

TRICARE ONLINE

Allows you to view future and past appointments, set up text or email appointment reminders, review lab/x-ray results, submit medication refills, talk to an advice nurse, message your clinic, or book an appointment. Enroll online at www.tricareonline.com or use the QRS code below to link directly to the Tricare online website using the camera function on your smart phone.



WOODSON HEALTH CLINIC

**Building 110, Basement
Rock Island, IL 61299**

HOURS OF OPERATION

MONDAY — FRIDAY:

8 a.m.— 12 p.m. and 1—3 p.m.

Closed on ALL Federal Holidays

MISSION

The Woodson Health Clinic is committed to operational readiness, outstanding customer service, and superb health care delivery for our beneficiaries. Patients are seen by appointment only at this time. Woodson Health Clinic sees Active Duty, Family members, and Retirees consisting of approximately 2,900 patients. The clinic is supported by two Primary Care providers and offers approximately 34 appointments daily. We are committed to doing our very best to get you seen and accommodate your needs.

SCHEDULING AN APPOINTMENT

To schedule an appointment, please call Central Booking at 1-866-524-4677 or visit www.tricareonline.com. Listen for the Rock Island Option (#2) in order to be properly transferred to the Woodson Health Clinic.

BEHAVIORAL HEALTH RESOURCES (CONTINUED)

- 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 Suicide 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



BEHAVIORAL HEALTH RESOURCES

- **EMERGENCY: DIAL 911**
- Behavioral Health: 309-782-0807
- Substance Use Disorder Clinical Care (Formerly ASAP): 309-782-2553
- Employee Assistance Program (EAP): 309-782-HELP (4357)
- ASC Chaplain Office: 309-782-0923/4603; Duty Cell: 309-716-7926
- JMC Chaplain Office: 309-782-3919; Duty Cell: 309-206-3897
- First Army Chaplain Office: 309-782-9100/9687/9422; 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 Deer 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:
 - * **Davenport (West Campus)**: 1401 W. Central Park
 - * **Davenport (East Campus)**: 1227 E. Rusholme St.
 - * **Silvis**: 801 Illini Drive

OPTOMETRY

Optometry services are available within the TRICARE network but not at the Woodson Health Clinic. You may visit an optometrist within the TRICARE network for a routine eye exam. In general, TRICARE covers routine eye exams for the following:

- 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 **do need** a referral to schedule an examination.

AUDIOLOGY

This clinic is equipped with a hearing booth and hearing appointments are scheduled by the front desk staff in person or by calling 1-866-524-4677.

DENTAL

Dental services are available within the network but not at the Woodson Health Clinic.

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: 1-888-286-8454 for an authorization control number 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.dencom.mbx.cda@mail.mil.

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



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" must be filled out and submitted for all record requests. Forms can either be turned in directly to the front desk or faxed to: 309-782-3136.

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>

NURSE ADVICE LINE

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

SECURE MESSAGING

This mobile messaging application is accessed through Tricare Online and connects the patient and health care team. This messaging system allows for consultations, prescription renewals, appointment scheduling, personal health record management, delivery of lab/x-ray results, referral requests, and access to medically reviewed information. Speak to your clinical care team for assistance with signing up.

ICE INTERACTIVE CUSTOMER EVALUATION

A web-based tool that collects feedback and allows patients to submit online comment cards.
http://ice.disa.mil/index.cfmfa=card&site_id=339&service_provider_id=89939

PHARMACY

The Pharmacy is available for new prescriptions **and** refills between 7:30 a.m. and 3:45 p.m. Please note that the pharmacy hours for the last Friday of the month are 7:30—10:45 a.m.

OVER THE COUNTER (OTC) PROGRAM

Allows patients to safely treat symptoms with over-the-counter medications with no “out of pocket” expense. Neither a Doctor’s appointment or prescription is required. Patients can report to pharmacy and ask to speak with a Pharmacist about their specific symptoms. Patients will need to agree to 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.

TRICARE MAIL ORDER PHARMACY

1-877-363-1303

www.tricare.osd.mil/pharmacy

IMMUNIZATIONS

Active duty immunizations are done on a walk-in basis 1:30-3:30 Monday, Tuesday, Wednesday and Friday.

Family members and Retirees are seen on Thursdays by appointment and may schedule through the call center, TRICARE Online, or at the Rock Island Arsenal Health Clinic front desk.

LAB

Walk-in blood draw open Tuesday and Thursday, 7:30—10:30 a.m.

Labs are ordered by in-house providers only.

RADIOLOGY

Radiology is currently deferred to the network and requires a referral from your primary care provider.

REFERRALS

For specific questions regarding referrals, please contact 309-782-0800 from 0700-1600 hours.

All Active Duty Members must have prior authorization for all **non-emergent** civilian services including emergency care visits. Seeking care from a civilian provider without prior authorization can result in a significant out-of-pocket expense for you. Retro-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.

Family members/other beneficiaries do **not** need to receive an authorization prior to seeking urgent care and can seek specific wellness services without an authorization. For a list of these services, please visit the Humana website at: www.humana.com. You may also access your health information on the go with the MyHumana mobile App. Just download the App to your phone.

Humana

COVID-19 GUIDANCE

In an effort to protect staff and patients from COVID-19 and to continue in-person care, patients with COVID-19 symptoms or exposure to COVID-19 need to be screened ahead of entry into the clinic. Please do **not** come into the clinic if you have COVID-19 symptoms.

COVID-19 CONCERNS

Please call the Nurse Advice Line (NAL) at 1-800-TRICARE to speak to a nurse about any COVID concerns. Those patients that screen positive for COVID-19 will self refer to an urgent care that accepts Tricare for further evaluation and testing.

Patients that do not require testing will be routed back to their assigned clinic for further assistance.

SPECIALIZED MILITARY APPOINTMENTS

PHYSICALS: Specialized military physicals (Airborne, Retirement, Special Forces, etc) are conducted in two phases. Soldiers must complete the online portion at:

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

PHASE 1: Hearing and Vision appointments are scheduled in person by the front desk personnel after completing the form online. Five dedicated slots are available on Thursday or Friday.

PHASE 2: Scheduled after the completion of Phase 1. Turn in completed packet and schedule at the front desk.

PHA's: PHA Phase 2 can be a virtual or face-to-face appointment depending on age. These are scheduled in person at the front desk.