow these step as soon as possible once the child is born to avoid delaying healthcare coverage for your family's newest addition.

Step 1- Request a temporary Birth Certificate and Social Security Number (SSN) for your child prior to discharge from the network facility/hospital.

Step 2- Enroll the child in DEERS to establish them as a dependent and to initiate their health benefits. Take the temporary Birth Certificate & Social Security Number (SSN) to the Fort Sill ID Card/DEERS office, located in BLDG 4700, to enroll the child in DEERS. The DEERS office phone number is 580-442-5010.

Step 3- Enroll the child in TRICARE by calling 1-800-444-5445. TRICARE will enroll the child with a Primary Care Manager at Reynolds Army Health Clinic (RAHC).

Step 4- Now that the child is enrolled in DEERS and TRICARE, and has been assigned a PCM, you can book them an appointment at RAHC by calling the appointment line at (833) 286-3732 or online at www.tricareonline.com (account required).

Step 5- In approximately 6-8 weeks you will receive the official Birth Certificate & Social Security Number (SSN). Please update the newborn's information with the DEERS office once you receive these documents.

If you encounter any issues during this process, please contact one of our Beneficiary Counselor & Assistance Coordinators (BCAC) using the information below.

Mr. Matthew Sims
580-558-2483
matthew.w.sims.civ@mail.mil

Mr. Charles Newsome
580-558-3161
charles.w.newsome.civ@mail.mil

Access medical care after enrollment

As a Prime Beneficiary enrolled to Reynolds Army Health Clinic, you will receive all of your primary care healthcare needs from one of our clinics. Various methods are available to access Army Medicine and we strive to offer convenient options for you to communicate with your healthcare team.

Access Army Medicine

Appointment Line

Reynolds Army Health Clinic has a centralized appointment line for Primary Care appointments. You can make and cancel appointments or ask to speak directly to your medical team (clinic personnel) through one central number.

Appointment Line: 833-286-3732

Hours of Operation: Monday - Friday 7 a.m. – 4:00 p.m.; excluding Federal Holidays

TRICARE Online (TOL)

Visit the TOL Patient Portal at www.TRICAREOnline.com. TOL allows you to:

- View, schedule or cancel your Primary Care appointment.
- View and share Personal Health Data (including laboratory or radiology results)
- Refill a Prescription
- Set up email or text message appointment reminders for you and your Family

To use TOL, create an account using DS Logon Premium (Level 2), DoD CAC, or DFAS myPay credentials.

When making appointments, you will be prompted to choose one of the following Appointment Types:

1. Beyond 24 Hours/Follow-Up

- a. This appointment type is used for all routine, chronic and wellness requests, including physicals, well-baby appointments and establish care appointments.
- b. Choosing this appointment will give you visibility on all available future appointments with your PCM and your team.

2. Within Next 24 Hours/Urgent

- a. This appointment type is used for all urgent/acute symptoms.
- b. Choosing this appointment will give you visibility on only those appointments available in the next 24 hours with your PCM and your team.

There is also a requirement to select a date range. Choosing too small a range or time of day could result in having no options for appointments. Please make sure you choose a broad range and the appropriate appointment type for your situation/request.

TRICARE Online Patient Portal Secure Messaging

Secure Messaging allows you to directly contact your healthcare team to do the following:

- Schedule web visits with your doctor
- Book appointments
- Request and review lab and test results
- Email your doctor a question
- Request medication refills
- Request a referral

See your medical team to get enrolled. You can access the service at www.TOLSecureMessaging.com.

Nurse Advice Line (NAL)

The Nurse Advice Line is a 24/7 service designed for TRICARE beneficiaries to speak to a nurse about:

- My illness
- My Child's Illness
- Medical Questions

The NAL provides access to clinical advice and health information across CONUS. If the nurse recommends that you see a provider, then he/she will offer you options within RAHC or in the civilian network after hours.

NAL Phone Number: 800-874-2273 and select option 1.

Patient/Soldier Centered Medical Homes

Reynolds Army Health Clinic is based on the Patient Centered Medical Home (PCMH) model that has been adopted across Army Medicine and many civilian healthcare systems. The patient-centered, team-based and holistic PCMH concept allows us to provide you and your Family more personalized care with multiple ways to access your care team. From office visits and walk-in services to telephone consults (TCOM) and secure messaging, you and your Family have even more ways to get the care you need. Our clinics are certified as PCMH by the National Committee for Quality Assurance (NCQA).

With this approach, you will receive more personalized and coordinated care, supported by an entire team to maximize overall wellness. You no longer have just a primary care provider, but an entire primary care team!

All of our Care Teams are located within RAHC, and are supported by our Laboratory, Radiology, Pharmacy services.

Active Duty Family members will be assigned a provider within a PCMH at either **Team Loyalty** or **Team Integrity** which are both located on the first floor in the Medical Mall of RAHC, and can be easily accessed through the East Entrance.

Location: Building 4301, Wilson Street

Hours of Operation: Monday – Friday 7:00 a.m. – 4:00 p.m.

Phone: 833-286-3732 or the RAHC Help Line 580-558-2500/2800

If you are assigned to the 75th Field Artillery Brigade or the 31st Air Defense Artillery Brigade, you will be assigned a provider in the Fires Clinic (Soldier Centered Medical Home) within RAHC. All other Active Duty Service Members will be assigned a Primary Care Manager within PCMH at either Team Loyalty or Team Integrity within RAHC.

Location: Building 4301, Wilson Street

Hours of Operation: Monday – Friday 7:00 a.m. – 4:00 p.m.

Phone: 833-286-3732 or the RAHC Help Line 580-558-2500/2800

Reynolds Army Health Clinic also has a Pediatric Clinic. The Pediatric Clinic is designed for patients from birth to 16 years of age. The Pediatric Clinic accepts referrals from other physicians to evaluate patients and/or perform selected procedures.

Location: Building 4301, Wilson Street

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

Phone: 833-286-3732 RACH Help Line 580-558-2500/2800

The Internal Medicine Clinic is designed for patients 18 and older. Internal Medicine also takes referrals from other physicians to evaluate patients and/or perform selected procedures such as EKGs, and treadmills.

Location: Building 4301, Wilson Street

Hours of Operation: Monday – Friday 7:00 a.m. – 4:00 p.m.

Phone: 833-286-3732 RAHC Help Line 580-558-2500/2800

Urgent Care Clinic

The Reynolds Army Health Clinic Urgent Care Clinic is located on the east side of the clinic and is available for all our TRICARE Prime and Select Beneficiaries.

Hours:

Mon-Fri 7:00a.m. – 7:00p.m.

Sat-Sun 7:00a.m. – 7:00p.m.

Phone: 580-558-2770

Medical problems seen in UCC

- Cold and Flu
- Sore throats
- Ear and sinus infections
- Urinary and GYN infections
- Allergies and asthma
- Vomiting/Diarrhea
- Skin rashes, minor burns and bites
- Sprains/Strains
- Simple lacerations
- Minor fractures, splinting/casting
- Drainage of abscesses
- Headaches
- Psychological distress
- Select immunization

Ancillary Services:

- Laboratory
- Radiology
- Pharmacy

Reynolds Army Health Clinic **DOES NOT** have an Emergency Room or offer any emergency services. If you have an emergency please call 911 or go to the nearest Emergency Room.

The nearest Emergency Rooms are located at:

Comanche County Memorial Hospital, 3401 W Gore Blvd, Lawton, OK 73505, 580-355-8620, 4 miles from Fort Sill

Or

Southwestern Medical Center, 602 SW Lee Blvd, Lawton, OK, 580-531-4700, 7 miles from Fort Sill

Health Readiness Clinic

The Health Readiness Clinic provides Physical Exams and Soldier Readiness Processing (SRP) services for all Active Duty Service Members. Services provided by the HRC include Physical Exams for Separation and Schools (ETS / Retirement / Chapter / Airborne / Ranger / SF / Flight / Over 40 / DODMERB / WOC / Commission / Diver / Halo / Civil Affairs).

Daily Walk In Services at the HRC include:

- AIT / BOLC Medical Inprocessing
- Deployment SRP / RSRP (Unit Size must be scheduled)
- MEDPROS updates for Labs and Immunizations
- Post In/Out Processing to include DA Form 5118 Reassignment Status and Election Statement and DA Form 4036 Medical and Dental Preparation for Overseas Movement

Location: 2nd Floor, Main Hallway, South end of the Clinic

Hours of Operation: Monday – Friday 7:30a.m.- 4:00p.m.

Phone: 580-558-8467/8428

Immunization Clinic

The Immunization Clinic staff is happy to provide our beneficiaries with all their immunization requirements. Whenever an immunization is given, the patient must be observed for 20 minutes before they are released.

No immunizations will be administered past 3:30 p.m to allow for this observation period.

Flu shots will be issued when the vaccine becomes available. Please bring patient's yellow shot record and ID card. Allergy shots are administered only to beneficiaries whose PCM is at Reynolds. Walk-in services are available on a first come, first served basis.

As with immunizations, the patient must be observed for 20 minutes after administration of an allergy shot. Schools age shots are typically given from the middle of June to the middle of August. The child's shot records and/or any documentation of shots/immunizations is required. The child's medical record is not required.

Location: Building 4301, Wilson Street

Hours of Operation: Monday – Friday 7:30 a.m. – 3:30 p.m.

Phone: 833-286-3732 RAHC Help Line

Specialty Care Clinics

Reynolds Army Health Clinic has a number of Specialty Care Clinics that are available for our Beneficiaries. Patients must receive a referral from their Primary Care Manager to make an appointment with any of our Specialty Clinics. As with our Primary Care Clinics all the listed specialty areas can be reached by calling our appointment line at 833-286-3732 or the RAHC Help Line at 580-558-2500/2800.

Audiology Clinic

Location: 1st Floor, North Entrance Wing

Access: By referral and appointment. Walk-in hearing testing services are available only for DOEHS-HC automated hearing screening testing (8-man booth) for physicals, in/out processing, and MEDPROS updates. Follow up testing is conducted by appointment on Monday's and Wednesday's at 2:30 p.m. Units requiring annual hearing testing and health education for annual hearing conservation requirements should coordinate with the Audiology Clinic's Hearing Conservation Coordinator to schedule an appointment for mass unit hearing testing and health education. Results of hearing testing is provided on a same day basis. Routine audiology testing, or testing with the Audiologist, is available on a referral basis. Retiree hearing testing and the Retiree At-Cost Hearing Aid Program (RACHAP) is also available for military retirees who may need hearing aids by appointment only. For more information on this program, please contact the clinic directly.

Hearing Program - Audiology
RAHC, 1st floor Phone: (580) 558-8424

The Fort Sill Army Hearing Program strives to prevent hearing loss and enhance communication for noise exposed personnel. The program has four major elements: hearing readiness, clinical hearing services, operational hearing services, and hearing conservation. Good hearing enables a soldier and/or civilian employee to maintain critical situational awareness and effective voice communication in any environment (i.e. garrison, industrial, training, operational and combat missions). Noise induced hearing loss is a significant negative personal, financial, and mission impact for our soldiers, civil service employees, and the Army. Hearing is a soldier's most sophisticated sensor. We HEAR the enemy long before we see the enemy!

Dermatology Clinic

The Dermatology clinic provides a full spectrum of dermatology care for all ages on a referral basis. Our Board Certified staff Dermatologist treats a variety of skin diseases including acne, dermatitis, scarring disorders, hair and nail diseases, skin cancer, and sun damage. Our clinic offers phototherapy, photodynamic therapy, laser therapy, chemical peels, and surgical services. Full skin cancer screening exams are also offered. Cosmetics services are on a space-limited basis.

Neurology Clinic

The Neurology Clinic is staffed with a Board Certified Neurologist and provides a variety of neurological advance treatment for our beneficiaries. The conditions commonly seen in the Reynolds Neurology Clinic include but are not limited to migraines, epilepsies, multiple sclerosis, mono, polyneuropathies, chronic neck pain, lower back pain, sleep disorders, psychiatric disease masquerading as neurologic disease, degenerative neurologic disorders, and muscle and neuromuscular junction diseases.

Optometry Clinic

The optometry clinic schedules patients age 5 and over for comprehensive eye exams by calling 833-286-3732 or through TRICARE Online. Active duty service members and military retirees who are authorized military prescription glasses can obtain them from the clinic with a current prescription. The clinic does not provide initial fittings for contact lenses, but in most cases can renew contact lens prescriptions for current contact lens wearers. Corrective laser eye surgery is not offered at Reynolds; however, active duty may obtain information at the clinic regarding our partnership with Fort Hood's Warfighter Refractive Eye Surgery Program (WRESP). Information about self-referral to a network optometrist for family members and retirees can be obtained by contacting TRICARE.

Orthopedic Clinic

The Orthopedic clinic is staffed with a Physician Assistant who specializes in orthopedic services to help facilitate mission readiness and improve the overall quality of life for soldiers and families. The Provider is skilled in diagnostic and therapeutic procedures such as joint and bursa injections/aspirations, differentiating between normal and abnormal orthopedic conditions and injuries such as bone stress injuries, fracture management, and chronic and acute orthopedic conditions, as well as brace, cast and splint applications, ordering and prescribing medication, orthotics, braces and other orthopedic devices, as well as is able to write temporary profiles for military personnel. The Provider will exercise judgment on conditions that require referral, or evaluation by the Orthopedic surgeon or other health care specialists.

Location: Bldg. 4301 Wilson Street (main RAHC building), 2nd Floor Medical Mall
Hours: 7:30 a.m. – 4:30 p.m., Monday – Friday
Phone: 833-286-3732 RAHC Help Line
Access: By Provider Referral

Physical Medicine Clinic

Reynolds' Physical Medicine Clinic provides Aeromedical Physicals to Soldiers requiring Flight Physicals. Our Physical Board Certified Physician also specializes in pain management and is available upon a referral bases. Physical Medicine Clinic facilitates the Reynolds Army Health Clinic's Readiness Mission for Fort Sill Active Duty Service Members. As the installation aeromedical examiner, the Physician serves as the hub to continuous flight operations at Henry Post Army Airfield with enabling functions for Reserve Component integration during summer Reserve component aviation operations.

Podiatry Clinic

The Podiatry clinic is staffed with a Board Certified Podiatrist with extensive training in non-surgical and surgical treatment options for foot and ankle disorders. Surgeries are performed at South Western Medical Center. The Podiatrist can treat the conditions as listed: Ankle Sprains & Fractures, Arthritic Feet and Ankles, Athlete's Foot, Bunions, Calluses & Corns, Diabetic Feet, Flat Feet, Fungal Toenails, Hammer Toes, Heel Spurs & Plantar Fasciitis, Ingrown Toenails, Metatarsalgia, Neuromas, Shin Splints, and Warts.

Pulmonary Function

The Pulmonary Function clinic offers Pulmonary Function Tests (PFTs) at Reynolds Army Health Clinic includes; spirometry, lung volumes, diffusion testing, home O2 studies, arterial blood gases, exercise challenges, methacholine challenges to determine obstructive and restrictive lung diseases. PFTs are used to measure the lung function and to diagnose and monitor the progression of respiratory conditions. Various tests are used to determine the following; Compare lung functions with known standards to show how well your lungs should be working. Measure the effect of chronic diseases such as asthma, COPD and cystic fibrosis. Identify changes in lung functions that can help determine a change in treatment options. Show exposure to environmental substances that could cause lung damage. Determine patient's ability to participate in medical procedures/surgery.

Sleep Medicine

The Sleep Medicine Clinic is currently closed due to COVID-19 precautionary measures and will re-open once deemed safe for our staff and patients. The Sleep Medicine Clinic at Reynolds has been under the direction of a board certified Sleep Medicine provider since 2008. The clinic evaluates patients with sleep disordered breathing (snoring, witnessed apneas, pauses in breathing) and employs diagnostic overnight polysomnography to evaluate for possible OSA (obstructive sleep apnea). The clinic also offers extensive follow up assistance to CPAP patients to include mask refitting, education on how to use their CPAP machines at home as well as employing CPAP compliance reports to help the provider determine the efficacy of their current prescribed pressure. The provider can and will adjust the pressure if necessary, either for patient comfort or to decrease residual apneas.

Behavioral Health Clinics

The Reynolds Army Health Clinic Behavioral Health Clinics mission is to enhance readiness, promote personal growth, and to help heal hurting people and relationships. A variety of services are provided within an integrated system of care often known from one Army installation to the next as the Behavioral Health Service Line (BHSL). Access to care enhances quality care. When possible or if necessary, behavioral health care is provided by on post behavioral health teams. At times, it is necessary to refer some patients to network providers.

Primary Care/Soldier Medical Home

Behavioral Health Providers are embedded within the primary care clinics that deliver care to active duty soldiers and active duty family members in order to screen and treat, behavioral health problems. Common issues addressed include emotional distress, relationship problems, health-related behavioral issues such as smoking, weight management, diabetes, high blood pressure issues.

Children and Family Behavioral Health Services / Family Advocacy Program

Child & Family Behavioral Health Services (CAFBHS) support military children, their families, and the army community and direct care services. The Family Advocacy Program (FAP) provides domestic and child abuse prevention, education, prompt reporting, investigation, intervention and treatment.

Location: Bldg. 4301 Wilson Street 3rd Floor, Southwest Section (Main RAHC building)

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: (580) 558-8425

Access: By Provider Referral or Self-Referral

Embedded Behavioral Health (EBH)

The EBH teams provide multidisciplinary, community behavioral health care to soldiers and close proximity to their units and in coordination with their unit leaders. A soldier seeking care should anticipate a provider who can provide crisis intervention, develop good rapport, teach new coping skills, and help resolve emotional wounds and traumas. These interventions are best accomplished when there is a collaborative effort between the soldier, the provider / care team, and the unit/family support system. Fort Sill has two clinics, EBH A and EBH B. The EBH (A) clinic serves the 75th BDE and the EBH (B) clinic serves the 31st ADA BDE.

Location: Embedded BH A (75th BDE) 3445 Koehler Loop; Embedded BH B (31st BDE) 3161 Hoskins Rd.

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: EBH Team A: 580-442-4678/4702; EBH Team B: 580-442-2836/3084

Access: By Provider Referral or Self-Referral

Traumatic Brain Injury Clinic

The TBI Clinic provides assessment and treatment of common syndromes associated with concussions and head injury events. Common patients include those with chronic headaches, concentration, or memory complaints.

Location: Bldg. 4301 Wilson Street (Main RAHC building)

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: (580) 558-8262/8283

Access: By referral

Multi-Disciplinary Behavioral Health Services (Multi-D)

The Multi-D Clinic provides general and subspecialty behavioral health services to soldiers and families through prevention, advocacy and treatment. A soldier seeking care should anticipate a provider who can provide crisis intervention, develop good rapport, teach new coping skills, and help resolve emotional wounds and traumas. These interventions are best accomplished when there is a collaborative effort between the soldier, the provider / care team, and the unit/family support system. Fort Sill has two Multi-disciplinary clinics, Multi-D (Forward) and Multi-D (Main). The Multi-D (Forward) clinic serves soldiers who are in Basic Combat Training. The Multi-D (Main) Clinic serves most garrison units not served by the EBH A/EBH B clinics or those soldiers in training (Basic Combat Training Soldiers).

Location: Bldg. 4301 Wilson Street (Main RAHC building)

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: (580) 558-8262/8283

Access: By referral or walk-in.

Intensive Outpatient Program (IOP)

The IOP treats patients presenting with substance use disorder and/or behavioral health problems utilizing a multi-week intensive outpatient treatment strategy. The program is a four week, half-day program, where participants learn new coping skills and address underlying emotional issues that has not been responsive to other forms of outpatient treatment.

Location: Bldg. 4301 Wilson Street (Main RAHC building)

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: (580) 558-8262/8283

Access: By referral or walk-in.

Tele-Behavioral Health Services

Limited tele-behavioral health services are offered. Currently, child psychiatry and active duty adult services are available.

Location: Bldg. 4301 Wilson Street (Main RAHC building)

Hours: 7:30 a.m. – 4:30 p.m, Monday – Friday

Phone: (580) 558-8262/8283

Access: By phone

Inpatient Behavioral Health Services

RAHC does not offer on-site inpatient behavioral health care. All patients that require inpatient care will be referred to network (civilian) hospitals. Care can be coordinated in a variety of ways either through your behavioral health treatment team or emergently by seeking care directly at a local emergency room.

Safety First Suicide Resources:

If you, or anyone you know, are experiencing thoughts of suicide, please reach out for help immediately.

- The Veterans and Military Crisis Line is a toll-free, confidential resource, with support 24/7, that connects Veterans, Service members, including members of the National Guard and Reserve, and their family members with qualified, caring responders.
- The Veterans and Military Crisis Line, text-messaging service and online chat provide free support for all Service members and Veterans, even if they are not registered with the Department of Veterans Affairs (VA) or enrolled in VA health care. Service members, along with their loved ones, can call 1-800-273-8255 and Press 1, chat online at <https://www.veteranscrisisline.net/get-help/chat>, or send a text message to 838255.
- The Veterans and Military Crisis Line is staffed by caring, qualified responders from VA. Many are Veterans themselves. They understand what Service members have been through and the challenges members of the military and their loved ones face.
- Need crisis assistance while overseas? The following overseas locations have direct crisis line numbers:

In Europe: Call 00800 1273 8255 or DSN 118

In Korea: Call 0808 555 118 or DSN 118

In Afghanistan: Call 00 1 800 273 8255 or DSN 111

Crisis chat support is available internationally at <https://www.veteranscrisisline.net/get-help/chat>

• In an emergency, dial 911 or your local emergency number immediately. An emergency is any situation that requires immediate assistance from the police, fire department, or an ambulance. Contact information:

Phone: 911

Web: <https://www.911.gov/>

Rehabilitative Services: Physical Therapy, Occupational Therapy and Chiropractic Services
RAHC provides outpatient, orthopedic rehabilitative services to our 17-to-64-year-old beneficiaries.

Physical and Occupational Therapy services are available to Active Duty Service Members, Family Members, and Retirees. Active Duty Service Members are given priority and may schedule an appointment without a referral. Family Members and Retirees require a referral to schedule an appointment, and their referral may be sent to an off-post location if appointments are not available at RAHC. Chiropractic services are available to Active Duty Service Members only.

Hours: 7:30 a.m. - 4:30 p.m. Mon, Tues, Wed & Fri; 7:30 a.m. - 12:00 p.m. Thurs (2nd & 4th) 7:30 a.m. – 4:30 p.m. Thurs (1st & 3rd)

Location: 1st Floor, near the West entrance

Phone: 833-286-3732 or the RAHC Help Line at 580-558-2500/2800

Hours: Monday thru Friday 7:30 a.m. – 4:30 p.m.(except when closed on 2nd and 4th Fridays 1300-1700 for continuous improvement)

Access: Appointments (for Active Duty Service Members only) or by referral

Army Wellness Center (AWC)

The Fort Sill Army Wellness Center was established to improve the wellness and resiliency of the Fort Sill Community. It is an extension of the Patient Centered Medical Home initiative; putting the focus of personal health back in the patients control. The AWC is a cost-free resource that emphasizes prevention and education, and addresses lifestyle changes. The AWC provides six standardized core programs that help build and maintain a strong force:

- Metabolic Assessment
- Physical Fitness Assessment
- Bod Pod
- Biofeedback
- Health Coaching
- Health and Wellness Classes

Who is eligible?

- Active Duty Soldiers
- Family Members

- Military Retirees (who are TRICARE beneficiaries)
- DA/DOD Civilians

Location: Bldg. 2934 Marcy Rd,

Hours of Operation: Monday-Friday 7:30 AM - 12:00 PM, 1:00 PM - 4:30 PM

Phone: (580) 442-0680

Exceptional Family Member Program (EFMP)

An exceptional Family member is a Family member (child or adult) with any physical, emotional, developmental or intellectual disability that requires special treatment, therapy, education, training or counseling.

EFMP is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, special housing accommodations, community support and personnel services to Families.

Location: Reynolds Army Health Clinic

Hours of operation: Monday - Friday 7:30 a.m. — 12:00p.m. and 1:00 p.m – 4:00 p.m.

Phone: 550-558-8229

Email: usarmy.sill.medcom-rach.list.efmp@mail.mil

Patient Administration Division

The Outpatient Records/Release of Information (OPR/ROI) office is dedicated to providing the medical information our customers need while protecting our patients' privacy. Our goal is to deliver a quality product in a prompt, professional manner.

Requesting Information

Patients may request copies of their medical records using form DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) available online

https://www.esd.whs.mil/Directives/forms/dd2500_2999/

Request Processing

Information Line: (580) 558-2103/8258

The OPR/ROI office copies official medical record sets within Reynolds Army Health Clinic (RAHC).

Requests for inpatient records, and most outpatient records, take a minimum of 30 days to process, excluding weekends and holidays.

Department of Behavioral Health and sensitive records must be reviewed and cleared by a provider before release. Please allow up to 30 days for processing.

The following record requests can normally be processed same day telephonically or via e-mail:

- Laboratory Tests
- Radiology Tests
- Most EKGs

- Immunizations
- Electronic Pediatric Records
- Electronic Physician notes

All requests for information must include the following:

- Patient's name
- Patient's date of birth
- Sponsor's complete social security number
- Period of treatment/information needed
- Statement authorizing RAHC to release the records to a specific person/organization
- An address and/or phone number of the receiving person/organization
- The purpose for the release of the information
- Expiration Date

Patient's signature/date. Patients who are 18 years and older, or emancipated, must sign an authorization for release of their medical records.

Exceptions

Minor children, physically, or mentally challenged persons. A parent or legal guardian may request copies with appropriate documentation: Medical Power of Attorney, A copy of the court order appointing guardianship, if applicable. AR40-66

Deceased patients. The patient's surviving next of kin (NOK) or a court appointed executor/administrator signs consent. A copy of the death certificate must accompany all requests. Executors/administrators must show legal documentation appointing them to the position. AR40-66

All other requests must be accompanied by a Subpoena, signed by a judge, or a Medical Power of Attorney which specifically indicates release of medical records.

Preparing to Retire or Separate

Active duty members preparing to retire or separate should obtain copies of all medical records at least 6 months prior to their final out processing date.

Members should return to OPR/ROI to obtain copies of medical paperwork generated after their records were initially copied. This will ensure members get a complete copy of their Active Duty Medical record after their retirement/ separation.

PCSing

Active duty members preparing to out-process Ft Sill, should contact PAD/Outpatient Records. Members may also obtain their dependent children's electronic records as long as the children are under 18 years of age. Dependents, 18 years or older, must request their own medical information. A military ID is required for release of information. AR 40-66

Civilian Records

For continuation of care within RAHC OPR/ROI will retrieve medical records from a civilian facility at the patient's request. Once these records arrive at RAHC, they are filed into the patient's outpatient electronic record. All information filed into outpatient record becomes property of the DoD.

If you need medical documentation for your personal record, you will have to go to the treating facility and submit a request through their records section.

Archived Records

RAHC maintains outpatient records for a period of 5 years after the patient's last medical encounter (excluding active duty military and their dependents). Inpatient records are maintained for 5 years after the date of discharge. After such periods, the records are retired to the National Personnel Records Center (NPRC), St Louis, MO.

Patients may obtain their retired records directly from NPRC online at:

<https://www.archives.gov/personnel-records-center>

Or, write to NPRC at the following address(es):

National Personnel Records Center

1 Archives Drive

St. Louis, MO 63138

Telephone: 314-801-0800*

Fax: 314-801-9195

Nurse Case Managers

Case managers are nurses who can help you and your family figure out complex health care and support systems. They work as a team with your healthcare providers to coordinate the services and resources you need. The Case Manager provides advocacy, support, and education which reduces your burden while streamlining appropriate utilization of care. Not only does the Case Manager work with your healthcare team to coordinate your healthcare needs, they also monitor for progress and desired outcomes.

Behavioral Health

Embedded Behavioral Health Team A 75th FA BDE 580-442-4085

Embedded Behavioral Health Team B 31st BDE 580-558-0643

MULTI D/RAHC –580-558-2811

MEDDAC 580-558-8442

Child and Family Behavioral Health - 580-558-8442

TBI - 580-558-3548

Patient Centered Medical Home

Internal Medicine and Team Loyalty 580-558-8293

Integrity 580-558-8221

Executive Medicine 580-558-8543

Pediatrics 580-558-8371

Soldier Centered Medical Home

428, 30th, FCOE, NG/RES, AGR, Recruiter 580-558-8308

31st ADA BDE, MEDDAC, DENTAC, Tenant 580-558-8315

TMC, 434th, MARDET 580-442-3438

75th BDE, Garrison 580-558-8333

Pharmacy

The Reynolds Army Health Clinic Department of Pharmacy appreciates the opportunity and privilege to serve you.

We provide friendly, high quality and coordinated pharmaceutical services through teamwork to all eligible uniformed service members, retirees, and family members including beneficiaries age 65 and older. Reynolds AHC Pharmacy has three different locations: the main RAHC building, Pharmissary (the Commissary Pharmacy), and SGT David B. Bleak Troop Medical Clinic (TMC). The TMC is for active-duty trainees only, the Pharmissary site is for call-in refills, and the Main Outpatient Pharmacy is full-services for all beneficiaries.

The Main Pharmacy is located just inside the East clinic entrance, on the 1st floor. All new prescriptions from other military medical treatment facilities, as well as civilian requests for medication will be filled when possible based on drug availability. All new prescriptions must first be filled at the main pharmacy.

The Pharmissary is located adjacent to the Fort Sill Commissary. The Pharmissary is a refill-only pharmacy and does not fulfill new prescriptions or electronic prescriptions. All new and electronic prescriptions must first be filled at the Main Pharmacy before refills can be picked up at the Pharmissary. Walk-up refills are not accepted due to the volume of prescriptions filled at the Pharmissary. Routine refill requests are processed by phone. You may call the automated telephone system or use the internet online to refill your prescriptions 24 hours a day, seven days a week. Please be sure to have the last four of the sponsor's social security number and prescription numbers (eight digits, which is found on the top, left hand corner of the prescription label) when using either of the refill systems. The telephone number for calling in your refills is (580) 558-2442/2443 or Toll free 1-833-286-3732. Due to the large volume of refills, the refill turn-around time is 48 business hours. Once called-in, prescriptions will be held for ten (10) calendar days, as our storage space is limited.

If you see an off-post provider you will need to get a new written prescription to bring to the RAHC Pharmacy or have your provider electronically prescribe all non-controlled prescriptions directly into the RAHC Pharmacy called "DoD FT SILL ePHCY". For your convenience and to avoid possible long waiting times, please use our pharmacy outside of 10:00 a.m. to 2:00 p.m. These are the hours when our prescription volumes are at their highest peak.

Prescription Pick-up: All patients 12 years and older must present a valid military ID card to process and pick-up prescriptions. In order for the pharmacy to release prescriptions to a relative or friend and to verify the patient's eligibility for care, a relative/friend must present the patient's military identification card.

Please contact the Reynolds Army Health Clinic Pharmacy at 580-558-2443/2443 if you have any questions.

Prescription Costs:

Your costs depend on where you fill your prescription and the type of drug.

- Generic Formulary items (Tier 1)
- Brand Name Formulary item (Tier 2)
- Non-Formulary items (Tier 3)

Military (MTF) Pharmacy:

- Get up to a 90-day supply of most prescription drugs
- \$0 copayment
- Not all drugs are available
- Call first to check if possible

Home Delivery Pharmacy (TRICARE Express-Scripts):

- Get up to a 90-day supply of most prescription drugs
- Generic Formulary items (Tier 1): \$11
- Brand Name Formulary items (Tier 2): \$27
- Non-formulary (Tier 3): \$60

Network Retail Pharmacy:

- Get up to a 30-day supply of most prescription drugs
- Generic Formulary items (Tier 1): \$11
- Brand Name Formulary Items (Tier 2): \$33
- Non-formulary (Tier 3): \$60

Non-Formulary (Tier 3) Prescription:

Tier 3, non-formulary, medication will not be available at military treatment facility (MTF) pharmacies unless certain conditions are met:

1. You need to be enrolled to receive care at the MTF.
2. The medication must be prescribed by an MTF provider
3. All medical necessity and/or prior authorization requirements have been met and approved.

If you are enrolled to an MTF provider and were referred to a civilian provider for care, prescriptions from that civilian provider will be honored as well if they meet all medical necessity and/or prior authorization requirements. This is not a new Defense Health Agency Policy, but a restatement of a long standing Health Affairs Policy (HA Policy 04-032). Also, this should not be interpreted to mean you can no longer get any prescriptions written by a civilian provider at the MTF pharmacy. We will gladly still fill any Tier 1 and Tier 2 formulary medications. If you have questions about the Tier level or medical necessity/prior authorization requirements of a particular medication, we encourage you to check the TRICARE formulary (<http://www.express-scripts.com/tricareformulary>).

What You Should Do

If you are currently receiving a Tier 3, non-formulary medication at the MTF, discuss this information with your healthcare provider or pharmacist to see which one of the following options is best for you:

1. Continue filling your current non-formulary prescription through the TRICARE Home Delivery program. Options for getting your prescription(s) transferred include:
 - Call 877-363-1296 to speak with an Express Scripts patient advocate to get your prescription transferred.
 - Have your provider mail, fax, or electronically prescribe a new prescription directly to Express Scripts.
2. Have your provider change your prescription to an alternative formulary medication available at your MTF.

Tricare Pharmacy Home Delivery

1-877-363-1303

<https://www.express-scripts.com/TRICARE>

Radiology

Our Radiologists, technologists, and administrative staff make every effort to provide the quality patient care you expect. Our staff is motivated, highly trained and eager to provide you with excellent care. It is our pleasure to serve and supply you with all your imaging needs.

As a part of the continuing tradition of medical excellence at Reynolds, we take pride in offering a full range of diagnostic imaging. Other services include CT, Mammography, Ultrasound MRI and Nuclear Medicine which are all scheduled by appointment only.

Location: 1st Floor, Main Hallway

Hours of Operation: Monday – Friday 7:30a.m.- 4:00p.m.

Phone: 580-558-2780.

Laboratory

The Department of Pathology staff members help ensure Soldier deployment readiness and improve the health and wellness of Family Members and Retirees by providing accurate and timely test results from their full-service clinical laboratory. The Pathology staff is committed to providing patients and professional medical staff with state-of-the-art laboratory medicine through exceptional customer service while ensuring patient confidentiality and privacy.

Location: Main Laboratory, 1st Floor, Main Hallway Across, Specimen Collection, 1st Floor Medical Mall

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

Phone: 833-286-3732.

Referral Management Office

The referral management office is responsible for facilitating the referral process for all Active Duty Service members and all TRICARE Prime beneficiaries enrolled to Reynolds Military Treatment Facility (MTF) in the Lawton/Fort Sill area.

Referrals are requests for specialty services or procedures that are not considered primary care. This includes urgent care that is not provided by the Primary Care Manager (PCM).

What is the Referral Process for TRICARE Prime at the Military Treatment Facility (MTF) or Direct Care System?

The Beneficiary primary care provider (PCM) or specialty provider enters a referral into the military health system. The referral will then go to Reynolds Referral Management Office for processing to the MTF or the Network.

IMPORTANT: If your referral is for a Specialty Clinic at Reynolds only, Please allow one full business day for your referral to be processed, then call the appointment line at 833-286-3732 to book your specialty appointment.

If the specialty service is not available at Reynolds, within 7- 10 business days, you should receive a **notification** from Humana of your assigned network doctor, with instructions on scheduling an appointment. Once the notification instructions are received, you may contact the civilian specialist's office directly to schedule an appointment. Prior to receiving the notification, you may call Humana

Military at 800-444-5445 for assistance or register on line at <http://www.tricare-east.com> to view any approved authorizations. The RAHC Referral Management Office will receive the same notification and forward clinical records to the assigned network specialist.

The access-to-care (ATC) standard for scheduling an initial appointment for routine specialty care is 28 days.

Please note: If the patient has MEDICARE or Other Health Insurance (OHI) make sure your PCM states in the referral which network provider the patient would like to be referred to. If unknown or you do not have a preference, call the RAHC Referral Management office at 833-286-3732 select options #2 and then select option #2 again. Also the 1-800 number on the back of the Medicare A & B card can provide assistance with locating a local network provider.

If you have questions about a network referral and your TRICARE benefits see a Health Benefits Advisor in the Referral Management Office at the clinic, or call 580-558-3161 or 580-558-2483. You can also contact call Humana Customer Service 1-800-444-5445.

Medical Evaluation Boards

Title 10, U.S.C., chapter 61, provides the Secretaries of the Military Departments with authority to retire or separate members when the Secretary finds that they are unfit to perform their military duties because of physical disability. The functional proponent for the Physical Disability Evaluation System (PDES) is the U.S. Army Physical Disability Agency (USAPDA). The Subordinate Physical Evaluation Board (PEB) is located at USAPDA; Fort Sam Houston, Texas.

Your primary care doctor recommends a Medical Evaluation Board (MEB). Your case is referred to and evaluated by a Medical Board Physician who initiates a permanent profile if warranted. If a permanent 3 or 4 level profile is issued the Soldier will be contacted by a Physical Evaluation Board Liaison Officer (PEBLO). The Soldier is enrolled in the Integrated Disability Evaluation System (IDES) and an MEB is undertaken. During the MEB process the Soldier will be evaluated by the Veterans Administration and a VA liaison will also be assigned to assist the Soldier. The Soldier's packet is forwarded to the Physical Evaluation Board for a final decision. Once results are received, the Soldier is counseled on his/her elective options. The Medical Boards Section and the Integrated Disability Evaluation System (IDES) is located on the 3rd floor at the south end of RAHC.

For assistance call:

IDES Reception Desk: 558-3352

PEBLO Team Supervisor: 558-8301

Or visit the Medical Evaluation Board section of the RAHC Webpage.

Clinic Locations and Floors

Behavioral Health –3rd Floor, near south entrance
Army Wellness Center- Bldg. 2934 Marcy Rd
Children and Family Behavioral Health System – RAHC, 3rd Floor, near south entrance
Dermatology – 2nd floor Medical Mall
Embedded Behavioral Health- EBH A (75th BDE) 3445 Koehler Loop; EBH B (31st BDE) 3161 Hoskins Rd.
Exception Family Member Program (EFMP) – 1st Floor Medical Mall, Family Medicine Team Loyalty
Health Readiness Center- 2nd Floor above the south entrance
Immunizations Clinic- 1st Floor Medical Mall, Family Medicine Team Loyalty
Information Desk – First Floor, East Entrance and South Entrance
Intensive Outpatient Program- RAHC, 3rd Floor, near south entrance
Laboratory – 1st Floor Main Hallway
Managed Care Division – 1st Floor South Entrance
Medical Evaluation Boards- RAHC, 3rd Floor, near south entrance
Multi-Disciplinary Behavioral Health Services- RAHC, 3rd Floor, near south entrance
Neurology- 2nd Floor Medical Mall
Nuclear Medicine – 1st Floor Main Hallway Nutrition Care Clinic – 2nd Floor, Health Readiness Center
Occupational Therapy – 1st Floor West Entrance
Optometry– 2nd Floor Medical Mall
Orthopedic Clinic- 2nd Floor Medical Mall
Outpatient Records – Basement, Main Hallway North
Patient Advocacy Office – 1st Floor Across from the East Entrance Help Desk
Pharmacy (Main) – 1st Floor East Entrance
Physical Medicine Clinic-2nd Floor Medical Mall
Physical Therapy– 1st Floor West Entrance
Podiatry - 2nd Floor Medical Mall
Pulmonary Function Clinic – 2nd Floor Medical Mall
Radiology Clinic – 1st Floor Main Hallway
Referral Office & Health Benefits Advisors – 1st Floor South Entrance
Sleep Medicine Clinic- 2nd Floor Medical Mall
Traumatic Brain Injury Clinic- RAHC, 3rd Floor, near south entrance
Treasurer’s Office- 2nd Floor Medical Mall
Urgent Care Clinic- 1st Floor near the East Entrance

Patient Feedback: How Are We Doing?

Patient feedback is incredibly valuable to Reynolds Army Health Clinic. We continually strive to get better and our patients are the best way to gauge our success or areas we can improve. A few ways to voice your observations:

Local Feedback

If you are still in the building and wish to speak to someone about your care, contact our staff before you leave so we can address any concerns on the spot.

Clinic Leaders

If you have a concern or if you have a positive comment, ask to speak to the Clinic OIC (Officer in Charge), NCOIC (Noncommissioned Officer in Charge), or CNOIC (Chief Nurse Officer in Charge) before you leave your appointment. The leaders within the clinic are well equipped to handle issues that arise

during your appointment. In addition, if they cannot provide the answers, they will contact hospital leaders to address your concern.

Patient Advocate

If the matter cannot be resolved at the clinic leader level, a patient advocate will be happy to assist you. The patient advocate serves as the liaison between patients and the clinic staff. Patients may visit the patient advocates on the 1st floor next to the Main Pharmacy, Room 1D125. The Patient Advocate may also be reached by email, phone or through the ICE system to address concerns, comments or compliments.

Phone: 558-2390/3176

Email: usarmy.sill.medcom-rach.mbx.patient-rep@mail.mil

Compliments are appreciated and shared with the staff, as are concerns.

Interactive Customer Evaluation (ICE) System

The Interactive Customer Evaluation (ICE) system is a web-based tool that collects feedback on services provided by an organization. The ICE system allows customers to submit online comment cards to provide feedback to the service providers they have encountered. ICE allows Department of Defense (DoD) customers to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you.

If you would like to provide feedback, please visit the RACH ICE website at

https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=451&service_category_id=11

Joint Outpatient Experience Survey (JOES)

The outpatient survey is an important resource for us. Providing us feedback helps our team improve services, foster a partnership between patients and primary care managers to continually improve and achieve excellent healthcare. Listening to you through surveys helps us identify desired and necessary new services vital to your healthcare and to sustain and grow our healthcare facility.

Surveys are mailed to you about one week following your appointment. If you receive a survey in response to an appointment experience, please be sure to fill it out and return it. We are working hard to ensure we exceed your healthcare expectations and earn excellent ratings. We want to make sure we continually have your feedback. Giving us high marks when we meet or exceed expectations, or letting us know where we might improve, goes a long way in maintaining and improving services for you - our Partners in Health.

Frequently Asked Questions

1. I AM NEW TO FORT SILL - HOW DO I OBTAIN MEDICAL CARE?

There are two things you must do before obtaining medical care. First, you must update your status in DEERS (Defense Enrollment Eligibility Recording System). Second, you must enroll in TRICARE Prime or transfer your current enrollment to Fort Sill. TRICARE Prime enrollment is mandatory for Active Duty soldiers and voluntary for family members and retirees. Soldiers must take action to enroll within one week of unit assignment. Enroll at the TRICARE Service Center or online at www.humana-military.com.

2. WHAT IS A PRIMARY CARE MANAGER (PCM)?

After you complete TRICARE enrollment you will receive a letter notifying you of your assigned Primary Care Manager (PCM). A PCM is a healthcare provider who provides for your healthcare needs and coordinates specialty care as needed. If you do not receive notification of your assigned PCM within 45 days after enrolling, please contact the Managed Care Division at 558-2483/3161.

3. HOW DO I MAKE AN APPOINTMENT?

We encourage you to register with TRICARE Online (TOL) – www.tricareonline.com where you will be able to make your primary care appointments at your convenience 24 hours a day, 7 days a week or you may schedule appointments with your PCM by calling the RAHC Appointment Line at 833-286-3732. One of the booking staff will assist you with your appointment needs from 7 a.m. to 4 p.m., Monday through Friday.

4. MY PRIMARY CARE MANAGER HAS WRITTEN ME A REFERRAL TO SEE A SPECIALIST. HOW DO I GET AN APPOINTMENT?

If your PCM has referred you for Specialty Care, please be sure all your questions have been answered as to why you are being referred before you leave the clinic. If the Specialty Care your PCM has ordered is available at RAHC, the Referral Management Office will work with you to set up the appointment within the time frame your PCM has requested. If the Referral Management Office has not contacted you within 10 days, for routine appointments, please call them at 833-286-3732. Sometimes RAHC cannot provide the services you need, or we are not able to obtain an appointment in the required timeframe. In such cases, the specialty request will be sent to Humana Military Healthcare Services for authorization and referral to a civilian provider. You should receive an email from Humana within 10 working days.

Any-time you are visiting RAHC, please verify that your contact information is updated in our computer system to be sure you get your authorization letter. The email you receive will recommend a particular specialty provider, will give you their phone number to call to book your appointment and include details on how many visits have been authorized. One of the Referral Management Staff will call you and offer to schedule your appointment for you or you may schedule your own appointment. For assistance, please call the Referral Management Center at 833-286-3732.

5. WHAT TO DO IF I AM TRAVELING OUT OF THE AREA AND NEED AUTHORIZATION FOR MEDICAL CARE

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Office of this emergency care within 24 hours so authorization for payment can be made. Failure to do so could cause your claim to be denied and you could be held liable for all costs. Do not seek authorization until after you have received emergency care. If you have a medical problem that is non-emergent you must have an authorization prior to seeking/receiving health care in order to avoid point of service claims. You may speak to one of the nurses in the Referral Management Office during normal business hours for direction of care by calling 833-286-3732. They can give you advice on whether or not you should see a provider while you are traveling or wait until you return home. If urgent care is approved they will enter a referral that will be sent to Humana Military for authorization. If you need assistance with finding a network provider for this approved urgent care, please call Humana (TRICARE) at (800) 444-5445

6. WHO DO I GO TO WITH QUESTIONS OR CONCERNS ABOUT MY PROVIDER OR HEALTH CARE?

For health care or customer service concerns ask for the NCOIC or Office Manager of your clinic. In most cases they will be able to assist you and provide you with answers to your questions. If you need additional assistance, see our Patient Advocate, located on the first floor of Reynolds, or call (580) 558-2389/2390.

7. DO I NEED TO BRING MY INSURANCE INFORMATION TO MY APPOINTMENTS?

Yes. On your first visit you will be asked to complete a Record of Other Health Insurance, DD Form 2569. Completing the form will take approximately two to three minutes. After the form has been processed, you will receive a small insurance card. Please bring this card to each visit. The card's information will need to be updated annually. The third party collection program is mandated from the Defense Health Agency and we appreciate your time and assistance in helping us meet this requirement.

8. HOW DO I OBTAIN MEDICATION REFILLS?

There are two easy ways to refill your medications: By phone or online.

- Call (580) 558-2443. Prescription refills can be phoned in by dialing (580) 558-2442.
- Go online to <http://www.rach.sill.amedd.army.mil/pharmacy.php> Request refills by clicking on Online Refills or TRICARE Online Refills.

9. WHERE DO ACTIVE DUTY SOLDIERS GO FOR DENTAL SICK CALL?

Active Duty Soldiers Sick Call hours are Monday through Friday, 7:30 to 9:00 a.m. For questions, or to schedule an appointment, call (580) 558-2710. Outlying clinics, Cowan and Allen, conduct Dental Sick Call Monday through Friday, 7:30 to 9: a.m. The Cowan Dental Clinic phone number is (580) 442-2991 and the Allen Dental Clinic phone number is (580) 442-6106/5544.

10. HOW DO MY PETS RECEIVE VETERINARY CARE?

The Fort Sill Veterinary Clinic provides Wellness exams, Minor surgical procedures (spay, neuter, dentals), Vaccines, domestic & international Health certificates (please call or email for more information at least 120 days prior to PCS), Minor sick-call exams, X-rays/ultrasound, and Emergency triage. Fort Sill housing office requires that all pets must be microchipped, up to date on vaccines and registered with the Fort Sill Veterinary Clinic.

Location: 721 Maccomb Bldg 721, Fort Sill, OK

Hours of Operation: Monday – Friday 8:00a.m.- 4:00p.m.

Closed for lunch from 12:00p.m.-1:00p.m.

Phone: 580-442-3416

11. I AM NOT ACTIVE DUTY—HOW DO I OBTAIN DENTAL SERVICES?

The TRICARE Dental Program (TDP) is a high-quality; cost-effective dental care benefit for eligible Family Members of all Active Duty uniformed services personnel; as well as members of the Selected Reserve and Individual Ready Reserve (IRR) and their eligible Family Members.

To Enroll

- Online at <http://www.tricare dental program.com>.
- Call (888) 622-2256 for enrollment form.
- Contact the TRICARE Service Center.

Red Cross and Volunteers

Who is authorized to be a volunteer at RAHC?

To become a Red Cross volunteer at RAHC, please contact the RAHC Red Cross Office at 580-919-3938 or visit <https://www.rach.sill.amedd.army.mil/redcross.php> to register as a volunteer.

Map & Driving Directions



Visitors to Fort Sill must first stop at the Fort Sill Visitor Control Center just outside the Bentley Gate before proceeding onto the Installation.

From Bentley Gate at Sheridan Road and Rodgers Lane (US 62)

Travel northbound on Sheridan Rd. and at turn right (east) onto Mow Way Road, proceed straight through the traffic circle and turn left (north) onto O'Conner St. This is the main entrance to the Clinic

From Key Gate at Sheridan Road and Interstate 44

Travel westbound on Sheridan Road and turn left (south) onto Fort Sill Blvd. Proceed down Fort Sill Blvd and turn right (west) onto Thomas St. The Clinic will be on your left (south) around 1/2 miles down Thomas Rd.

From Scott Gate at Fort Sill Blvd and Rodgers Lane (US 62)

Travel northbound on Fort Sill Blvd and turn left (west) on Mow Way Rd. Proceed westbound on Mow Way Road and turn right (north) onto O'Conner St. This is the main entrance to the Clinic.

