

PATIENT GUIDEBOOK

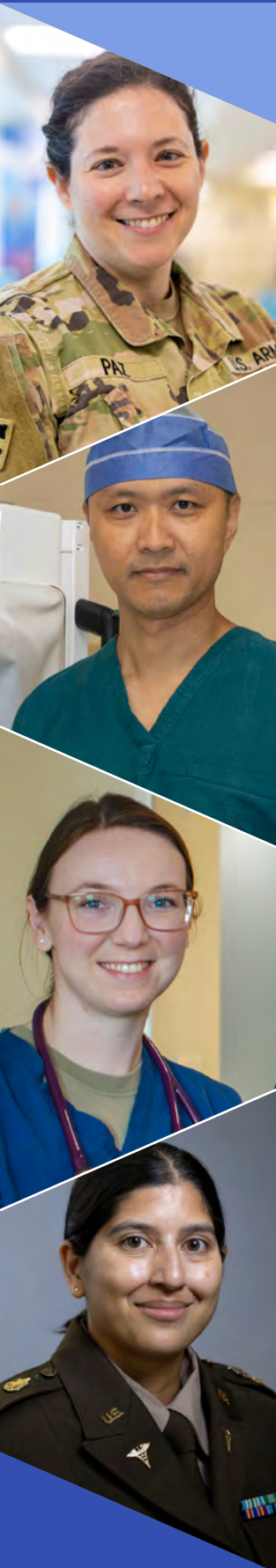
2026 EDITION



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WELCOME



Welcome to the [Defense Health Network – National Capital Region](#) (DHN-NCR). We are proud to serve you as one of our many TRICARE-eligible beneficiaries, which include active duty service members, retirees, and their families.

We are part of the integrated Military Health System that combines the resources of the military's direct care system with managed care support for purchased healthcare accessed through a [TRICARE plan](#). TRICARE plans are the same regardless of where you live, but the company that manages those benefits changes from region to region. [Humana Military](#) manages the TRICARE plans in the [East Region](#), which includes the DHN-NCR.

The DHN-NCR includes more than 12,000 care team members across 34 medical and 21 dental facilities. Whether you need to set an appointment, receive post-procedure follow-up care, or provide feedback, our skilled professionals are here to assist you.

We understand that maintaining your health can be challenging. That's why our integrated healthcare system is designed to make it smooth for you to access the care you need. This guide gives you the information you need to navigate our healthcare system with confidence.

So, whether you're new to the region or a seasoned resident, we encourage you to take advantage of the resources available to you in the DHN-NCR.

Please let us know how we're doing through JOES, TRISS, and ICE surveys. Your feedback is always welcome.

Acronyms

ACC—Ambulatory Care Center

AHC—Army Health Clinic

DEERS—Defense Enrollment Eligibility Reporting System

DHA—Defense Health Agency

DOD—Department of Defense

DTF—Dental Treatment Facility

EHR—Electronic Health Record

ICE—Interactive Customer Evaluation

IRMAC—Integrated Referral Management and Appointing Center

JOES—Joint Outpatient Experience Survey

MHS—Military Health System

MTF—Military Treatment Facility

NBHC—Branch Health Clinic

NCR—National Capital Region

NHC—Naval Health Clinic

PCM—Primary Care Manager

PCMH—Primary Care Medical Home

TRISS—TRICARE Inpatient Satisfaction Surveys

VIPRR—Virtually Integrated Patient Readiness & Remote Care



Your Health Benefit

Correct DEERS Info = Maximum TRICARE Benefits

Your TRICARE eligibility is based on the information in your DEERS account. As your life changes, keep your information updated in DEERS to ensure you're covered for the TRICARE benefits that are right for you and your family. Your doctors also use contact information from your DEERS account when they need to reach you. [Learn more about DEERS.](#)

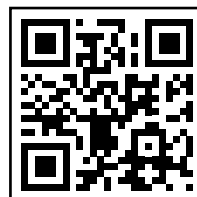
Starting Your Healthcare Journey

As you begin your journey as a TRICARE beneficiary, a good first step is to enroll in a Primary Care Medical Home (PCMH). Before making your first healthcare appointment, call 800-444-5445 to enroll at an MTF in the DHN-NCR. Regardless of where you enroll, you can choose to receive care at any facility in the DHN-NCR. [Find out which health plan is right for you.](#)

Locating a Facility

Use the [MTF Locator Tool](#) to search for the MTF nearest you. Not sure which MTF to choose? [Head to the directory](#) to see which is closest to you – but don't forget the entire DHN-NCR is available to you even after enrolling at a single MTF.

MTF Locator Tool



To learn more about your TRICARE options, contact a Beneficiary Counseling and Assistance Coordinator (BCAC) at any military hospital or clinic.

Appointments

Once enrolled in your Primary Care Medical Home (PCMH), your providers will partner with you as a team to focus on preventive care including health screenings, immunizations, and management of chronic conditions. **To schedule appointments, call the IRMAC at 855-227-6331.** You can schedule primary care appointments such as checkups, sick visits, and immunizations at your PCMH without a referral. For specialty care appointments, you may need a referral from your PCMH.

Online scheduling is available through the [MHS GENESIS Patient Portal](#). Your PCMH may also have a direct appointment line—ask at your first appointment.

Patient Portal

The [MHS GENESIS Patient Portal](#) gives you 24/7 access to view your health record, schedule appointments, complete pre-visit forms, see lab and radiology results, request prescriptions, communicate with your providers, and explore a health information library.

Communicating With Your Provider

You can communicate with your provider about non-urgent healthcare needs using the patient portal. It's as easy as e-mail but has stronger security to ensure your privacy. If your provider is away when you send a message, it will go to your healthcare team.

Controlling Access to Your Health Information

You can manage who can view your health information through the patient portal. You can grant or revoke access to your patient portal account for other individuals at any time. There are two primary ways to manage these permissions:

METHOD	INSTRUCTIONS
DS Logon	Log in to your DS Logon account and select the “Change Relationships” option to add or remove individuals.
DEERS, DMDC	You can also manage access to your medical information through the Defense Enrollment Eligibility Reporting System (DEERS) or the Defense Manpower Data Center (DMDC).

Patient Portal Access for Minors and Special Needs Patients

GROUP	ACCESS
Age 18+	Full access to the patient portal through their own account
Ages 0-12	Only sponsors, parents, or legal guardians/proxies have access
Ages 13-17	Sponsors, parents, or guardians/proxies have limited access to patient's records, including appointments, secure messages, immunizations, and allergies. Sensitive clinical information is restricted in accordance with State Laws and HIPAA.
Special Needs	Proxies may be granted access according to DOW guidelines

[How to Make an Appointment \(Video\)](#)



[How to Cancel an Appointment \(Video\)](#)



[How to Print Vaccination Records \(Video\)](#)



[How to Find Your Provider \(Video\)](#)



VIRTUAL CARE



What You Need

To participate in a virtual video visit, you'll need a smartphone, tablet, or computer with video and audio capabilities, and a stable internet connection. If you don't have access to this technology, phone appointments are still available, and in-person appointments can be scheduled as needed. Your care team will document all virtual video visits in your [MHS GENESIS](#) electronic health record, and there's no limit to how many virtual appointments you can have.

How it Works

1. **Schedule:** Book your appointment by calling your clinic or using the [MHS GENESIS Patient Portal](#). You'll receive confirmation and a session link 72 hours beforehand.
2. **Set Up:** Find a private, quiet space where you can comfortably discuss your health and use a device with audio and video with a strong internet connection.
3. **Check In:** Join the virtual session 15 minutes early using the link that was texted or emailed to you, or through the [MHS GENESIS Patient Portal](#).
4. **Be Prepared:** Be ready to discuss your health questions and concerns.

Please Note: When a virtual visit is made for children, they must be present at the time of the appointment.

Virtual Urgent Care

If you're a TRICARE Prime beneficiary age 12 or older, you can receive virtual urgent care for certain health conditions, including:

- Sinus congestion and infections
- Coughs
- Allergies
- Sore or hoarse throat
- Rashes and acne
- Muscle and joint pain
- Headaches

To find out if your health concern can be addressed with a virtual visit, call the MHS Nurse Advice Line at 800-TRICARE (874-2273) or [visit their website](#). If your condition can be handled virtually, the nurse will schedule a same-day or next-day virtual visit for you. Virtual urgent care visits are available from 6:30 a.m. to 11:30 p.m.

Your virtual urgent care visit will be with a credentialed provider from a Defense Health Agency military hospital or clinic. The provider can write prescriptions to your preferred pharmacy and will document the entire session, including diagnosis and treatment, in your [MHS GENESIS](#) electronic health record.

EMERGENCY & URGENT CARE

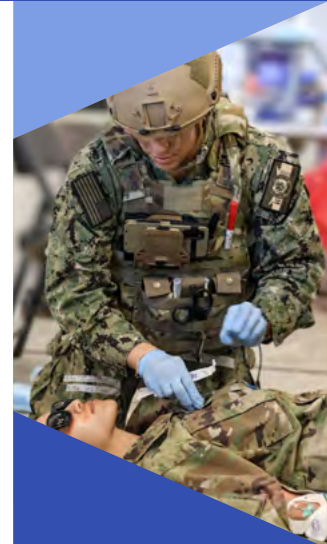
Emergency Care

An emergency is a sudden, unexpected, serious medical condition or the worsening of a condition that poses a threat to life, limb or sight, and requires immediate treatment.

If you have a life-threatening emergency, call 911, or go to the nearest emergency room.

You don't need a referral for emergency care. However, you should notify your primary care manager and [Humana Military](#) within 24 hours to coordinate follow-up care. Beneficiaries aged 65 and older are eligible for emergency room care and subsequent hospital admission.

If an ambulance is called, it will take you to the closest emergency facility. If you are taken to a civilian facility and admission to the hospital is required, you have the right to request a transfer to a military hospital. Active duty service members are automatically transferred to an MTF once in stable condition.



24/7 Emergency Rooms:

- [Alexander T. Augusta Military Medical Center](#)
- [Walter Reed National Military Medical Center](#)

Urgent Care

Issues that aren't life-threatening but should be treated within 24 hours require urgent care, such as sprains, influenza, colds, back pain, and skin rashes. MTFs offering urgent care are:

- [A.T. Augusta ACC in Dumfries](#): Mon.–Fri., 7 a.m. to 8 p.m.; Sat., 7 a.m. to 2 p.m.
- [A.T. Augusta ACC in Fairfax](#): Mon.–Fri., 7 a.m. to 8 p.m.; Sat., 7 a.m. to 2 p.m.
- [Malcolm Grow Medical Clinics & Surgery Center](#): 7 a.m. to 7 p.m., daily

Dependents and retirees can visit any urgent or emergency care facility at any time without a referral. Active duty service members must receive prior authorization to receive care at a non-military urgent care center, or they will be responsible for all costs incurred. To receive authorization, contact the [MHS Nurse Advice Line](#).

MHS Nurse Advice Line

The [MHS Nurse Advice Line](#) (NAL) is free and available 24/7. You will speak to a registered nurse who is able to help you determine the appropriate level of care for your health concern (e.g. home care, primary care, urgent care, or emergency care). If an appointment is needed, the nurse can often assist with finding and scheduling the right appointment. [Visit the NAL](#) for web chat and video chat, or call 800-TRICARE (874-2273). Please Note: The NAL is unable to order prescriptions, labs or imaging tests.



MENTAL HEALTH & WELL-BEING

Your mental health is a vital component of your overall well-being. Key elements for mental fitness include mindfulness, resilience, spiritual health, nutrition, and proper sleep.

A wide range of support systems are available to assist you and your family during any difficult time. If you are experiencing challenges such as mood swings, anxiety, insomnia, or problems fulfilling obligations, we encourage you to seek support.

How to Access Mental Healthcare

Several paths are available for you to get the care you need.

CARE OPTION	HOW TO ACCESS
Self-referral	You can directly seek non-emergency care or self-refer for help through your MTF or a resource shared in this guidebook.
Provider Referral	Obtain a referral from your primary care provider for specialty care.
Appointments	To schedule, find the mental health number on your MTF's webpage. If no appointments are available within 28 days, you may seek care at another DHN-NCR military hospital.
Virtual Health	TRICARE offers virtual appointments with providers through services like Birches Health , Dr. on Demand , Talkspace , Teladoc , and Telemynd , allowing you to receive care from home.
Important Note!	Referrals to the TRICARE network of civilian providers require approval from your military hospital for processing by Humana Military, which takes at least two business days. Schedule appointments at humanamilitary.com or by calling 800-444-5445.

Immediate Support

For urgent situations, immediate help is always available.

SITUATION	HOW TO ACCESS
Mental Health Crisis	Call or text 988 to reach the Suicide & Crisis Lifeline .
Life-Threatening Emergency	Call 911 immediately.
Urgent Needs	Visit any DHN-NCR Emergency Department, Emergency Care Center, Urgent Care Center, or civilian emergency department.



Key elements of mental fitness include:

- Mindfulness
- Resilience
- Spiritual health
- Nutrition
- Proper sleep

We encourage you to take advantage of the many programs and support options available to you in the DHN-NCR.



Confidential Counseling

For less complex issues, non-medical counseling offers a confidential way to manage stress related to relationships, family, finances, and other life changes.

NON-MEDICAL OPTION	DESCRIPTION & CONTACT INFORMATION
<u>Military and Family Life Counseling (MFLC)</u>	Free, confidential non-medical counseling for service members, their families, and survivors on or near military installations.
<u>Military OneSource</u>	Confidential support and resources for service members and their loved ones to build skills and tackle life's challenges. Call 800-342-9467 or visit them <u>online</u> for a live chat, 24/7.
<u>Military/Veterans Crisis Line</u>	Support for active duty service members, guardsmen, reserve forces, veterans, and their families. You don't need to be enrolled in VA benefits to use this service. Call 988 and press 1, or text 838255.
<u>DOD Safe Helpline</u>	Anonymous and confidential crisis support for members of the DOD community affected by sexual assault. Call 877-995-5247 or use the online chat.

988 | SUICIDE & CRISIS
LIFELINE

Mental Health Apps

[DHA Mobility](#) — several wellness and pain management apps available for download

[Getting Results in Transition \(GRIT\)](#) — insights into emotional well-being, resources to improve personal situations, and tools for self awareness and self care

[RealWarriors](#) — information and resources including PTSD Coach, Breathe2Relax, Virtual Hope Box, and Dream EZ phone apps

Mental Health Resources

[Fort Meade Resiliency Services Portal](#) — education, mental health resources, and social and community opportunities for active duty service members, veterans, and their families

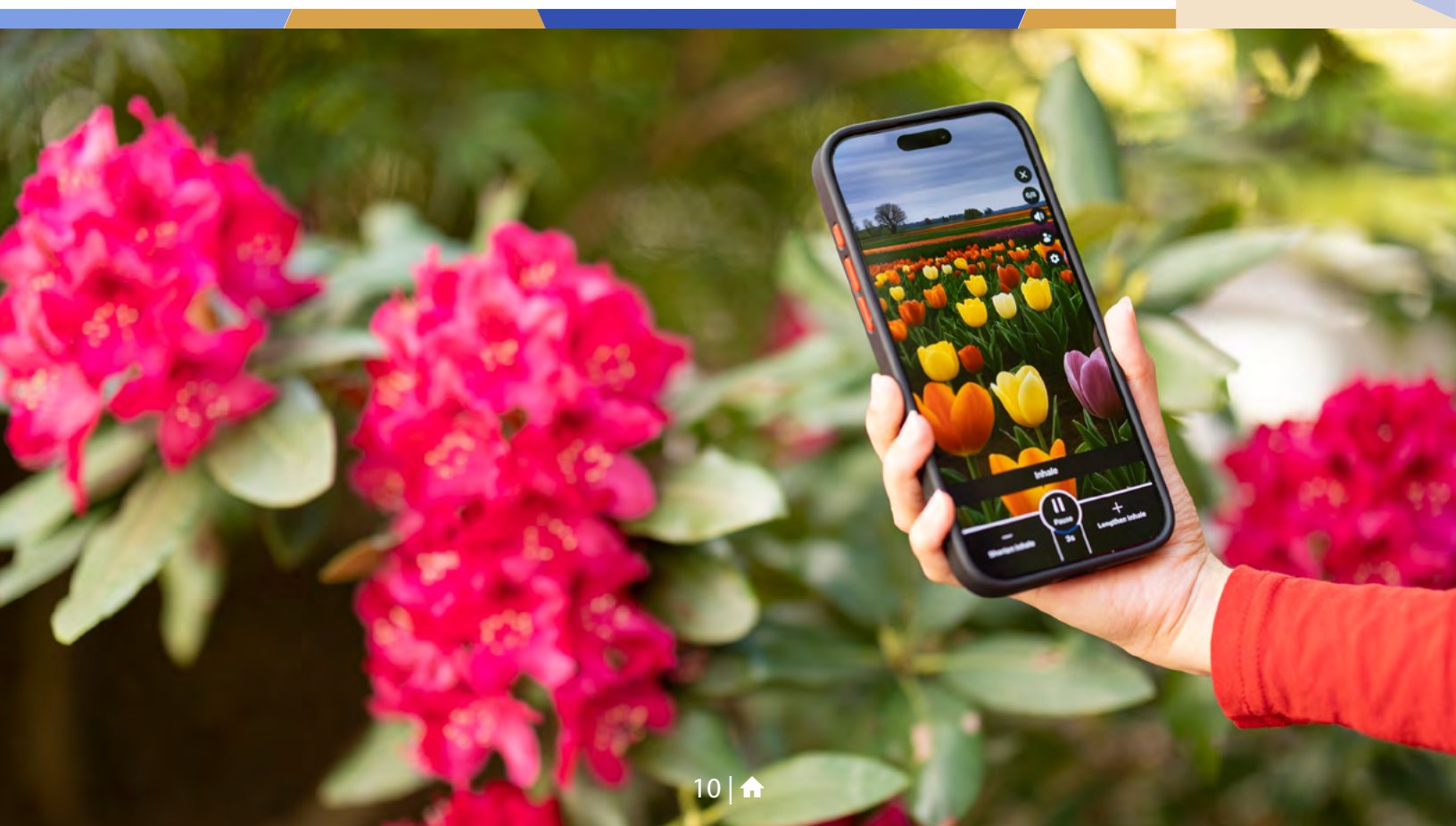
[inTransition](#) — free, confidential program with specialized coaching and assistance for active duty service members, guardsmen, reserve forces, veterans, and retirees who need access to mental healthcare

[National Resource Directory](#) — comprehensive directory of services for active duty service members, veterans, and their families

[Psychological Health Resource Center](#) — 24/7 support to help you access mental healthcare and local community support; call 866-966-1020

[StrongBonds](#) — offsite family and marriage retreats to strengthen relationships and help families manage the pressures of deployment and reintegration

[Substance Abuse and Mental Health Services Administration](#) — connects you to substance use treatment options



LABS & IMAGING



Lab Work

Our labs accept orders from any provider in the DHN-NCR and offer a broad range of laboratory testing. Some lab tests require an appointment, fasting, or other preparation. Follow any instructions given to you by your provider and call the lab where you plan to do your test with any questions.

If you have an order from a provider outside of the DHN-NCR, you should call the lab in the DHN-NCR where you plan to do your test to schedule and plan for your appointment.

[Learn more about covered lab services.](#)

Imaging

There are multiple facilities that offer imaging tests in the DHN-NCR. X-rays are generally performed on a walk-in basis without needing an appointment. However, you will need an appointment for CTs, MRIs, ultrasound, mammography, fluoroscopy, interventional radiology, radiation oncology, and nuclear medicine tests.

If you have questions about your test or appointment, call the radiology department where you plan to do your test. Our MTF websites also provide information about their specific radiology services and contact details.



Getting Your Results

Lab and imaging reports are posted in the [MHS GENESIS Patient Portal](#) as soon as they are completed. In fact, reports may appear in the portal before your provider or care team has had a chance to review them. Please allow your care team time to review the reports.

Interpretation of your test results can be complex and requires consideration of your overall health. Your provider will contact you about any reports that require additional discussion, especially concerning urgent or sensitive matters.

You can schedule radiology appointments by calling your desired location. [See the directory on pages 26-27](#) for locations and contact information.

PHARMACY

New Prescriptions

Before we can fill a prescription, you must activate it. You can activate your prescription virtually using Q-Anywhere or in person at one of our pharmacies.

Q-Anywhere

Q-Anywhere allows you to virtually "get in line" without waiting in person. You can use this service from anywhere (home, store, etc.). Here's how:

- Text "Get in line" to the number listed below that corresponds to the MTF where you want to pick up your prescription.
- Follow all the prompts, then pick-up your prescription after you receive a text letting you know it's ready.

Note: You will need the patient's DoD ID number and medication name to use this service.

LOCATION	TEXT NUMBER
Alexander T. Augusta Military Medical Center	877-909-2513
Andrew Rader AHC	833-556-3565
A.T. Augusta ACC in Dumfries	877-909-2513
A.T. Augusta ACC in Fairfax	877-909-2513
Barquist AHC	833-429-6708
Bolling Medical Squadron	833-256-3624
Dunham AHC	833-556-3564
Kimbrough ACC	833-224-5456
Kirk AHC	833-224-5456
Malcolm Grow Medical Clinics and Surgery Center	855-797-8355
NHC Annapolis	833-429-5241
NHC Patuxent River	833-268-5768
NHC Quantico	833-338-1690
Walter Reed National Military Medical Center	833-201-9306

Express Scripts® Home Delivery

Create an Express Scripts account and ask your provider to submit your prescription electronically to Express Scripts Home Delivery. Your order will come with free shipping and have an estimated delivery of 2-4 days. [Learn more about home delivery.](#)



Refills

You can request a refill in the [MHS GENESIS Patient Portal](#) or by calling the Pharmacy Refill System at 800-377-1723. Make sure to have the patient's DoD ID number and prescription number available.

The DHN-NCR has multiple pharmacies that are honored to serve you. To find the most convenient one for you, visit the [online MTF locator](#), click on "More Search Options," click the "Specialty" drop down menu, and select "Pharmacy."

ScriptCenter Lockers

A ScriptCenter provides secure lockers for self-service pick-up of prescription refills, often offering extended or 24/7 access! Simple one-time enrollment at the ScriptCenter is required. Ask your pharmacy today if they have this option available or check their website for details.

[Learn more about your TRICARE pharmacy benefit.](#)

Did You Know?

Accidental overdose killed more than 109,000 people in 2022. To help combat this trend, we stock Naloxone in all our pharmacies, and you can get it without a prescription. Call your pharmacy for more information.



DENTAL CARE

Eligibility

Dental care at an MTF is available exclusively to active duty service members. Other beneficiaries may purchase dental coverage through various TRICARE dental plans or the Federal Employees Dental and Vision Insurance Program (FEDVIP). [Learn more about purchased dental coverage.](#)

Services

- Preventive: routine cleanings and exams
- Restorative: fillings, crowns, bridges, and root canals (endodontics).
- Surgical: extractions (oral surgery) and gum treatments (periodontics).
- Specialized: orofacial pain treatment and oral sleep appliances.

Access

Active duty service members are assigned to a specific MTF for dental treatment. Use of your assigned MTF is highly recommended due to high patient volume, however, you may visit any dental facility within the DHN-NCR. Referrals between MTFs may occur based on your specific treatment needs. You may also be referred to a civilian dentist through the TRICARE Active Duty Dental Program (ADDP). Appointments arranged through the ADDP are coordinated by your MTF.

Getting Started

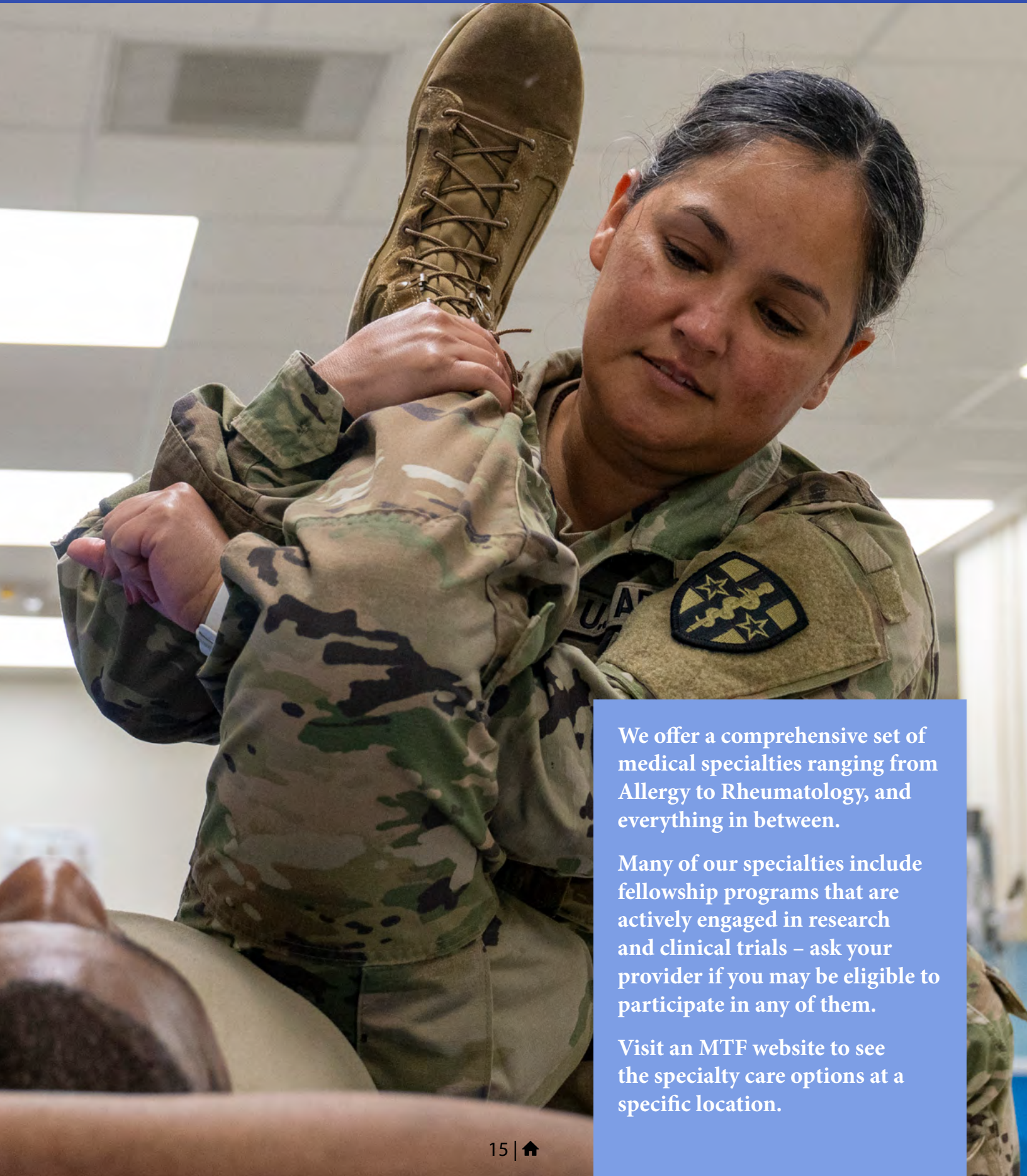
STEP	ACTION
1. In Process	Bring your PCS Orders to your assigned MTF's dental clinic to prove eligibility. This is required before your first appointment can be scheduled.
2. Schedule	Schedule your first appointment.
3. Attend	Attend your appointment to receive dental care.
4. Follow Up	Coordinate with your dentist for any additional care or treatment needed.

Dental Readiness Classification (DRC)

You will receive one of the following dental readiness classifications.

- DRC 1: No care needed; Fully Medically Ready (FMR)
- DRC 2: Routine care needed; FMR
- DRC 3: Urgent or emergency care needed; Not Medically Ready (NMR)
- DRC 4: Annual exam overdue; Partially Medically Ready (PMR)

SPECIALTY CARE



We offer a comprehensive set of medical specialties ranging from Allergy to Rheumatology, and everything in between.

Many of our specialties include fellowship programs that are actively engaged in research and clinical trials – ask your provider if you may be eligible to participate in any of them.

Visit an MTF website to see the specialty care options at a specific location.



National Intrepid Center of Excellence

The [National Intrepid Center of Excellence](#) (NICoE) at Walter Reed National Military Medical Center is the headquarters for the 13-site Defense Intrepid Network for Traumatic Brain Injury and Brain Health, which includes the [Intrepid Spirit Center at Alexander T. Augusta Military Medical Center](#).

Our centers specialize in caring for service members with traumatic brain injuries (TBI), working to improve lives by healing the invisible wounds of war. Through comprehensive and holistic interdisciplinary care, we use a wide variety of treatments to address even the most complex needs and improve quality of life.

Active duty service members and retirees between the ages of 18 and 64 are eligible for care at either of our centers.

[Learn more about the National Intrepid Center of Excellence.](#)

National Intrepid Center of Excellence at Walter Reed

4860 South Palmer Road
Bethesda, MD 20889
301-319-3600

Intrepid Spirit Center at A.T. Augusta

Intrepid Pavilion
5980 9th Street, Bldg. 1259
Fort Belvoir, VA 22060
571-231-1210



Cancer Care

Facing a cancer diagnosis can be overwhelming. That's why we have two accredited cancer centers to provide world-class, compassionate, and comprehensive cancer care. One at [A.T. Augusta Military Medical Center](#), and the [John P. Murtha Cancer Center at Walter Reed National Military Medical Center](#), the only Cancer Center of Excellence in the MHS. From diagnosis through treatment and follow-up care to survivorship, we support you and your family every step of the way.

Getting an Appointment

Most patients will need a referral from their primary care manager (PCM). Please work with your PCM to initiate the referral process or call the Murtha Cancer Center at 301-400-2766 for assistance.

Learn more about our cancer centers:

- [Murtha Cancer Center at Walter Reed](#)
- [Cancer Center at A.T. Augusta Military Medical Center](#)

Surgical Care

In the DHN-NCR, you have access to the most diverse group of surgical subspecialists anywhere in the MHS, with the capability to care for surgical patients ranging from neonatal to geriatric. Our surgeons perform surgeries at three MTFs in the DHN-NCR, one of which is an ambulatory or same-day surgery center, and the other two are inpatient surgery centers. Additionally, we have the only organ transplant service in the MHS and one of only two cardiac surgery programs.

Our close relationship with USU and NIH allows us to offer cutting-edge surgical techniques across multiple specialties. Many of our surgeons are leading experts in their field and frequently train other surgeons across the military worldwide.

WOMEN'S HEALTH SERVICES

The DHN-NCR provides comprehensive women's healthcare for every stage of life. This includes routine preventive care, reproductive health, and gender-specific care for conditions related to cardiovascular health, mental well-being, and musculoskeletal injuries.

Well-woman Exams

A well-woman exam is a preventive check-up covered annually for women under age 65 with no cost-share or copayment. These exams may include breast exams, pelvic exams, mammograms, and Pap tests as needed. Depending on your age and health history, your doctor may recommend additional screenings.

Note for [TRICARE for Life](#) beneficiaries: If you are 65 or older and use TRICARE For Life, Medicare is your primary insurer for preventive screenings such as breast exams, Pap tests, pelvic exams, and screenings for sexually transmitted infections. You must follow Medicare's rules first, and TRICARE For Life will then act as the secondary payer.



Family Planning & Contraception

SERVICE	DETAILS
Preconception Care	If you are trying to conceive, speak with your primary care provider about preconception health. They can review your health history and lifestyle to support a healthy pregnancy.
Contraceptive Services	Walk-in contraceptive services are available for all beneficiaries in primary care and OB/GYN clinics; no referral is needed. You can also schedule an appointment by messaging your provider using MHS GENESIS .
Emergency Contraception	Plan B is available at all military pharmacies as a no-cost, over-the-counter item.
Unsure What to Do?	Call the MHS Nurse Advice Line for guidance at 800-874-2273.

Labor & Delivery

If you think you may be pregnant, make an appointment with your primary care provider. Labor and delivery services within the DHN-NCR are available at:

- [Alexander T. Augusta Military Medical Center](#)
- [Walter Reed National Military Medical Center](#)

Helpful Mobile Apps

Decide + Be Ready

Interactive way to learn about birth control options and choose a method that is right for them.

Deployment Readiness Education for Servicewomen

One-stop resource for women's health concerns before, during, and after deployment.



PEDIATRIC WELL-CHECKS & IMMUNIZATIONS



AGE	REASON
2-3 Days	Well-baby exam Newborn screen (heel stick) Maternal depression screen
2 Weeks	Well-baby exam Newborn screen (heel stick) Maternal depression screen
2 & 4 Months	Well-baby exam Scheduled immunizations Maternal depression screen
6 Months	Well-baby exam
9 Months	Well-baby exam
12 Months	Well-baby exam Scheduled immunizations Anemia and lead screen (blood test)
15 Months	Well-baby exam Scheduled immunizations
18 Months	Well-baby exam Scheduled immunizations
24 Months	Well-baby exam Scheduled immunizations
30 Months	Well-baby exam
3-10 Years	Annual physical Well-child exam Scheduled immunizations
11 Years & Older	Annual physical Cholesterol check (9-11 years, 17 years) Scheduled immunizations

Vision & Hearing Tests

TEST	FREQUENCY
Vision	Yearly starting at age 3
Hearing	Yearly starting at age 3

ADULT IMMUNIZATIONS & READINESS

Immunizations

WHAT	WHEN
COVID-19	Primary series and per CDC guidance
Influenza (Flu)	Annually
Human Papilloma Virus (HPV)	Ages 18-45 if childhood series not completed
Meningococcal (MenACWY)	Prior to college or residential living; some colleges require meningitis B vaccine
Pneumococcal (PPSV23 or PCV20 alone)	Younger than age 5 and age 50 or 19-64 years with certain medical conditions; PPSV23 at age 65
Tetanus (Td/Tdap)	Every 10 years
Zoster (RSV)	Considered at age 65; discuss with your provider

See your PCM or visit one of our immunizations clinics for more information. You can also [visit the CDC website](#).

Medical Readiness

Active duty readiness services are available at many locations in the DHN-NCR. We have 16 clinics dedicated to service member health screening requirements, including periodic health assessments (PHA), separation health physical exams (SHPE), deployment screening, and overseas suitability screening (OSS). These clinics can certify you for in/out processing and provide service-specific vision, hearing, lab and immunization services. [See the directory on pages 26-27](#) for locations and contact information.



HEALTH SCREENINGS

Chronic Condition Screening

WHAT	WHO	HOW/WHEN
Abdominal Aortic Aneurysm	Males age 65-75 who have ever smoked	One-time ultrasound; requires a radiology order
Depression	All	Screened at most appointments, please report symptoms at any healthcare appointment
Diabetes (HbA1C Screening)	Ages 35-70 with risk factors (overweight, family history, diabetes during pregnancy, polycystic ovarian syndrome)	Generally every 3 years; requires a lab order
Hypertension	Ages 18+	Annual blood pressure testing starting at age 18 with risk factors or every 3-5 years for ages 18-39 without risk factors; annually starting at 40
Osteoporosis	Postmenopausal women and all women starting at age 65	Bone density testing performed every 4-8 years depending on prior results and treatment; requires DEXA order from your primary care manager or Women's Health Team
Cardiovascular Disease	Males 25-30 and females 30-35 with risk factors; males age 35 and females age 45 regardless of risk factors	Several tests (EKG, cholesterol labs, imaging) are available; talk with your provider about your risk level or symptoms to determine when screening is appropriate for you; risk factors include high blood pressure, diabetes, smoking history, and family history

The health screening information in this guidebook apply to healthy adults. Your provider may recommend additional screenings based on your overall health.



Cancer Screening

WHAT	WHEN
Breast Cancer	Bi-annual screening mammograms for women ages 40-74; orders and referrals are not needed for screening mammograms
Cervical Cancer	Recommend Pap test every 3 years for women ages 21-29 (unless abnormal); every 5 years for ages 30-65 when normal results with negative HPV co-testing; determine with your provider after age 65 or after hysterectomy; schedule tests with your primary care manager or Women's Health Team
Colorectal Cancer	Start screening at age 45. Options for screening include colonoscopy every 10 years, flexible sigmoidoscopy every 5 years, or FIT-DNA every 1-3 years; colonoscopy and sigmoidoscopy require referral to GI, and lab order required for FIT-DNA
Lung Cancer	Recommend for ages 50-80 who have smoked 20 pack years (1 pack per day for 20 years or 2 packs per day for 10 years); requires low dose CT radiology order
Oral Cancer	Recommend annual screening starting at age 18; if using tobacco products, screening should begin at the age of first use
Prostate Cancer	Recommend testing begins at age 40 for males of African descent and all other men ages 55-69; earlier for those with primary family history of prostate cancer or if recommended by your provider
Skin Cancer	Annual full body skin exam starting at age 50 with risk factors; dermatology referral is required

RESOURCES, RIGHTS & RESPONSIBILITIES

Got Questions?

Below is a breakdown of who can help with what.

TRICARE	Beneficiary Counselor (BCAC)	Patient Advocate
Enrollments	Claims/Insurance Questions	Patient Care Concerns
DEERS Inquiries	Network Referrals	Suggestions/compliments
Personnel Movement (PCS, ETS, Retirement)	TRICARE Benefits (Prime, Select, For Life, Remote, Plus)	Healthcare Feedback
Deferred Dependents	Transitional Assistance	Health System Questions

Patient Rights & Responsibilities

Patient Rights

As a patient in the Military Health System, you have a right to:

- Accurate, easily understood information so you can make informed decisions about your TRICARE health plan, providers, and facilities
- A choice of healthcare providers that ensures your access to high-quality healthcare
- Emergency healthcare services when and where you need it. Coverage of emergency services is available without authorization if you have reason to believe your life is in danger or you would be seriously injured or disabled without immediate care
- Understand your diagnosis, treatment, or prognosis, as explained by your provider
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member or conservator.
- Considerate, respectful care from all members of the healthcare system. You're protected against discrimination based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, source of payment
- Communicate confidentially with your healthcare team and to have your confidential information protected by law
- Review, copy, and request amendments to your medical records
- A fair and efficient process for resolving differences with your health plan, healthcare providers, and the institutions that serve them

Patient Responsibilities

As a patient in the Military Health System, you have a responsibility to:

- Start and maintain healthy habits, including exercise, avoid smoking, and maintaining a healthy diet.
- Be involved in healthcare decisions. Be sure to work with your providers to develop and carry out treatment plans, share relevant information, and clearly communicate your wants and needs.
- Learn about TRICARE health plans and coverage. This includes learning:
 - Qualifications for different TRICARE health plans and your costs with each plan
 - Enrollment rules, including for TRICARE Open Season and TRICARE Qualifying Life Events, like a birth, adoption, marriage, divorce, and death
 - Covered benefits as well as limitations and exclusions
 - Rules regarding use of TRICARE network providers and non-network TRICARE-authorized providers
 - Referral and authorization rules
 - Appeals, claims, and grievance processes
- Be respectful of healthcare workers and others.
- Make a good-faith effort to meet your financial obligations:
 - Follow the claims process. Use the disputed claims process when you have a disagreement about your claims.
 - Pay your applicable deductibles and cost-sharing to your provider, hospital, pharmacy, or supplier.
 - Disclose any other health insurance (OHI) you have to each provider, hospital, pharmacy, or supplier who takes care of you.
 - Follow the rules of your OHI. This includes referral and authorization rules.
 - Cancel any appointment you can't make.
- Report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.

To learn more about your rights in a specific military hospital or clinic, visit the facility's website, go to the "Patient Resources" tab, and choose "Patient Rights and Responsibilities."

DIRECTORY

LEGEND

- | | |
|---|--|
|  Primary Care Services |  Surgery Services |
|  Specialty Care Services |  Emergency Services |
|  Dental Services |  Urgent Care Services |
|  Pharmacy, Lab, Radiology Services |  Active Duty Only |
|  Inpatient Services |  Occupational Health Services |

MARYLAND

Barquist AHC

1434 Porter Street
Frederick, MD 21702
833-853-1391



Kimbrough ACC

2480 Llewellyn Ave
Fort Meade, MD 20755
833-286-3734
301-677-8955/8956 (Dental; Navy, Marine)



NBHC Indian Head

4141 W. Wilson Road, Bldg. 1600
Indian Head, MD 20640
301-744-4601 (Main Clinic)



Walter Reed National Military Medical Center

8901 Rockville Pike
Bethesda, MD 20814
301-295-4000
301-295-2005/5411 (Dental)



Brigade Medical Unit and Dental Clinic at Bancroft Hall

101 Calvert Road, Bancroft Hall
Naval Academy, MD 21402
410-293-1758/1760 (Front Desk)



Kirk AHC

6455 Machine Street
Aberdeen Proving Ground, MD 21005
410-278-5475



NHC Annapolis

695 Kinkaid Road
Annapolis, MD 21402
410-293-2273



Epes Dental

8472 Simonds Street
Fort Meade, MD 20755
301-677-6078/6983 (Army, Air Force)



Malcolm Grow Medical Clinics and Surgery Center

1060 W. Perimeter Road
Joint Base Andrews, MD 20762
888-999-1212 (AF Appointments)
240-857-5029 (Dental)



NHC Patuxent River

47149 W. Buse Road, Bldg. 1370
Patuxent River, MD 20670
301-342-1506/1408



NEW JERSEY

NBHC Earle

201 Route 34 South, Bldg. C-3
Colts Neck, NJ 07722-5033
732-866-2300



PENNSYLVANIA

Dunham AHC

450 Gibner Road
Carlisle, PA 17013
571-821-7700
717-245-4542 (Dental)



VIRGINIA

Alexander T. Augusta Military Medical Center

9300 DeWitt Loop
Fort Belvoir, VA 22060
571-231-3224
571-231-3531/3532 (Dental)



Andrew Rader AHC

401 Carpenter Road
Joint Base Myer-Henderson Hall, VA
22211
833-853-1392
703-696-3460/3461 (Dental)



A.T. Augusta ACC in Dumfries

3700 Fettle Park Drive
Dumfries, VA 22025
703-441-7500



A.T. Augusta ACC in Fairfax

4375 Fair Lakes Court
Fairfax, VA 22033
571-432-2600



NBHC Dahlgren

17457 Caffee Road, Suite 204
Dahlgren, VA 22448
855-227-6331



NHC Quantico

3259 Catlin Ave
Quantico, VA 22134
703-784-1725, opt. 2



WASHINGTON, D.C.

Bolling Medical Squadron

238 Brookley Ave, Bldg. 1300
Joint Base Anacostia-Bolling, Washing-
ton, D.C. 20032
888-999-1212/855-227-6331



DiLorenzo Pentagon Health Clinic

238 Brookley Avenue, Bldg. 1300
Washington, D.C. 20032
703-692-8810



NBHC Washington Navy Yard

915 N. Street S.E., Bldg. 175
Washington, D.C. 20374
301-319-6766



Special Missions Auxiliary Dental Clinic

1760 Air Force Pentagon
Washington, D.C. 20330
703-697-3255



Fort McNair AHC

114 1st S.W. Avenue, Bldg. 58
Washington D.C. 20319
833-853-1392, opt. 8



GUIDELINES FOR COMFORT & SAFETY

Everyone is expected to respect the rights and safety of others. Anyone subjected to or who witnesses disrespectful behaviors are encouraged to report it to facility staff. Noncompliance can lead to removal from the facility or discharge from the practice.

Speak with Courtesy and Respect

Aggressive, disrespectful, or discriminatory behavior and communication in any form are strictly prohibited.

Behave Respectfully Towards Others

The DHN-NCR follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.

Be Respectful of Property

Guests must be respectful and courteous of patients, facility staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must supervise their children at all times.

Dress Appropriately

Please avoid wearing apparel with obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.

Use Electronic Devices Courteously

Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos, videos, and other recording devices are not permitted except by authorized personnel.

Tobacco, Alcohol, Illegal Substances, and Weapons

DHN-NCR facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the facility. Possession and use of illicit drugs and alcoholic beverages are prohibited. Firearms and dangerous weapons are illegal and prohibited except for those with authorization from the installation.

Infection Prevention Protocols

All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to, wearing a mask, washing hands regularly, and limiting movement outside of your assigned facility room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk immediately.

APPOINTMENT GUIDE

Chaperones and Advocates

You have the right to request a professional staff chaperone during medical examinations. The following personnel may serve as chaperones: physicians, dentists, physician assistants, psychologists, social workers, nurses, medics, corpsmen, technicians, paraprofessional staff, and residents or students under a formal training agreement. You may also consider bringing someone with you who can provide moral support or help advocate for you during your appointment.

Accommodation

If you have a service animal, please register it with the facility's patient advocate before your first appointment. The patient advocate can also help arrange interpreter and translation services, including American sign language.

Personal Identification

Bring your government-issued photo ID and your military ID. Sponsors must get an ID card for their children beginning at age 10.

Third Party Insurance

If you have health insurance coverage from an entity other than TRICARE, you have third party insurance, or other health insurance, and are required to report this at every medical visit.



BEFORE YOUR APPOINTMENT

New patients to the MHS, bring:

- Past health contact information
- Medical records, including chronic illness, hospitalizations and surgeries
- List of medications, vitamins, and supplements, including dosage
- Immunization record
- Third-party insurance information

Patients already in the MHS, bring:

- List of medications, vitamins, and supplements, including dosage
- Third-party insurance information

ALL PATIENTS:

- Write down any questions for your provider.
- Make a list of medications that need to be renewed and ask for them during your visit.
- Visit the MTF's website and social media pages before your appointment to review any information or changes that may affect you.
- Plan ahead. Getting on the installation, parking, and navigating to the clinic could take significant time. We recommend arriving to the installation 45-60 minutes before your first appointment so you can get acquainted with the location.





AT YOUR APPOINTMENT

Upon arrival to the clinic, check in at the front desk or kiosk. Have your ID card and third-party insurance information ready for verification.

Tell your provider about:

- Progress you've made
- Pain, discomfort, or unusual feelings
- Plans or preferences for your care
- Any life changes that could affect your well-being
- Your long-term goals

Ask your provider about:

- Medication renewals
- What you need to do and why
- What you should be aware of
- Risks, benefits, and alternatives of the treatment plan
- Who you can contact with any questions

PLEASE NOTE: You may not be able to address everything on your list during a single appointment. Be sure to schedule a follow up appointment to ensure that all your concerns are addressed. It is not unusual to run out of time during an appointment. However, it is important that each issue is given appropriate time. Scheduling another appointment is the best way to ensure that happens.

REMEMBER: Your provider wants to hear from you! Collaborative care is the safest and most effective care. Healing requires partnering with your provider. Clinics are "rank-free" zones.

NOTES



Please complete your JOES survey when you receive it.

Share feedback about healthcare experiences anytime.



To share feedback about this guide, email DHA-DHN-NCR-PAO@health.mil.

