

NURSE ADVICE LINE

Contact the Military Health System Nurse Advice Line 24/7 to ask urgent care questions, get health care advice, find a provider, and learn how to get care. Please use MHSNurseAdviceLine.com or 1-800-TRICARE (874-2273) or 888-901-7144.

INTERACTIVE CUSTOMER EVALUATION (ICE)

A web-based tool that collects feedback and allows patients to submit online comment cards at <https://ice.disa.mil/> or the QR code.



PATIENT ADVOCACY

Please contact 270-798-8718 to speak with a patient representative.

MEDICAL RECORD REQUESTS

A DD form 2870 "Authorization for Disclosure of Medical or Dental Information" and a DoD Safe memo must be filled out and submitted for all record requests. Forms can either be turned in directly to the front desk or faxed to: 309-782-0810.

TRICARE FOR LIFE

Please call 1-866-773-0404 for assistance. You can also use the website <http://www.tricare.osd.mil>

DEERS (VERIFY ELIGIBILITY)

Please call 1-800-538-9552 for assistance. You can also use the website <http://www.tricare.osd.mil/deers>.

MHS GENESIS PORTAL

Allows you to review your health record, securely send messages and documents to your provider, and request prescription renewals when you are out of refills. Enroll online at patientportal.mhsgenesis.health.mil.



Our clinic message box can be found by searching: [Ft. Campbell Woodson Occupational Health Clinic](#)

BEHAVIORAL HEALTH RESOURCES

- **EMERGENCY: DIAL 911**
- Behavioral Health: 309-782-0807
- Substance Use Disorder Clinical Care (Formerly ASAP): 309-782-4818
- Employee Assistance Program (EAP): 309-782-HELP (4357)
- ASC Chaplain Duty Cell: 309-716-7926
- JMC Chaplain Duty Cell: 309-206-3897
- First Army Chaplain Duty Cell: 309-752-8518/309-749-9369
- Unity Point Health—Trinity (24/7 Crisis Line): 309-779-2999. Physical ER Locations:
 - * **Moline**: 500 John Deere Road
 - * **Rock Island**: 2701 17th Street
 - * **Bettendorf**: 4500 Utica Ridge Road
 - * **Muscatine**: 1518 Mulberry Avenue
- Genesis Health System (24/7 Crisis Line): 563-421-6605. Physical ER Locations:
 - 564-**Davenport (West Campus)**: 1401 W. Central Park
 - 565-**Davenport (East Campus)**: 1227 E. Rusholme
 - 566-**Silvis**: 801 Illini Drive

Military One Source 1-800-342-9647 and/or <https://www.militaryonesource.mil>

- Military Crisis Line: 1-800-273-8255
- National Domestic Violence Hotline: 1-800-799-7233
- DOD SAFE Helpline: 1-877-995-5247
- Wounded Warrior and Family Hotline: 1-800-984-8523
- Veteran's Crisis Line/National Prevention Lifeline (24/7): 1-800-273-8255; press 1 or chat: 838255
- Crisis Text Hotline: 741741
- Alcoholics Anonymous: www.aa.org
- Narcotics Anonymous: www.na.org



Humana



Blanchfield Army Community Hospital
Publications Office
January 2024

Woodson Health Clinic



Building 110, Basement
Rock Island, IL 61299

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

Pharmacy: Monday-Friday 7:30 a.m.-3:30 p.m.



The Woodson Health Clinic is committed to providing safe and quality health care for our beneficiaries. Our services include primary care, occupational health, behavioral health, industrial hygiene, pharmacy, and physical therapy. Woodson Health Clinic cares for active duty service members, family members, and retirees.

SCHEDULING AN APPOINTMENT

For appointments, please call the front desk at 309-782-0805. Phones are monitored between 7:30 a.m.-noon and 1-3:30 p.m.

AUDIOLOGY and VISION

Active duty service member's hearing and vision appointments are scheduled by the front desk staff in person or by calling 309-782-0805. Appointments are available 8-11:30 a.m. and 1-2 p.m., Monday-Friday.

OPTOMETRY

You may visit an optometrist in the community for the following routine exams:

- 1) As needed for active duty service members to maintain fitness for duty.
- 2) Once a year for active duty family members.
- 3) Every two years for all other TRICARE Prime beneficiaries (e.g. retired service members and their families, etc).
- 4) Once a year for diabetic patients in TRICARE Prime.

Active duty service members **MUST HAVE** a referral to schedule an examination.

GLASSES

We are able to order glasses for active duty service members with an updated prescription from an optometrist. Please contact the front desk for further assistance.

PHARMACY

The pharmacy is available for new prescriptions **and** refills between 7:30 a.m.-3:30 p.m. Please note that the pharmacy hours for the last Friday of the month are 7:30-10:45 a.m. The pharmacy can be reached at 309-782-0550.

DENTAL

Dental services are provided in the local community for active duty service members.

Please visit the United Concordia website at www.addp-ucci.com to view a list of covered services and available providers.

Active Duty/Activated Guard/Reservists must call 1-866-984-2337 for an authorization control number (ACN) prior to scheduling a dental appointment. Please bring a **DD 2813** to the appointment for the dentist to sign.

Submit the signed DD 2813 to your unit medical liaison or email the form directly to:

usarmy.jbsa.medcom.mbx.cda@health.mil

Please allow **7** business days for your dental record to update.

OVER THE COUNTER (OTC) PROGRAM

Allows patients to safely treat symptoms with certain over-the-counter medications with no "out of pocket" expense. Neither a provider appointment or prescription is required. Patients report to pharmacy and ask to speak with a pharmacist about their specific symptoms. Patients will need to agree to and follow the directions for use of any medication received through this option as prescribed on the medication label. The pharmacist is available for any questions if needed or necessary.

IMMUNIZATIONS

Immunizations for service members and family members are on a walk in basis Monday-Friday, 1-2:30 p.m. Please contact the front desk to inquire about immunizations.

LAB DRAW SERVICES

Lab draws are between 7:30-11:30 a.m. and 1-2:30 p.m. Monday-Friday. HIV draws for service members are on a walk in basis from 7:30-11:30 a.m. Monday-Thursday. Labs are ordered by in-house providers **ONLY**. **Any lab order from an outside provider cannot be drawn within the clinic.**

MILITARY PHYSICALS

PHAs and SPECIAL MILITARY PHYSICALS: (Airborne, retirement, warrant, etc) Soldiers must complete the online portions prior to scheduling an appointment. Please contact the front desk with any questions. Forms can be found at

<https://medpros.mods.army.mil/portal/>

REFERRALS

For specific questions regarding referrals, please contact 309-782-0800, 7 a.m.-4 p.m.

All active duty service members **MUST HAVE** prior authorization for all **non-emergent** civilian services including urgent care visits. Seeking care from a civilian provider without prior authorization can result in a significant out-of-pocket expense.

Retroactive authorization will **NOT** occur in most circumstances.

Traveling **out of area** and need urgent care? **Active Duty service members** will need to contact Humana at: 1-800-444-5445 or the Nurse Advise Line (NAL) at: 1-800-874-2273 to receive an authorization for a provider near you or you can report to the nearest military treatment facility.

Family members/other beneficiaries can access urgent care facilities without a referral.

(EXCLUDING ORTHOPEDIC URGENT CARE- this requires authorization as a specialty care)

EXCEPTIONS TO NORMAL OPERATING HOURS

- Closed for training the last Friday of every month starting at 11 a.m.

- Closed for Federal Holidays.

- Limited appointments and services available on military DONSA days.

FACEBOOK

<https://www.facebook.com/WoodsonHealthClinic/>

