

Blanchfield Army Community Hospital

Patient Welcome Guide



Serving the most powerful Division in the world

Blanchfield Army Community Hospital serves the community surrounding Fort Campbell, Kentucky. Fort Campbell is the home of the 101st Airborne Division (Air Assault). Blanchfield, accredited by the Joint Commission, serves more than 72,000 enrolled Soldiers, Retirees and their Family members receiving primary care. In addition, numerous specialty care, including emergency medicine, surgery, integrated disability evaluation, traumatic brain injury, behavioral health, women's health, inpatient care and many more services, are provided to more than 101,000 eligible beneficiaries in the 40-mile radius of Fort Campbell's Health Readiness Platform. Thirty-four buildings, with one offered within the Clarksville community, consists of the 1,014,510 square feet accommodating the medical needs within a 40-mile radius of the hospital, expanding to both Tennessee and Kentucky residents.

Address: 650 Joel Drive, Fort Campbell, KY 42223

Website: <http://blanchfield.amedd.army.mil/>

Appointment Line: (270) 798-4677 or (931) 431-4677

General Information: (270) 798-8400



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Welcome Letter from Commander and Command Sergeant Major



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MEDICAL DEPARTMENT ACTIVITY
650 JOEL DRIVE
FORT CAMPBELL KY 42223-5349

MCXD

Dear Blanchfield Army Community Hospital Patient Team Member:

As the Commander and Command Sergeant Major of Blanchfield Army Community Hospital (BACH), 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 Fort Campbell community and strive to exceed your expectations in the delivery of safe, high quality care.

Regardless if you choose TRICARE Prime or select, BACH will provide assistance for your medical needs. Should you choose Prime you will be assigned to a Patient-Centered Medical Home. The medical home concept is inspired from the ground up by your ideas and suggestions. Along with your assigned Primary Care Manager (PCM), the medical home model assigns each patient to a provider team, allowing you to build a relationship with an entire group of professionals who understand your unique medical history. All of our medical homes have embedded social workers and pharmacists, and some have physical therapists working side by side with your provider. Your care team will work with you to optimally manage any chronic health conditions and to ensure you are up to date on all health promotion and disease prevention services.


BACH also provides specialty services, including Women's Health, Behavioral Health, Orthopedics, Urology, Allergy, and Physical Therapy. In addition, we have a beautiful birth center, inpatient behavioral health unit, intensive care unit, and medical-surgical unit. If a member of your family is currently enrolled in the Exceptional Family Member Program, we have an outstanding staff who can help transition your services. Please visit our hospital website if you would like more detailed information on any of our services.

We know that moving to a new post can be stressful, but we want your care transition to be seamless. BACH 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 for the clinic leadership or speak to our Patient Advocates. In addition, you can provide feedback through our Joint Outpatient Experience Survey (JOES) or the TRI CARE Inpatient Satisfaction Survey (TRISS), which will come through the mail 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 hospital leadership and provide opportunities for sustaining or improving our processes.

Welcome to Fort Campbell and the Blanchfield Army Community Hospital team! We look forward to serving you.



Daniel A. Santiago
Command Sergeant Major, U.S. Army

Sincerely,

Patrick T. Birchfield
Colonel, U.S. Army
Commanding

1. First steps BEFORE accessing medical care after arriving at Fort Campbell

Have you moved your enrollment?

Welcome to the Fort Campbell 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 Campbell 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 Blanchfield Army Community Hospital (BACH). Non-Active Duty TRICARE Prime beneficiaries will receive a Primary Care Manager at one of our five Army Medical Homes, which are described later in the book. Active Duty Service Members will be assigned a Primary Care Manager based on their Unit Identification Code in one of six Army Medical Homes.

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. Therefore you receive Address Verification Notifications in milConnect if you have not edited or verified your personal contact information on file for you (or if you are a sponsor, for you and your Family members) in the last 180 days.

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 Blanchfield 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 Campbell, it is important to establish the provider-patient relationship that serves as the foundation of patient-centered care. BACH offers "establish care" appointments that will allow you to meet your PCM team and develop personal, realistic health goals, as well as coordinate continuation of care for any chronic or long-term health conditions. Here are a few answers to the common concerns for new patients as they transfer care to Fort Campbell.

How do I move Prescriptions?

Once you move your enrollment to Blanchfield Army Community Hospital, we can facilitate a transfer of your current medications. If you moved your enrollment from a military treatment facility location to BACH, just go to a BACH pharmacy and request the transfer. If you moved from a civilian/network provider, please request your previous civilian provider contact the pharmacy at (270) 798-8074 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 BACH. 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 BACH or in the local network. See [Referral Management Office](#) section for more information.

How do my Medical Records transition to BACH?

If you arrived at Fort Campbell from a Permanent Change of Station (PCS) as an active duty Soldier or as a Family member and had 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 medical home (primary care clinic). If you are new to the Army and/or arrived at Fort Campbell 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 BACH's Patient Administration Division, Legal Correspondence Office. This office is located on the 1st Floor of A building. After entering the hospital through the A building, turn left at the information desk and look for the Patient Administration Division brown signs. The phone number to Legal Correspondence is 270-956-0328/0338.

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

Fort Campbell is a unique installation as it is located in two different states, Tennessee and Kentucky. Parents enroll their students in schools both on and off post, depending on where you decide to live this could mean your child(ren) can be enrolled to a Kentucky and Tennessee school. You can quickly obtain School and Sports Physical forms required in the surrounding areas on BACH's website ([School and Sports Physicals](#)). Depending on the state in which your child will attend school and/or play sports, select and print the applicable school forms. Just ask your current PCM to transfer your child's physical information onto the appropriate forms. This will ensure your child is ready for practice on day one! In addition, you can also wait until you arrive at Fort Campbell and are assigned a PCM to receive an updated school or sports physical.

School Physicals

If you already arrived at Fort Campbell and your child had a physical in the last 12 months, just walk-in to his/her assigned medical home (clinic) and request the *school* physical be transferred onto the correct physical form for your location. Turnaround time for paperwork in our Army Medical Homes is typically three days.

If you already arrived at Fort Campbell and your child has not had a physical in the past 12 months, contact the appointment line and request a *school* physical for your child with your child's new PCM.

Sports Physicals

Separate sports physicals are needed for any child in the 6th grade or older that is participating in sports activities in school or Child and Youth Services activities. Sports physicals need to be done every six months.

If you just arrived at Fort Campbell and your child has already had a sports physical within the past six months, just walk-in to his/her assigned clinic and request the *sports* physical be transferred onto the correct physical form for your location. Turnaround time for paperwork in our Army Medical Homes is typically three days.

If you just arrived at Fort Campbell and your child has not had a sports physical within the last six months, then contact the appointment line and request a *sports* physical for your child with your child's new PCM.

How to establish OB care if I am pregnant?

Are you pregnant? A referral is not needed for OB care if you have received a positive pregnancy test at home or are transitioning from a location where you were receiving OB care for pregnancy. Please walk-in to the Women's Health Clinic (3rd floor, A entrance) to be scheduled. See our [Women's Health](#) section for more information.

Patient Welcome Center

BACH opened a Welcome Center Monday, Nov. 26, 2018. The Welcome Center is opened from 8 a.m. to 3 p.m. Monday, Wednesday, and Fridays. Patients first arriving to Fort Campbell who have questions about navigating their medical care may reach out to the Welcome Center representative for assistance. The Welcome Center is located inside the A Building on the first floor in Room 1AA13A. Patients may also contact the Welcome Center representative by phone at 270-412-0781.



2. Access medical care after enrollment

As a Prime Beneficiary enrolled to Blanchfield Army Community Hospital, you will receive all of your primary care healthcare needs from preventive care to acute issues in one of our Army Medical Homes. 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

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

Appointment Line: 270-798-4677 or 931-431-4677

Hours of Operation: Monday - Friday 6 a.m. – 4:30 p.m.; excluding Federal Holidays

After Hours Cancellation (leave a message): 270-798- VOID

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/Print/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
- request and review lab and test results
- request medication refills,
- book appointments,
- email your doctor a question
- or request a referral.

See your medical home 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 your Army Medical Home or in the civilian network after hours.

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

Army Medical Homes

Blanchfield Army Community Hospital Army Medical Homes are 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 (TCON) and secure messaging, you and your Family have even more ways to get the care you need. All of our Army Medical Homes are certified as Patient Centered Medical Homes by the National Committee for Quality Assurance (NCQA).

The model is based on the belief that your well-being should always be at the center of every decision about your health. With this new 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!

Here is a list of our outstanding Army Medical Homes ready to meet your healthcare needs:

Air Assault Family Medical Home

Patients: MEDDAC/DENTAC Soldiers, Active Duty Family Members, Retirees, and Retiree Family Members (all ages)

Teams: Apache, Blackhawk, Comanche, and Huey

Location: BACH Main Hospital, C Entrance, 2nd Floor

Hours of Operation: Monday, Tuesday, Wednesday, and Friday 7:30 a.m. - 4 p.m.; Thursday 8:30 a.m. – 4 p.m.

On Site: Embedded Physical Therapist, Social Worker and Pharmacist. Supported by BACH Pharmacy, Laboratory, and Radiology

Byrd Soldier and Family Medical Home

Location: Bldg. 7973, Destiny Blvd; on post, near Gate 10

Byrd Family

Patients: Active Duty Family Members, Retirees and Retiree Family Members (all ages); no Active Duty

Team: Family

Hours of Operation: Monday, Tuesday, Wednesday, and Friday 7:30 a.m. - 4 p.m.; Thursday 8:30 a.m. – 4 p.m.

On Site: Embedded Physical Therapist and Social Worker. Pharmacy, Lab and Radiology.

Byrd Soldier

Team Lifeliner: Supports Soldiers from Sustainment BDE, 44th ADA, 52nd EOD, 63rd CHEM, Other units (not listed elsewhere)

Hours of Operation

Appointments: 9 a.m. – 4 p.m.

Wings of Destiny: Supports Soldiers from 101 CAB

Hours of Operation

Appointments: Monday- Friday 9 a.m. - 4 p.m.

On Site: Embedded Physical Therapist. Pharmacy, Lab, Radiology, Physical Therapy and Optometry

[Campbell Airfield Medical Home](#)

Location: BLDG 7149, Hedgerow and H Ave.

Team Glory: Supports Soldiers and Airmen from DIVARTY, 86th CSH, 716th MP, Air Force units

Hours of Operation

9 a.m. - 4 p.m.

Team Legion: Supports 5th Special Forces Group (SFG)

Hours of Operation

Appointments: Monday – Friday 9 a.m. – 4 p.m.

On Site: Limited Pharmacy, Lab, Radiology and Physical Therapy

[Gold Army Medical Home](#)

Patients: WTB/MEDDAC/DENTAC Soldiers, Active Duty Family Members, Retirees, and Retiree Family Members (ages 18+)

Teams: Honor and Valor

Location: BACH Main Hospital, C Entrance, 3rd Floor

Hours of Operation: Monday, Tuesday, Wednesday, and Friday 6 a.m. - 4 p.m.; Thursday 8:30 a.m. – 4 p.m.

On Site: Embedded Social Worker, Pharmacist and Diabetes Specialist. Supported by BACH Pharmacy, Laboratory, and Radiology.

[LaPointe Medical Home](#)

Location: BLDG 5979, Desert Storm Ave.

Team Bastogne: Supports Soldiers from 1BCT, 101 HHBn

Team Strike: Supports Soldiers from 2BCT, USAG, Kalsu Replacement

Team Rakkasan: Supports Soldiers from 3BCT

Hours of Operation

0 a.m. – 4 p.m.

On Site: Pharmacy, Lab, Radiology, Physical Therapy, Optometry and Hearing Readiness

Night Stalker Clinic

Location: 7265 Nightstalker Way (*Compound Aid Station/Clinic*)

Supports 160th SOAR:

Hours of Operation:

Monday – Friday 9 a.m. – 4 p.m.

Screaming Eagle Medical Home

Patients: Active Duty Family Members, Retirees, and Retiree Family Members (all ages); no Active Duty

Teams: Team 1, Team 2 and Team 3

Location: Off- Post at Medical Office Building One, 647 Dunlop Lane, Suite 301 (3rd Floor), Clarksville, TN 37040 (Next to Tennova Hospital off of Interstate 24)

Hours of Operation: Monday, Tuesday, Wednesday, and Friday 8 a.m. - 5 p.m.; Thursday 9 a.m. – 5 p.m., extended hours (booked appointments) for all non-active duty BACH patients from 4 – 7 p.m.

On Site: Pharmacy, Lab, Embedded Physical Therapist and Social Worker

Young Eagle Medical Home

Patients: Pediatrics (ages 0-17)

Teams: Flight and Soar

Location: BACH Main Hospital, C Entrance, 2nd Floor

Hours of Operation: Monday, Tuesday, Wednesday, and Friday 7:30 a.m. - 4 p.m.; Thursday 8:30 a.m. – 4 p.m.

On Site: Embedded Social Worker. Supported by BACH Pharmacy, Laboratory, and Radiology



3. Navigating between services

Army Wellness Center (AWC)

The Fort Campbell Army Wellness Center was established to improve the wellness and resiliency of the Fort Campbell 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 they address 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. 5662, Screaming Eagle Blvd.

Hours of Operation: Monday, Tuesday, Wednesday and Friday 7 a.m. – 12 p.m. & 1- 4 p.m.; Thursday 9 a.m. – noon & 1 – 4 p.m.

Phone Number to make an Appointment: 270-461-3451

Clinic Locations and Floors (Main Hospital)

Admissions and Dispositions/ Vital Statistics- C Building, 2nd Level
Adult Behavioral Health – E Building, 1st Level
Air Assault Family Medical Home - C Building, 2nd Level
Allergy Clinic– C Building, 3rd Level
Brace Shop – B Building, 1st Level
Cardiology Clinic – C Building, 3rd Level
Chapel – A Building, Zero Level
Child and Family Behavioral Health System – E Building, 2nd Level
Dental Oral and Maxillofacial- C Building, 2nd Level
Dermatology – C Building, 3rd Level
Dining Facility (Flo’s Place) – B Building, 1st Level
Ears, Nose, Throat Clinic– C Building, 3rd Level
Emergency Center- B Building, 2nd Level
Exception Family Member Program (EFMP) – E Building, 2nd Level
Gastroenterology - B Building, 2nd Level
General Surgery– B Building, 2nd level
Gold Army Medical Home (Internal Medicine) – C Building, 3rd Level
Information Desk – A Building, 1st Level



Intensive Care Unit (ICU) - B Building, 2nd Level
Labor and Delivery Ward - A Building, 2nd Level
Laboratory - B Building, 2nd Level
Legal Correspondence – A Building, 1st Level
Managed Care Division – A Building, 1st Level
Mother-Baby Ward – A Building, 2nd Level
MRI/CT – B Building, 2nd level
Neurology- C Building, 3rd Level
Nuclear Medicine – C Building, 2nd Level
Nutrition Care Clinic – B Building, 1st Level
Occupational Therapy - A Building, 4th Level
Operating Room– B Building, 2nd level
Ophthalmology– C Building, 3rd Level
Orthopedic Clinic (Podiatry) - C Building, 2nd Level
Outpatient Records – B Building, 1st Level
Patient Advocacy Office – A Building, 1st Level
Pharmacy (Main) – B Building, 1st Level
Physical Therapy– B Building, 2nd level
Podiatry Clinic – C Building, 2nd Level
Pulmonary – C Building, 3rd Level
Radiology Clinic - C Building, 2nd Level
Referral Office & Health Benefits Advisors – A Building, 1st Level
Same-Day Surgery– B Building, 2nd level
Treasurer’s Office- C Building, 2nd Level
Urology Clinic- C Building, 2nd Level
Ward 4AB (Medical-Surgical Ward) - A Building, 4th Level
Warfighter Refractive Eye Surgery Center – C Building, 3rd Level
Women’s Health Clinic (OBGYN) – A Building, 3rd level
Young Eagle Medical Home (Pediatric) - C Building, 2nd Level

[Educational and Developmental Intervention Services \(EDIS\)](#)

Educational and Developmental Intervention Services (EDIS) serves Families with children birth to thirty-six months old who need special services to help their child grow and develop.

The early intervention process starts with each Family’s very first contact with EDIS. This contact marks the beginning of the early intervention journey. This journey may be short or long lasting. It also shifts and adjusts in response to the needs of each Family and its unique circumstances. While the process is respectful of each Family’s unique needs and demands the steps in the process are well defined.

EDIS provides services that enhance a child's ability to communicate, problem solve, move about in the environment, perform self-help skills like dressing and eating and have positive relationships with others. Some children served by the program have multiple developmental concerns but most have mild delays and parents only need support and information to help their child meet the important milestones of childhood.

Families and children served by EDIS must meet specific eligibility criteria and reside in post housing. Children living off the installation may seek services through Tennessee's Early Intervention System (800-852-7157) or Kentucky's First Step Program (270-886-5186). No medical referral is needed for any of these programs and all service representatives welcome a parent's phone call to discuss concerns.

Location: Building 2439, 21st Street

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

Phone: 270-798-8997

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: Blanchfield Army Community Hospital, Building E, 3rd Floor

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

Phone Number: 270-956-0614/0051

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, transfusion service, anatomical pathology, and forensic pathology consultative services. 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.

When is the best time to get labs drawn? It is recommended for patients to visit in the afternoon, schedule permitting, unless otherwise directed by their provider. This is because the majority of patients who are fasting and/or have scheduled appointments visit in the morning so the wait times tend to be longer than in the afternoon.

Location: B Building, 2nd Floor, Main Hospital

Hours of Operation: Monday, Tuesday, Wednesday and Friday 7:30 a.m. - 4 p.m.; Thursday 8:30 – 4 p.m.

Phone: 270-798-8114

Medical Records

You can request your medical records through BACH's Patient Administration Division, Legal Correspondence Office. This office is located on the 1st Floor of A building. After entering the hospital through the A building, turn left at the information desk and look for the Patient Administration Division brown signs. The phone number to Legal Correspondence is 270-956-0328/0338.

Nurse Case Management

Each Army Medical Home has an assigned Nurse Case Manager (NCM). Patients eligible for nurse case management are persons with very complex conditions or situations that require help with planning, coordination, identifying available resources, and advocacy to meet those individuals' and Families' health care needs. Some examples include patients with traumatic injuries, cancer, or any condition requiring multiple appointments and/or medications. Your participation is completely voluntary. If you believe you or someone in your Family would benefit from a NCM, please request an evaluation from your primary care team.

Pharmacy

Pharmacies offered by U.S. Army Medical Department Activity - Fort Campbell

Blanchfield Army Community Hospital offers six pharmacy locations for TRICARE beneficiaries.

Main Outpatient Pharmacy

Patients: Full-service pharmacy for new prescriptions from military or civilian providers. This is not a refill location.

Location: BACH Main Hospital, 650 Joel Drive, B Building, 1st Floor

Hours of Operation

Monday, Tuesday, Wednesday and Friday 8 a.m. - 4 p.m.; Thursday 9 a.m. - 4 p.m.; seating areas open 30 minutes before pharmacy services begin Monday through Friday. The last ticket pulled is 15 minutes prior to closing.

Phone Number: 270-798-8075/8076, Option 2

Town Center Pharmacy

Patients: Full-service pharmacy for new prescriptions from military or civilian providers. It is also the pickup location for all refill requests

Location: Building 98, Michigan Ave. (Adjacent to Military Clothing and Sales)

Hours of Operation

Monday, Tuesday, Wednesday and Friday 8 a.m. - 6 p.m., Thursday 9 a.m. - 6 p.m.; seating area opens 30 minutes before pharmacy services begin Monday through Friday. The last ticket pulled is 15 minutes prior to closing.

Saturday, 8 a.m. – 4 p.m.

During Days of No Scheduled Activity (DONSA) the Town Center Pharmacy is open 8 a.m. – 5 p.m.

Phone Number: 270-798-8075/8076, Option 3

LaPointe Pharmacy

Patients: Full-service pharmacy that fills new prescriptions for active duty Soldiers. Any formulary medication not stocked at the LaPointe Pharmacy can be obtained at the BACH Main Pharmacy or Town Center Pharmacy.

Location: Building 5979, Desert Storm Ave.

Hours of Operation

Monday - Friday, 7 a.m. – 3 p.m. Closed on weekends, DONSA's and holidays.

Phone Number: 270-412-PILL (7455)

Byrd Pharmacy

Patients: Full-service pharmacy that fills new prescriptions for Byrd- enrolled beneficiaries only. Any formulary medication not stocked at the Byrd Pharmacy can be obtained at the BACH Main Pharmacy or Town Center Pharmacy.

Location: Building 7973, Destiny Blvd., near Gate 10

Hours of Operation

Monday through Friday, 7 a.m. – 4 p.m. Closed on weekends, DONSA's and holidays.

Phone Number: 270-461-1280

Screaming Eagle Pharmacy

Patients: Patients enrolled in Screaming Eagle Medical Home and by exception patients not enrolled that are seen in primary care appointments at SEMH.

Location: Off-Post at Medical Office Building One, 647 Dunlop Lane, Suite 301 (3rd Floor), Clarksville, TN 37040 (Next to Tennova Hospital off of Interstate 24)

Hours of Operation

Monday, Tuesday, Wednesday and Friday 8 a.m. – 5 p.m.; Thursday 9 a.m. – 5 p.m. This last ticket pulled is at 4:45 p.m.

Phone Number: 270-461-5039

Refill Prescription Options

For your convenience, BACH offers three ways to refill prescriptions. All refills may be picked up at the Town Center Pharmacy.

1. Phone: Please call the automated Prescription Refill Line at 270-798-DRUG (3784). Refill requests will be filled and ready to be picked up three working days later at the Town Center Pharmacy.

Step 1: Select the site where you want to pick up your prescriptions; Select 1 for the Town Center Pharmacy or Select 2 for the Byrd Pharmacy (Byrd Pharmacy is only available to Byrd assigned patients).

Step 2: Select 1 for refill.

Step 3: Enter the last four digits of your sponsor's social security number followed by the # key.

Step 4: Enter the numeric portion only of your prescription number (found in the upper left-hand corner of the prescription label) followed by the # key.

Step 5: Listen to the message verifying when the prescription will be ready. If you do not hear this portion of the recording, your attempt to refill this prescription by phone was unsuccessful and you will need to start at step one (1) again.

Step 6: Visit the pharmacy you selected during normal duty hours. The patient's ID card will need to be presented.

2. Mail: Prescription refill request cards are available at all BACH Pharmacy windows. For your convenience, the mail-in card has a space for patients to designate their preferred pickup date.

3. Online: Requests may be submitted using TRICARE Online at www.TRICAREonline.com.

Step 1: Go to www.tricareonline.com and click login.

Step 2: Log in with your DoD CAC card or MyPay credentials. If you do not have a DS log on credentials, then click register.

Step 3: Click Rx Refill option on the TOL homepage or top navigation bar to request one or more refills.

Step 4: Confirm your primary military treatment facility or select a different MTF from the drop-down box.

Step 5: Select your prescription(s) to refill. Choose a pharmacy pick up location and submit your refill request.

Step 6: Request refill for your Family members by selecting the request refill by number option. Enter up to six Rx numbers, choose pharmacy pick up location. Submit your refill request.

Pharmacy Ticketing System

We recently implemented a new ticketing system to help simplify the process for you selecting the appropriate ticket upon first arriving within our pharmacies.

The first ticket offered is “R” or ready ticket. This is for customers who have already requested their medication refills from the Town Center pharmacy and their medications are ready for pick up. The refill prescriptions are requested in advance by using the automated telephone refill system by calling 270-798-DRUG or 3784 or by requesting a refill using TRICARE online at tricareonline.com. Once you have requested a prescription refill, your prescription will be held for 14 calendar days, giving you time to pick up your prescription.

The second ticket option is “D”. The “D” ticket is for drop off or discharge. These customers can quickly drop off a request and if dropped off before 1 p.m. you can return the same day to pick up your prescription. If you drop off your request after 1 p.m., you can return the next day the Pharmacy is open to pick up your prescription. Patients who have just been discharged from the Emergency Room, hospital or surgery will use this ticket to receive expedited service.

The third selection is the “A,” ticket. This is for active duty Soldiers only and they have to be the person picking up the prescription in order to use this ticket. Our main priority across the Army is to support the readiness of active duty service members.

The fourth and final ticket is the “B” ticket. The “B” ticket serves all other customers who are unable to drop off their requests and return at a later time.

We truly hope this four ticket system helps simplify the process for you in picking up prescriptions at our pharmacy.

NOTE: The patient does not need to be present to pick up a prescription. However, their designee needs to bring the patient’s military identification card or a copy (front and back) to verify eligibility. Refills that have not been picked up within 10 days will be restocked and a new request must be submitted.

Over the Counter (OTC) Program

The Over-the-Counter medication dispensing is not included as a TRICARE benefit; however, our Pharmacy team believes it to be an enormous added benefit to you when you visit one of our pharmacies at Fort Campbell. Individuals requesting an Over-the-Counter medication will be asked to fill out a short form describing their symptoms. If our Pharmacy has the age-appropriate Over-the-Counter medication available, one of our Pharmacists will provide it to you. If our pharmacy does not have an Over-the-Counter medication to fit your indicated medical needs, our pharmacist will recommend you make an appointment with your Primary Care Provider. This new system helps ensure patients are being given the appropriate medications based on their individual needs.

Radiology

The Radiology Department provides medical imaging. Routine radiographs are obtained on a first-come, first-served basis. Appointments may be scheduled in person or by calling Radiology using the scheduling form instructions (see instructions below). Patients should wait three business days after the provider visit to schedule a radiology appointment.

Mammography guidelines: A baseline mammogram is recommended at age 40, followed by an annual exam. For self-referral, the patient must be enrolled in TRICARE Prime, over 40 years of age and have no current breast health issues. Otherwise, the patient's provider should place a consult request for a mammogram and the patient will schedule the appointment in the Mammography Section.

Scheduling Form Instructions: The scheduling form can be found on the BACH website under Healthcare Services" --> "Radiology"--> [Radiology Scheduling Form](#)

Main Hospital Radiology Department

Location: B Building, 2nd Floor, Main Hospital

Hours of Operation: Monday, Tuesday, Wednesday and Friday 7:30 a.m. - 4 p.m.; Thursday 8:30 – 4 p.m.; 24/7 coverage for emergencies

Phone: 270-798-8333

Scope of services: Radiographs, Fluoroscopy, CT, MRI, Ultrasound, Mammography, Bone Density and Nuclear Medicine.

Referral Management Office

The referral management office is responsible for facilitating the referral process for all Active Duty Service members and TRICARE Prime beneficiaries enrolled to a Military Treatment Facility (MTF) on Fort Campbell, Kentucky or the Screaming Eagle Medical Home located in Clarksville, Tennessee.

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). Exceptions include emergency care, certain preventive and diagnostic services, and the first eight (8) behavioral health visits.

A referral is not needed for OB care if you have received a positive pregnancy test at home or from your provider. Please walk in to the [Women's Health Clinic](#) (3rd floor, A entrance) to be scheduled.

Appointments are not scheduled for the **Brace Shop**. Please walk in to pick up your item that was ordered.

What is the Referral Process for TRICARE Prime at the MTF or Direct Care System?

Your PCM or specialty provider enters a referral into the military health system at your MTF.

If the specialty is available, the clinic will contact you to schedule an appointment in the next two business days. If you have not heard from the specialty clinic within two business days, please contact the clinic at the number listed below.

Allergy Clinic/ Pulmonary Testing & Asthma Education 956-0750	Behavioral Health Clinic (MTF AD) 412-3247	Brace Shop WALK IN 798-8101	Cardiology 412-8599	Child and Family Behavioral Health System 412-3247, option 7
Chiropractic Clinic (AD Only) 956-0334	Dermatology 798-8345	EFMP 956-0051	ENT Clinic 798-8131	General Surgery Clinic 798-8407
GI Clinic 956-0259/0287	Humana Military 800-444-5445	IDES 412-4026	Intrepid Spirit 412-5114/5485	Neurology (BACH) 798-8880
Nutrition 798-8600	OB/GYN 798-8151	Occupational Therapy 798-8085/8086	Ophthalmology 798-8900	Orthopedic Clinic 798-8426
Pain Management 798-8426	Physical Therapy 798-8102	Podiatry Clinic 798-8426	Radiology 798-8333	Urology Clinic 798-8403

If the specialty service is not available, your referral will go to the referral management office for processing to the network. Within seven to 10 business days, you should receive an authorization letter with instructions on scheduling an appointment with a civilian specialist. The patient may call Humana Military at 800-444-5445 for assistance before actually receiving the letter. The patient may then contact the civilian specialist's office to schedule an appointment. The access-to-care (ATC) standard for scheduling an initial appointment for routine specialty care is 28 days.

If you have questions about a network referral and your TRICARE benefits see a Health Benefits Advisor in the Referral Management Office at the hospital, Room 1AA08 (Adjacent to the A-Lobby) or call 270-798-8421 or 270-956-0613. You can also contact call Humana Customer Service **800-444-5445**.

[Warfighter Refractive Eye Surgery Center \(PRK and LASIK\)](#)

Our Refractive Eye Surgery Center performs state of the art Photorefractive Keratectomy (PRK), all laser Laser-Assisted In-Situ Keratomileusis (LASIK) and Implantable Contact Lens on Service members from Fort Campbell and surrounding bases. Not everyone will be a candidate for surgery. Service members will be advised of their surgical options during their initial evaluation(s).

Plan Ahead: Refractive surgery requires an intensive pre-operative work-up and post-operative care to ensure the best possible surgical result. Surgeries are frequently declined when there is not adequate time for proper evaluations and healing prior to deployment. If you are in the military, desire refractive surgery and meet the eligibility requirements, please do not delay in submitting your packet. Early evaluation offers you the best chance of getting surgery before deployment.

Eligibility: At this time, refractive surgery is only available for Active Duty and Active Guard Reserve (AGR) Service members. AGR must be on Title 10 orders. Family members and retirees are not authorized treatment at this time.

Please visit the BACH website under “Healthcare Services” --> “Eye Clinic – Ophthalmology”--> [Warfighter Refractive Eye Surgery Center](#) for more eligibility information, surgery details and application packets.

Location: C Building, 3rd Floor, Main Hospital

Hours of Operation: Monday - Friday 7 a.m. – 4 p.m.; Packets may be dropped off Monday through Friday 7:30 a.m. - 3:45 p.m.

Phone: 270-956-0770; Fax: 270-956-0775

[Women’s Health](#)

The Department of Women’s Health includes the Women’s Health Clinic (OB/GYN), Labor and Delivery Unit, Mother-Baby Unit and Special Care Nursery. The Department of Women’s Health provides a wide spectrum of health care by obstetrical and gynecological specialty physicians, certified nurse midwives, nurse practitioners, nationally certified obstetrical registered nurses, licensed practical nurses, nursing assistants and administrative staff.

To self-refer, women will need to visit the BACH Women's Health Department located on the 3rd floor of the A Building. This can be done during normal operating hours of Monday, Tuesday, Wednesday and Friday 7:30 a.m. – 4 p.m. and Thursdays from 9:30 a.m. – 4 p.m. Patients will complete an initial screening questionnaire which will be used to determine if they are high risk or possibly need any further testing at the time of intake. After the completion of the questionnaire and pending the results, women will have their first appointment scheduled.

The Women's Health Clinic, OB-GYN Clinic, provides patient education for expectant mothers as well as patient education for spouses and pregnant female children of active duty Soldiers.

Expectant mothers are provided a Goal Oriented Guide to Prenatal Care, commonly called a "Purple Book". The purple book is a "mothering" guide during their pregnancy, spanning from nutrition to immunizations and to what they can expect to discuss during each visit. An International Board Certified Lactation Consultant is available for education during and after your pregnancy. Please call 270-412-0168 to speak to the Lactation Consultant within the OB-GYN Clinic.

OB - Women who are pregnant and experience a need for medical assistance after hours and are less than 20 weeks pregnant, please report to the Emergency Center for evaluation. Women are more than 20 weeks pregnant please report to the Labor and Delivery Unit.

Women may select to participate in the Centering Pregnancy Program once they begin receiving obstetric care at Blanchfield. Patients can inquire about the program with their OB team.

Gynecological care is provided after a referral from your Primary Care Manager and offers face-to-face counseling, women's health screenings and care with a GYN physician. Gynecology appointments include follow-up pap-smears, LEEP procedures, colposcopies, pre and post-surgery, or active duty profile concerns.

Location: 3rd Floor, A Building, Main Hospital

Hours of Operation: Monday, Tuesday, Wednesday and Friday 7:30 a.m. – 4 p.m.; Thursdays 9:30 a.m. – 4 p.m.

Phone: 270-798-8151



4. How are we serving you?

Patient Feedback: How Are We Doing?

Patient feedback is incredibly valuable to Blanchfield Army Community Hospital. 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 Advocates

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 hospital staff. Patients may visit the patient advocates on the A Building, 1st Floor, Room 1AA05. Advocates may also be reached by phone or through the ICE system to address concerns, comments or compliments.

Phone: 270-798-8091/8718

Hours of Operation: Monday - Friday 8 a.m. - 3:30 p.m.

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

Pulse of the Eagle Cards

Pulse of the Eagle cards are available in the hospital clinics and main hospital entrances to provide compliments. If you interact with a BACH staff member that went above and beyond during your visit, you can recognize him/her through our Pulse of the Eagle program. It is as simple as writing his/her name and a quick summary of your interaction. The staff member will then be recognized by hospital and clinic leaders.

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 BACH website at <http://blanchfield.amedd.army.mil/> and click on the icon labeled "How Did We Do?"

Army Medicine Survey Feedback

Joint Outpatient Experience Survey (JOES) = money back to your healthcare

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.

JOES also yields financial incentives which are linked to the scores you give us. These funds are reinvested directly back into your healthcare facility in the form of updated medical equipment, additional medications at the pharmacy, new staff and/or expanded patient education. These funds are absolutely critical to our operations and allow us to continue to reach and surpass the "Gold Standard" of healthcare to our patients. We strive to ensure services delivered to all of our patients remain exceptional.

Surveys are mailed to you about one week following your appointment. We are working towards an email option. 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.

TRICARE Inpatient Satisfaction Survey (TRISS) = money back to your healthcare

The TRISS reports on the experiences of adult inpatients, which had hospital stays in Military Treatment Facilities (MTFs) or TRICARE civilian network hospitals. The TRISS includes questions from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS®), the national, standardized, publicly reported survey of patients' perspectives of hospital care. Additional information can be found on their web site at www.hcahpsonline.org/home.aspx. The TRISS also collects information aimed at assessing, addressing, and reporting military-specific areas of the patient experience to military health leaders and care providers.

The TRISS is currently given by mail and by telephone. Adult hospital patients, age 18 years and older, who had a recent overnight hospital stay in an MTF or civilian TRICARE network hospital are eligible to receive this survey, subject to a few exceptions. Patients who actually receive the survey are randomly selected from those eligible to be surveyed.



5. Frequently Asked Questions

Applying for a BACH Position

How do I apply for a position at BACH?

Blanchfield Army Community Hospital is continually looking for new members of the team. All of our jobs will be announced on USA Jobs (www.usajobs.gov) with all other federal employee job positions. Please continue to monitor the site for job openings at BACH.

Appointments

Why can I not always be seen at my appointment time?

We understand that patients are not always seen at their scheduled appointment time. We strive daily to meet that goal for our patients. When we shifted to the Army Medical Home model, our providers may be addressing more than one of their patient's needs during their appointment time. While this is extremely valuable to each patient, it may delay appointment times for others. If a patient waits for longer than 10 minutes, they should still speak with the clinic receptionist to determine if they expect a longer delay.

How do I cancel an unneeded appointment or reschedule an appointment?

We encourage anyone who cannot make it to an appointment to please call the Appointment Line at 270-798-4677 or 931-431-4677 from 6 a.m. - 4:30 p.m. at least two (2) hours before the scheduled appointment time, select option 2 to cancel your appointment and allow someone else to utilize the unfilled appointment. You can also schedule and cancel appointments 24/7 at TRICARE Online, once you are registered.

Why do the appointment line staff ask so many personal questions when I need to make an appointment?

The Appointment Line staff use appointing protocols established by the Army Medical Homes. These protocols require the Appointment Line personnel to ask questions the nurses and other healthcare professionals need answered in order to provide the most efficient care and services to our community. This may include asking specific questions that could be considered by some to be too personal. However, safeguarding your personal and medical information is a top priority at BACH. Appointment Line personnel receive regular and continuous training on HIPPA privacy and security requirements, and work in an access controlled environment to safeguard your personal and medical information.

What should I do if I have trouble making an appointment with my PCM?

We are working to find the right balance between same day and future appointment to meet your needs. To meet the warfighter mission, we often experience cycles where we have a shortage of providers to deployments, military moves, Family emergencies and unexpected turnover. If we are unable to meet your access needs, the Appointment Line personnel may offer you the option for a one-time referral to be seen by a network provider.

General

What are the protocols for returned calls within BACH healthcare services?

We understand that when you need medical care, you want it as soon as possible. To contact your medical home (primary care clinic), or if you miss a call from your medical home, you can request to be transferred to your care team from the main hospital appointment line is at 270-798-4677 or 931-431-4677. If your clinic is unable to take your call, the appointment line agent will send a message to your

clinic through a telephone consult. The Army Medical Command has set the priorities to respond to telephone consults. We will do everything in our power to call patients with urgent needs within one business day after their call and patients with routine medical needs within three business days. We also encourage patients to register for the TRICARE Online Patient Portal Secure Messaging within their Soldier or Patient Centered Medical Home so you may communicate with your care team via secure email.

What is offered to mothers dealing with Post-Partum Depression?

Our Child and Family Behavioral Health System team, who are located on the 3rd floor of the hospital in the Behavioral Health E Building, are working with behavioral health psychological technicians, women's health providers and primary care providers to ensure women are being screened and triaged properly based on their needs after delivering their baby. The coordinated effort includes support from various agencies on and off the Installation including the Family Advocacy Program's (FAP), New Parent Support and Tennessee's Healthy Families Program.

Emergency Center

Why does the wait time in the Emergency Center vary?

On average, our wait times are much shorter than the four hour national average; however, situations may arise when a wait may be extended.

Upon arrival to the Emergency Center, all patients are triaged to determine the level of their medical needs. True medical emergencies must be cared for immediately, such as a heart attack in progress or other medical emergencies that require immediate assistance. Some medical conditions may not be considered as emergent as another patient's at the time visiting the emergency center; therefore, the medical need that is most emergent is seen right away and may delay the time for a less emergent medical need to be seen.

Our team highly encourages individuals with non-emergent medical needs to schedule an appointment with their Soldier or Patient-Centered Medical Home, where a patient's long-term care plan can be managed more appropriately.

Non Active Duty Optometry and Dental

How do I receive eye exams as a Non Active Duty TRICARE enrollee to BACH?

Blanchfield Army Community Hospital only offers Optometry Services for Active Duty Service Members. Your eye exam coverage depends on who you are, your TRICARE plan and your age. The best way to ensure you have the best information for you and your plan, please refer to the TRICARE website at <https://tricare.mil/CoveredServices/Vision/EyeExams>.

How do I receive dental care as a Non Active Duty TRICARE enrollee to BACH?

Blanchfield Army Community Hospital only offers Dental care for Active Duty Service Members. TRICARE Dental is separate from medical coverage. Your coverage is based on your beneficiary category. The best way to ensure you have the best information for you and your plan, please refer to the TRICARE website at <https://tricare.mil/CoveredServices/Dental>.

Pharmacy

When and where are the best times for patients to obtain their prescription?

Our busiest days are always the day immediately before and the day immediately after a holiday/training holiday. Thursday mornings also tend to have higher wait times in the morning as we open one hour later and have a waiting queue.

Soldiers should obtain their prescriptions at the Soldier-Centered Medical Home where they are seen. This is a much faster service and will help return them back to duty much quicker. In addition, this will reduce the impact on the Town Center Pharmacy patients waiting for their prescriptions in conjunction with the active duty population.

We also offer a drop off service at the Town Center Pharmacy. Any prescriptions dropped off prior to noon will be ready for pick up the same day after 3 p.m. If dropped off after noon, we will have them filled and ready for you the next morning by 9 a.m. This is a great option for our patients that work on or around Fort Campbell.

More information on Pharmacy can be found in the [Pharmacy](#) section of this book.

Red Cross and Volunteers

Where can I get CPR Certification?

The Red Cross offers CPR classes for a fee. You can call 1-800-RED-CROSS or visit www.redcross.org/take-a-class for more information.

Who is authorized to be a volunteer at BACH?

To become a Red Cross volunteer at BACH, please contact the Fort Campbell Red Cross at 270-798-2171 or visit <http://www.redcross.org/ky/fort-campbell> to fill out a general volunteer application. Fort Campbell Red Cross provides both youth and adult volunteers to hospital services.

Volunteer at BACH <http://www.facebook.com/notes/blanchfield-army-community-hospital/volunteer-at-bach/488785882844>.

