



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

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MEMORANDUM FOR: SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Policy for Military Treatment Facility (MTF) Hours of Operation

To ensure success and beneficiary acceptance of our TRICARE program, we must maintain a keen focus on improving access to care, particularly for Prime enrollees. Our TRICARE policy guidelines broadly address this issue by stating a responsibility of the Lead Agent is to "ensure timely access to health care services for all eligible beneficiaries."

We recently asked the Lead Agents to provide us the clinic hours of operation at each of our MTFs. The results are attached. As you can see, extended [clinic hours remain the exception](#) rather than the norm. The most recent TRICARE conference has made it very clear that clinic hours are a significant issue, especially with our enlisted personnel and their families. Further, the civilian standard for availability is considerably better and is increasingly mentioned as a comparison. We must change our current practices to ensure access to health care is convenient for our beneficiary population.

The eventual goal of the MHSS should be the provision of appropriate clinic services for TRICARE enrollees in four evening sessions and, if needed, on Saturday morning. This is the current civilian benchmark. The DoD policy will be to move aggressively toward this goal and to assure active duty and their dependents enrolled in TRICARE are aware of the clinic hours available at MHSS clinics.

The Service Surgeon Generals will be responsible for the development and implementation of a plan for their Services' facilities. This plan should provide for appropriate phasing of additional clinic hours, staff and business practice changes needed to effect this policy, the determination of appropriate clinics to include with expanded clinic hours, and educational efforts directed at active duty and their dependents. An effort should also be made to determine if more accessible clinic locations might be feasible.

The implementation of this policy should greatly enhance access for all TRICARE Prime enrollees. Each Surgeon General is requested to submit a plan to implement this policy NLT 10 Mar 1997. Health Affairs point of contact for this issue is CDR Peggy Allard at extension (703) 614-4705.

Edward D. Martin
Stephen C. Joseph, M.D., M.P.H.

Enclosure
As stated

cc:
Surgeons General

HA POLICY 97-028

**CLINIC HOURS OF OPERATION
SUMMARY**

Region 1

# of MTFs/Clinics	28
# reporting extended hours	13
Rader Army Health Clinic	Evening hours until 2000 Sat, Sun, Hol 1000-1700
Kimbrough ACH	Evening hours until 2200 Sat, Sun, Hol 1000 - 1600
Carlisle Barracks AHC	Evening hours until 1900 Sat 0730 - 1600
Ft Monmouth Patterson ACH	Evening hours until 1900 Sat, Sun, Hol 0700 - 1700
Bethesda (Acute Care Clinic)	Evening hours until 2000 Sat, Sun, Hol 0730 - 1430
Quantico	Evening hours until 2000 Sat, Sun, Hol 0730 - 1400
Ft Belvoir	Evening hours until 2000 Sat, Sun, Hol 0700 - 1400

NH Groton (Acute Care Clinic)	Evening hours until 2000 Sat, Sun, Hol 0900 - 1800
Bolling AFB Clinic	Evening hours until 1830
Dover (Acute Care Clinic)	Evening hours until 1830 Sat, Sun, Hol 0900 - 1500
Hanscom	Sat, Sun, Hol 0800 - 1000
Ft. Dix	Evening hours until 2200 Sat, Sun, Hol 0730 - 2200
NH Newport	Evening hours until 2000

Region 2

# of MTFs/Clinics	11
# reporting extended hours	6
Portsmouth Naval Hosp	Evening hours until 1900 Sat, Sun 0700 - 2300
Langley AFB	Sat, Sun 0800 - 1200
Ft. Eustis	Evening hours until 2000 Sat, Sun 0800 - 1700
Ft. Monroe	Evening hours until 2000
Seymour-Johnson AFB	Evening hours until 1830
Cherry Point (Acute Clinic)	Sat, Sun 0730 - 1630
Camp Lejeune (Acute Clinic)	Sat, Sun 0800 - 2000

Region 3

# of MTFs/Clinics	18
# reporting extended hours	5
Ft Stewart	Evening hours until 1900
Hunter Army Airfield	Evening hours until 2000 Sat 0900 - 1800
McDill (Fam Prac & Peds)	Evening hours until 1900 Sat 0900 - 1300
Kings Bay(Duty Crew Only)	Evening hours until 2000 Sat, Sun 0800 - 1200
Charleston NH	Evening hours until 2200 Sat, Sun, Hol 0900 - 1700

Region 4

# of MTFs/Clinics	11
# reporting extended hours	6

Maxwell	Evening hours until 2100 Sat 0800 - 1600; Sun 1300 - 1700
Ft Rucker	Evening hours until 2000
Pensacola	Evening hours until 2300 Sat, Sun 0800 - 2300
Eglin/Hurlburt	Evening hours until 2000 Sat, Sun 1200 - 1600
Tyndall	Evening hours until 2000 Sat, Sun 0900 - 1500
Columbus	Evening hours until 2000 Sat, Sun 1000 - 1600

Region 5

# of MTFs/Clinics	5
# reporting extended hours	5
Ft Campbell (Urgent Clinic)	Evening hours 1700 - 0100 Sat, Sun, Hol 1000 - 2200
Ft Knox	Sat, Hol 0630 - 1300
Great Lakes	Evening hours until 2000 Sat, Sun 0730 - 1200
Wright-Patterson	Evening hours until 1815
Scott	Sat, Sun 1100 - 1430

Region 6

# of MTFs/Clinics	19
# reporting extended hours	7
Wilford Hall	Evening hours until 2200 Sat, Sun 1000 - 2200
Ft Hood	Evening hours until 2000 Sat, Sun, Hol 0800 - 1700
Barksdale	Evening hours until 1900 Sat, Sun 0800 - 1200
Ft Polk	Evening hours until 2030
Brooke AMC (Peds only)	Evening hours until 2000
Dyess AFB (Extended Care)	Evening hours until 2000 Sat, Sun, Hol 0900 - 1500
Little Rock AFB	Evening hours until 2000 Sat, Sun, Hol 0900 - 1300

Region 7

# of MTFs/Clinics	10
# reporting extended hours	4
William Beaumont (Peds only)	Evening hours until 1900 Sat, Sun 1200 - 1600
Cannon (Acute Care Clinic)	
Evening hours until 2000 Sat, Sun, Hol 0900 - 2000	
Holloman (Acute Care Clinic)	Evening hours until 1900 Sat, Sun, Hol 1000 - 1900
Luke (Acute Care Clinic)	Evening hours until 1900 Sat 0900 - 1900

Region 8

# of MTFs/Clinics	17
# reporting extended hours	6
Malstrom	Evening hours until 1930 Sat, Sun, Hol 0800 - 1300
USAF Academy (OB/GYN only)	Evening hours until 2100
Grand Forks (Acute Care Clinic)	Evening hours until 2200
Ft Worth (Acute Care Clinic)	Evening hours until 2100
Whiteman	Sat, Sun, Hol 0800 - 1200
Evans (Acute Care Clinic)	Sat, Sun 0830 - 1430

Region 9

# of MTFs/Clinics	8
# reporting extended hours	4
San Diego	Evening hours until 1900 Sat, Sun, Hol 0800 - 1600
Camp Pendleton	Evening hours until 2000 Sat, Sun, Hol 0800 - 1600
Edwards	Evening hours until 2000
29 Palms	Evening hours until 2000 Sat 0800 - 1630

Region 10

# of MTFs/Clinics	5
# reporting extended hours	1
Beale (Acute Care Clinic)	Sat, Sun, Hol 0800 - 1200

Region 11

# of MTFs/Clinics	7
# reporting extended hours	2
Madigan (Peds only)	Evening hours until 2000 Sat 0900 - 1530; Sun 1000 - 1600
Fairchild	Evening hours until 2200 Sat, Sun 0900 - 1930

TRICARE Europe

# of MTFs/Clinics	43
# reporting extended hours	7
Schweinfurt	Sat, Sun, Hol 0800 - 1200
Vicenza	Sat, Sun, Hol 0800 - 1700
Katterbach	Sat 0800 - 1200
Grafenwoehr	Sat, Sun, Hol 0900 - 1200
Bamburg	Sat, Sun, Hol 0900 - 1300
Baumholder	Sat, Sun, Hol 0900 - 1200
Butzbach	Sat, Sun 0900 - 1300

TRICARE Pacific

# of MTFs/Clinics	23
# reporting extended hours	5
Tripler AMC HI	Evening hours until 2100 Sat, Sun 0800 - 1800
Pearl Harbor Naval Base HI	Sat, Sun, Hol 0800 - 1230
Hickam AFB HI	Sat, Sun, Hol 0900 - 1100
Kadena AFB, Japan	Sat, Sun, Hol 1000 - 1600
Elmendorf AFB Alaska	Evening hours until 2100 Sat 0900 - 1645