

PATIENT INFORMATION GUIDE



BROOKE ARMY MEDICAL CENTER
3851 Roger Brooke Drive
Fort Sam Houston, Texas 78234-6200



OUR MISSION

- To improve the health of our community.
- To support the Army health care mission.
 - Military Health System – San Antonio.
 - Deployment readiness of 41st CSH and other III Corps units.
 - Level I trauma center for south Texas.
 - Education and training, including support to the AMEDD Center and School.
 - Home to the Institute for Surgical Research Burn Unit.
 - Research-based health care.

OUR VISION

- America's leading academic health system, building health care teams and leaders of competence and character for a lifetime of service to the Nation.
- A "Patient First" system of health care focused across the continuum from health promotion to trauma care.
- A technology leader emphasizing military readiness, research and education.
- A National asset in support of America's readiness.

OUR OPERATING PRINCIPLES

- ***Patients First!*** Customer Service
- Committed leaders
- Organized teamwork
- Strong learning effort
- Data-driven, information smart, involved clinical decision makers
- Open, honest communication
- Dignity and respect in all relations
- Caring and concern for all our staff
- Excellence in resource stewardship
- All team members serving with pride, competence and compassion

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COMMANDING GENERAL'S WELCOME LETTER

Welcome to Brooke Army Medical Center!

Your well being is our primary concern and we are here to serve you. We understand that being a patient at the hospital can be very stressful for you and your loved ones. We want to make your visit as comfortable as possible.

We offer you this guide to familiarize you and your guests with our services. All staff members are committed to assisting you. We invite your comments and suggestions to allow us to improve your hospital experience.

BAMC is proud to offer you the very finest comprehensive health care in this state of the art facility employing world class medical technology. But technology isn't the total picture. Our health care team of military officers, enlisted personnel and civilians are all outstanding professionals, and they are here to offer expert care, concern, compassion, understanding and emotional support for you and your loved ones during your stay with us. The motto on the BAMC unit crest states our philosophy, "Dedication, Duty, Service." We live by that creed in everything we do.

We believe BAMC is one of America's best hospitals. On behalf of the entire BAMC staff, I sincerely trust that you will share that belief and that your visit with us meets your highest expectations.

Respectfully,

Daniel Perugini
Brigadier General, Medical Corps
Commanding General
Brooke Army Medical Center

QUICK REFERENCE PHONE NUMBERS

<i>EMERGENCY</i>	911
<i>Poison Control Center</i>	1-800-764-7661
<i>BAMC TRICARE Service Center</i>	1-800-406-2832 (select option 3, then option 05)
<i>BAMC Refill Pharmacy</i>	916-8700
<i>Patient Assistance Office</i>	916-2330 / 5277 / 0888 / 2889 / 1876 / 2200
<i>BAMC Health Promotion Center</i>	916-3352
<i>BAMC Information</i>	916-4141/3400
<i>BAMC Patient Appointments</i>	916-9900
<i>long distance and</i>	
<i>active duty personnel</i>	(210) 916-9777
<i>toll-free long distance</i>	1-800-443-BAMC (2263)
<i>To Cancel an Appointment</i>	916-3444



BAMC TRICARE Prime Appointments

<i>McWethy Troop Medical Clinic</i>	295-4893
<i>Adolescent Medicine Clinic</i>	916-5809
<i>Adult Primary Care Network Clinic</i>	916-3000
<i>Family Care Clinic</i>	295-4888
<i>Internal Medicine Clinic</i>	916-5000
<i>Pediatric Clinic</i>	916-5809
<i>BAMC TRICARE Service Center</i>	1-800-406-2832 (select option 3, then option 05)
<i>BAMC TRICARE Senior Prime</i>	1-800-937-6093 (select option 3, then option 2)

TRICARE

In November 1995, BAMC implemented TRICARE. This program enables BAMC to use our resources most efficiently and give our beneficiaries multiple health care options. Under TRICARE, active duty soldiers continue to receive first-priority health care as before. However, active duty family members, retirees and their family members who are not Medicare-eligible now have three options from which to choose.

TRICARE Prime is the managed care option (Health Maintenance Organization - HMO). Prime is the most innovative change in our health care delivery. Prime requires enrollment, but family members of active duty personnel pay no enrollment premium. Retirees and their families *who are under age 65* are eligible for TRICARE Prime and pay an annual enrollment premium of \$230 per individual or \$460 for the entire family. Under Prime, enrollees select a Primary Care Manager (PCM) who will provide primary care and coordinate all other health care needs. You may select a civilian PCM or one from participating military medical treatment facilities. BAMC strongly advocates TRICARE Prime, and we offer you the following Prime clinics as your Primary Care Manager.

- Family Care Clinic, collocated with McWethy Troop Medical Clinic on Garden Road. Open for enrollment to all family members of active duty soldiers, retirees and their family members under 65.
- Pediatric Service, a joint program with Wilford Hall Medical Center. Open for all beneficiary children from birth through age 12 years. Although this is a joint program, you may enroll your child at BAMC and have all pediatric outpatient care here. Wilford Hall provides inpatient pediatric care if necessary.
- Adolescent Pediatrics Service, from age 13 years through adulthood. A specialized service recognizing and dealing with the unique needs of adolescents.
- Internal Medicine Clinic is open for enrollment for all adult family members and retirees. If you are an older adult, especially if you have experienced chronic health problems, the Internal Medicine Clinic may be the appropriate PCM for you.
- Adult Primary Care Network Clinic (APNC). In the APNC, your primary caregiver is an Advanced Practice Nurse. The APNC is open to adult family members and retirees.

If you choose TRICARE Prime, there is no requirement to enroll every family member, and, if you wish, you may select a different Primary Care Manager for each family member who enrolls.

For more information on your TRICARE options, please contact the Fort Sam Houston TRICARE Service Center at 1-800-406-2832 (at the prompt, select option 3 and then option 05) or you may visit the center, conveniently located in the BAMC Lower Level, Main Entrance, Room L33-3B.

TRICARE Standard, the old CHAMPUS, is the indemnity insurance plan that enables beneficiaries the maximum freedom of choice of health care providers. There are no changes other than the name. There is no enrollment required. You pay no premiums for TRICARE Standard. It is a benefit you have earned. However, there are deductibles and cost shares when using TRICARE Standard, and it may be the most costly option for you.

TRICARE Extra is similar to TRICARE Standard, but you have the option of choosing from a list of civilian health care providers (a Preferred Provider Network) who have agreed to provide care to beneficiaries at a negotiated rate. If you choose to use a TRICARE Extra provider, you receive a 5% discount on your cost share, and your provider will process all claims documents. As in TRICARE Standard, there is no enrollment and you pay no premium.

TRICARE SENIOR PRIME

Brooke Army Medical Center is proud to be a participant in the TRICARE Senior Prime Managed Care Demonstration Program, serving the health care needs of our beneficiaries who are age 65 and older.

If you ...

- are a dual-eligible beneficiary (eligible for care in a military medical treatment facility and also Medicare-eligible)
- are age 65 or older
- agree to seek health care services *only* through TRICARE Senior Prime
- have Medicare Part A and Part B coverage

... you are welcome to join the BAMC TRICARE Senior Prime program. TRICARE Senior Prime enrollees are guaranteed timely access to primary health care at BAMC and to specialty care at BAMC or other local military medical treatment facilities, or from our network of civilian providers.

In addition to guaranteed access to care, BAMC TRICARE Senior Prime offers you a wide spectrum of preventive health and wellness services, dedicated to keeping you healthy.

As a BAMC TRICARE Senior Prime enrollee, you will receive your primary health care from a BAMC Primary Care Manager (PCM), who will provide or arrange for all of your health care needs. At BAMC, you may choose your PCM from among the Adult Primary Care Network Clinic, Internal Medicine Clinic, or Family Care Clinic. As in the TRICARE Prime managed care program described above, your Senior Prime PCM is similar to a clinic-based group practice.

For more information on BAMC TRICARE Senior Prime and how you can join, please contact the Fort Sam Houston TRICARE Service Center at 1-800-937-6093 (select option 3, then option 2), or you may visit the center, conveniently located in the BAMC Lower Level, Main Entrance, Room L33-3B.

FISHER HOUSE

Brooke Army Medical Center is very fortunate that Zachary and Elizabeth M. Fisher established two Fisher Houses on a beautiful plot of land directly across the street from the BAMC campus. The Fisher Houses are “a home away from home” for families of patients receiving medical care in selected military hospitals.

Because BAMC is a worldwide referral center providing an intense level of care to very seriously ill patients, many of our patients have families who visit for extended periods. Each Fisher House can accommodate up to eight families. Without the Fisher Houses, the families would often incur a serious financial burden for lodgings.

Fisher House is located at Building 3643, George C. Beach Road, across the street from BAMC. For more information on Fisher House, please telephone 225-4855, or contact the BAMC Department of Social Work, telephone 916-3020.

PATIENT RIGHTS and RESPONSIBILITIES

(Published by the Brooke Army Medical Center Quality Improvement Committee)

YOUR RIGHTS: *As a patient receiving care at BAMC, you have the right to:*

- considerate and respectful services.
- privacy, including the right to request a chaperone.
- confidentiality.
- know which doctor/health care provider is primarily responsible for your care.
- be spoken to in a language that is understandable.
- be informed of hospital policies and regulations.
- make advance medical directives (*living wills and/or appoint a person to make health care decisions for you*).
- health care which recognizes your personal values, cultural practices and spiritual beliefs.
- participate in decisions involving your health care.
- clear, concise explanations of all proposed treatments, procedures, operations and risks.
- current and complete information about your diagnosis, treatment and expected results.
- refuse treatment (*to the extent permitted by law and government regulations*).
- know the identity and professional status of individuals providing services.
- be informed of (*and elect not to participate in*) any human research or other experimentation projects affecting your care.
- see the clinic or ward supervisor or the Patient Representative to voice concerns, complaints, compliments and/or make recommendations for improvement.

YOUR RESPONSIBILITIES: *We consider you a partner in your health care. In order to provide you with the best possible care, we request that you:*

- follow all hospital policies and procedures.
- provide accurate and complete information about your health and medical condition.
- ask for more information if you do not understand your illness or treatment.
- follow the treatment plan that you and your doctor/health care provider responsible for your care agree upon and report any unexpected changes in your condition.
- keep scheduled appointments or give proper notice to the clinic or Patient Appointments Service.
- fully disclose your health insurance and liability insurance policies, and/or assure that financial obligations for your health care are fulfilled as promptly as possible.
- respect the rights of other patients, families, visitors and staff.
- respect the property of other persons and of the hospital.

ADVANCE MEDICAL DIRECTIVES

The Patient Self Determination Act of 1990 addresses the patient's right to make decisions about his or her health care. Advance Medical Directives are legal documents that allow you to plan your health care decisions in the event that you become seriously ill and are unable to speak for yourself. Some patients wish to leave instructions for their physicians and families about medical care decisions. You may use an Advance Medical Directive to express your wishes about life support or any other issues that may arise if you become unable to make decisions for yourself. The decision to sign an Advance Medical Directive is very personal. As you consider signing the document, remember that it will not be invoked unless you become mentally incapacitated or unable to make health care decisions for yourself.

Brooke Army Medical Center supports and respects your right to create an Advance Medical Directive and have it added to your medical record. If you would like more information on Advance Medical Directives or if you want to formulate an Advance Medical Directive, you may speak with your health care provider or the BAMC Patient Assistance Office. An Advance Medical Directive must be signed by the patient.

An Advance Medical Directive may be easily revised or revoked if you change your mind. For your welfare, please notify your physician and health care team if you change or revoke your Advance Medical Directive, to be sure they are aware of your action and to allow your caregivers to support your wishes.

ORGAN and TISSUE DONATION

Perhaps you already made a decision to be designated as a potential organ or tissue donor, and have had this information annotated on your advance directive, or medical power of attorney. Please note, your Texas Driver's License is no longer a valid document for designating you as a donor. If you have not yet decided that you would like to be a donor, but are considering it, please discuss this very important issue with your family. For more information on organ and tissue donation or how to document your decision to be a donor, contact the Donor Referral and Information Line at (toll-free) 1-800-275-1744.

BAMC OFFICE of VOLUNTEER SERVICES

The Office of Volunteer Services offers volunteer opportunities in a wide spectrum of activities. Prior to choosing a volunteer job, an applicant must become a member of the American Red Cross, BAMC Retiree Activities Group, or the BAMC Department of Ministry and Pastoral Care. This office will provide the applicant individual attention to help him or her identify a job that complements and capitalizes on his or her talents and interests. BAMC volunteers state many reasons for sharing their time and talents with BAMC staff and patients. Some enjoy giving to the staff that provided care for them or their family. Others enjoy the connection to the military community and other military retiree volunteers. Still others are seeking experiences and training to augment their job skills. If you would like to learn more about becoming a BAMC volunteer, please contact this office at 916-5083 between 7:00 a.m. and 4:30 p.m. Monday through Friday.

PATIENT RECORDS and BILLING



Release of Medical Information. Information about your health care is confidential. We recognize the importance of protecting your privacy and have several mechanisms in place to ensure your medical confidentiality is protected and the information released is in accordance with legislative and regulatory guidelines. Except as specifically authorized by state or federal law, you have the right to determine information that the hospital may release about you and to whom your medical record may be released. If the patient is a minor, the parent or legal guardian has the authority to make these decisions.

Outpatient Medical Records. The BAMC Outpatient Medical Records Department maintains more than 115,000 outpatient records for active duty and their family members, retirees and their family members, family members of foreign military, as well as civilian emergency patients. Proper maintenance and filing of medical records and documents is very important for continuity of care. You, the patient, play an important role in the quality of care and maintenance of your outpatient medical records, by allowing us to maintain them in the medical records file room. Hand-carrying or maintaining medical records at locations other than in the records room can prevent medical documents from getting filed in the records. It also creates the possibility of lost or misplaced medical documents, which could jeopardize the ability of our health care team to provide you optimum care. Our medical records personnel will deliver and pick up most medical records from the outpatient clinics.

Location: first floor, Medical Mall
Hours: 7:00 a.m.-5:00 p.m. Monday through Friday
Phone: 916-2002
Outpatient Records Supervisor: 916-0367

Inpatient Medical Records. The primary mission of the Inpatient Medical Records Administration Branch is to maintain inpatient medical records for all patients served by BAMC, ensuring these records are documented completely and in a timely manner, and are readily accessible to patients and physicians for continuity of care.

Payment and Billing. Nonmilitary beneficiaries (i.e., civilian emergency patients) are responsible for 100% of the charges billed for both inpatient and outpatient services. Payment arrangements can be made through the Medical Service Accounts (MSA) Office. Nonbeneficiary patients who are covered by a third party payer will be directly billed for any balance not paid by the insurance carrier.

Charges applied to all patients are established by the Department of Defense and cannot be changed by the BAMC staff. If you have questions about your bill, please contact the MSA Office at 916-4202 for inpatient bills or 916-5807 for outpatient bills.

Cashier's Cage

Location: first floor, BAMC Main Entrance, in the Patient Administration Division Corridor (Cashier),

Hours: 7:30 a.m.-4:00 p.m. Monday through Friday

Inpatient rates* for beneficiaries are:

Active Duty	\$7.50 per day
Family Member	\$10.20 per day
Retired Officer	\$7.50 per day
Retired Enlisted	No Charge

*Charges are for all medical services rendered to the patient.

Payment is due upon discharge.

Alternate payment arrangements can be made with prior approval.

Third Party Collection Program. An opportunity now exists at BAMC that will benefit both the patient and the facility. It is called the Third Party Collection Program. Your participation in this program will help us collect reasonable costs from private insurance carriers for providing your health care.

The key to the program's success is you and the third party health insurance coverage you or your spouse may be paying for, but not using. In order to comply with federal laws in Third Party Collection, we ask you to submit your insurance information for processing with each visit. We will then bill your insurance company directly for the care you receive in this facility. The benefit of your participation is the enhanced health care you'll receive at no extra cost to you. The money recovered from third party payers comes directly to this hospital. This enables BAMC to continue to provide the high level of hospital care you expect and deserve. Preferential treatment will not be given to any beneficiary based on the type of private insurance coverage or the existence of additional insurance.

We're sure you may have questions and concerns about this program. The following are answers to some common questions people ask:

Q: What effect will this have on my health insurance?

A: Health insurance is intended to cover you or your family's needs for the medical services listed in your policy. The premiums you or your employer pays are for those services. It will not affect your health insurance.

Q: Where does the money go?

A: Payments come directly to our hospital treasury. The money is then used to enhance the total health care services offered to you.

Q: If the full cost of care is not collected, will I get a bill from the hospital or my insurance company?

A: If you are an eligible military health system beneficiary, you will not be billed for any costs we cannot collect. You will receive a written Explanation of Benefits (EOB) from your insurance company explaining what was charged and what they paid, but you are not liable for any difference remaining, even if the EOB states a co-payment is due.

Q: Will I be billed by the hospital, my insurance company or both?

A: The answer is “no” to all three. The obligation to pay medical care costs applies only to the insurance carrier. You will not be sent a bill for the amounts not covered by the carrier. NOTE: Should your insurance company not pay, you will only be billed for any applicable subsistence charges.

Q: *Do I have to provide my insurance information with every visit?*

A: To collect benefits covered by your health insurance, we must have the information that appears on your health insurance identification card. Please have this card with you every time you come to the hospital for care. You may be asked to verify your insurance status.

The Third Party Collection Program will have no direct effect on your pocketbook, nor will it have a negative effect on your hospital treatment. Instead, this program will allow us to continuously maintain services and improve our health care facilities. That means that every time you enter BAMC, you can be assured you are receiving the very best health care available today, whether you have third party insurance or not.

Patient Affairs Branch. This branch is responsible for coordinating and typing medical evaluation boards (MEB) initiated by this medical center; briefing each soldier on the findings and recommendations of his or her medical evaluation board, as well as his or her physical evaluation board (PEB); initiating and processing of all required line of duty documentation (LOD); scheduling appointments; typing and processing of periodic temporary disability retired list (TDRL) evaluations; monitoring requests for treatment by soldiers not presently on active duty who contracted a disease, or incurred an injury while on active duty; evaluating those soldiers in our area of jurisdiction enrolled in the Comprehensive Clinical Evaluation Program (CCEP); processing of all required documentation pertaining to those who are born or expire in this medical center; assisting commanders in scheduling soldiers (active duty, reserve and national guard) for evaluations to determine if they meet retention standards; receiving and processing of all permanent profiles initiated by this medical center; and monitoring the Seriously Ill, Very Seriously Ill, and Special Category Patient notifications.

Location: first floor, Main Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: Chief, Patient Affairs Branch 916-1689
Comprehensive Clinical Evaluation Program 916-3264/1614
Birth Registration & Decedent Affairs 916-5345
Medical & Physical Evaluation Board 916-3689
Line of Duty Determinations/
TDRL Clerk & AR/NG Liaison 916-0675
MEB/TDRL Typist 916-2796

MEDICAL LIBRARY

The Medical Library has been in existence since early 1914 as part of the hospital for Fort Sam Houston. From 250 books housed in the Surgeon General's office, the library has grown to a collection well over 40,000 books and journals. The function of the medical library is to support the informational needs of the medical staff assigned to BAMC and Fort Sam Houston. The library is open to military and medical personnel. In addition, the library provides information for patients and their family members, working in conjunction with the Health Promotion Center to satisfy our beneficiaries' needs.



Location: third floor, BAMC Main Entrance
Hours: 7:00 a.m.-5:00 p.m. Monday through Friday
Closed on training and federal holidays
Phone: 916-1119 or 916-2182
Fax: 916-5709
email: bamc.medical_library@smtplink.bamc.amedd.army.mil

PATIENT SERVICES LIBRARY

Please refer to pages 9 and 35 in this handbook for library services especially dedicated to BAMC patients!

MAKING and CANCELLING APPOINTMENTS



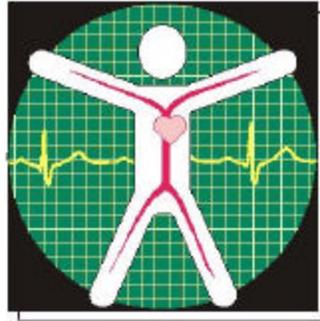
In addition to making appointments by telephone (please see *Quick Reference Phone Numbers*) or through your BAMC TRICARE Prime Health Care Finder, BAMC offers direct face-to-face appointment access at a specially designated window at BAMC Outpatient Records (BAMC Medical Mall). The appointment clerk is available to serve you 8:00 a.m.-4:30 p.m. Monday through Friday, closed for lunch 12:00 noon-1:00 p.m.

Unless otherwise directed, please pick up your outpatient record at BAMC Outpatient Records and arrive for your clinic appointment fifteen minutes prior to your scheduled appointment time. This will allow the clinic staff to process your documents and measure your vital signs.

If you must cancel an appointment, please inform us at least 24 hours in advance, if possible. You may dial your TRICARE Prime PCM directly, or dial 916-3444. Your cooperation will enable us to reschedule you and schedule another patient in your place. Missed appointments that are not cancelled in advance are "no

shows.” No shows compromise our ability to provide quality care and hinder our ability to make timely appointments and meet access standards.

HEALTH PROMOTION CENTER

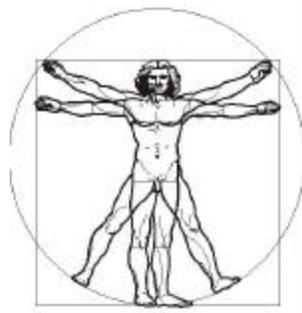


The BAMC Health Promotion Center (HPC) focuses on interactive patient education. The HPC offers a variety of classes, a video library with over 800 videos on a variety of health topics, a book resource room, the *Healthtouch* (an interactive touch screen system that offers health and medication information on hundreds of topics) and a staff of health professionals dedicated to helping you take charge of your own health and enabling you to experience the full potential of a healthy life style. You do not need a referral to visit the HPC. The HPC also performs Health Evaluation and Assessment Reviews (HEAR) for active duty personnel and TRICARE Prime and TRICARE Senior Prime enrollees. The HEAR is an interactive computer program designed to identify health risks. The HPC motto is “*Your Health - Our Care.*” Please take advantage of this innovative, wellness-focused program.

Location: third floor, BAMC Main Entrance
Hours: 8:00 a.m.-4:30 p.m. Monday through Friday
Phone: 916-3352/5538
Patient Representative: Director or NCOIC

NOTE: patients may call to make an appointment or may be referred by their health care provider.

BAMC HEALTH CARE SERVICES and CLINICS



The BAMC *Adult Primary Care Network Clinic (APNC)*, *Family Care Clinic (FCC)*, *Internal Medicine Clinic*, *Pediatric Clinic* and *Adolescent Medicine Clinic* and *Troop Medical Clinic* are designated as ***BAMC TRICARE Prime Primary Care Managers (PCM)***. Beneficiaries who are enrolled in TRICARE Prime at one of these clinics should consult the telephone number on their TRICARE Prime

identification cards to make an appointment directly with their PCM. The APNC, FCC and Internal Medicine Clinic are also designated as BAMC TRICARE Senior Prime PCMs. TRICARE Senior Prime members who are enrolled at one of these clinics should consult the telephone number on their TRICARE Senior Prime identification cards to make an appointment directly with their PCM. All other beneficiaries who require appointments at these clinics should contact the BAMC Patient Appointments Service at ...

local phone 916-9900
long distance and active duty personnel (210) 916-9777
toll-free long distance 1-800-443-BAMC (2263),

... unless indicated otherwise in the clinic information in the following pages.

BAMC TRICARE PRIME PRIMARY CARE MANAGERS



Adult Primary Care Network Clinic

The mission of the Adult Primary Care Network Clinic is to provide accessible, high quality, cost-effective and customer-focused interdisciplinary health care for adult TRICARE Prime and TRICARE Senior Prime enrollees and other beneficiaries. The scope of comprehensive services includes chronic and acute illness care, preventive health maintenance, health promotion and wellness, education and counseling, and specialty consultation and referral.

Location: first floor, BAMC Outpatient Clinic Entrance, next to OB/GYN Clinic

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

Phone: Appointments	916-3000
Prescription renewal	916-3000
Nursing Desk	916-3722



Family Care Clinic

The Family Care Clinic (FCC) serves as the Primary Care Manager for family of active duty personnel and to retirees and their families. The building housing the FCC recently underwent complete renovation to ensure that the quality care provided to our TRICARE Prime beneficiaries is matched by a pleasant and soothing environment offering leading edge medical equipment. With the expansion of the clinic, TRICARE Prime FCC enrollees can receive the full complement of primary care services, including pharmacy, laboratory tests and X-rays, all in the same one-stop location with ample parking only a few steps away from the clinic entrance. *This PCM is available for enrollment of TRICARE Senior Prime Members!*



Location: Collocated with McWethey Troop Medical Clinic, Building 1279, Garden Avenue at Schofield Road

Hours: 8:00 a.m.-5:00 p.m. Monday through Friday

Extended hours clinic open until 7:30 p.m. Monday and Thursday by appointment only

Phone: 295-4888

Internal Medicine

The Internal Medicine Clinic is a designated BAMC TRICARE Prime and TRICARE Senior Prime Primary Care Provider. In addition to primary care providers (doctors, nurse practitioners and physician's assistants) the clinic offers specialty services, for example, the Diabetes Management Service, which includes a Registered Dietician, Behavioral Health Consultants, Pharmacy Consultants, and limited injection and foot clinics. Diabetes Management can be self-referred or by provider consult. All other specialty services are provided upon the request of a health care provider from another service by means of a consult.



Location: third floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

Phone: 916-5000

Pediatric and Adolescent Primary Care

The ***BAMC Pediatric Primary Care Clinic*** provides comprehensive care for infants and children by trained and experienced general pediatricians, nurses and pediatric subspecialists. This clinic is a BAMC TRICARE Primary Care Manager and enrolls beneficiaries from birth through age 12.



The ***BAMC Adolescent Primary Care Clinic*** provides comprehensive care for adolescents by trained and experienced physicians whose specialty is Adolescent Medicine. A broad range of services is available, including acute care, minor injuries, dermatological complaints, counseling, reproductive health, and much more. This clinic is a BAMC TRICARE Primary Care Manager and enrolls beneficiaries from age 13 through age 23. Optional enrollment includes active duty spouses who are less than 23 years of age.

Both clinics are part of the "San Antonio Military Pediatric Center" offering comprehensive primary and subspecialty pediatric medicine and surgery to diagnose, evaluate and treat our patients. Both clinics are one-stop destinations, with on-site pharmacy, laboratory technicians and immunization nurse.

TRICARE enrollment guarantees the TRICARE member will have priority access to the General Pediatric Clinic, the Pediatric After-Hours/Weekend Clinic and the Adolescent Primary Care Clinic.

- The Advice Nurse will also schedule medically appropriate appointments for the normal duty day and the Extended Hours Clinic.
- No routine appointments are available for non-BAMC Pediatric/Adolescent TRICARE Prime members. This applies to sports/school/daycare physicals, routine gynecological appointments for pap smears and well child visits.
- Immunizations are available only for BAMC Pediatric or Adolescent TRICARE Prime members.

Family members of military personnel on TDY status are given the same priority as BAMC Pediatric/Adolescent TRICARE Prime members. Please bring a copy of your TDY orders to the clinic at the time of your appointment.

Location: The Pediatric, Adolescent, and Well-Baby Clinics are located on the first floor of the Medical Mall (West Entrance), next to Outpatient Records.

Hours:

During the normal duty day:

Clinic is open Monday through Friday 7:30 a.m.-4:30 p.m.

Appointment times are 7:45 a.m.-3:40 p.m.

During the Extended Hours Clinic:

Monday through Friday: Appointment times are 5:00 p.m.-7:20 p.m.

Weekends & most holidays: Appointment times are 9:40 a.m.-2:40 p.m.

The Pediatric Advice Nurse is available by phone:

Monday through Friday 8:00 a.m.-7:00 p.m.

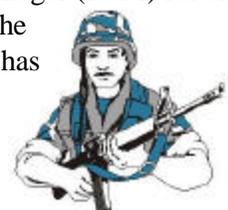
Weekends and most holidays: 8:30 a.m.-2:00 p.m.

Phone :

BAMC Pediatric Clinic information	916-3160
TRICARE Prime appointment	916-5809
Non-TRICARE Prime space-available	916-3160/9900
Pediatric Advice Nurse	916-1871

McWethy Troop Medical Clinic

The McWethy Troop Medical Clinic (TMC) is the TRICARE Prime Primary Care Manager (PCM) for all active duty military assigned to Fort Sam Houston military organizations. The TMC is a dedicated PCM serving active duty personnel only. McWethy has recently undergone complete renovation to ensure that the quality care provided to our active duty personnel is matched by a pleasant and soothing environment offering leading edge medical equipment. With the expansion of the building, TRICARE Prime TMC enrollees can receive the full complement of primary care services, including pharmacy, laboratory tests and X-rays, all in the same one-stop location with ample parking only a few steps away from the clinic entrance.



Location: Building 1279, Garden Avenue at Schofield Road in the Fort Sam Houston AMEDD Center and School Brigade area. The Family Care Clinic is collocated in the building.

Hours: Sick Call: 5:15 a.m.-9:30 a.m. Monday through Friday

Appointments: 9:30 a.m.-3:00 p.m.

Phone: 295-4893

SPECIALTY CLINICS and SERVICES (in alphabetical order)

Allergy/Immunization

A full-range clinical training and research program encompassing both pediatric and adult care in allergy/immunology. Assessment and long-term care of such diagnoses as asthma, allergic rhinitis, food/drug reactions/chronic urticaria, immunodeficiency states and immunization problems are performed. Tb testing takes place on Monday, Tuesday, Wednesday and Friday during duty hours. Other forms of testing and treatment may also be accomplished.

Asthma education is available to military personnel and their family members of the greater San Antonio area through our collaborative efforts and the implementation of an asthma education program.

Items to bring: valid ID card, medical card, medical records, and shot records.

Location: third floor, BAMC Outpatient Clinic Entrance

Allergy Shots

Hours:	M, T, Th	7:45 a.m.-11:30 a.m. and 1:15 p.m.-4:00 p.m.
	W (Venoms Only)	7:45 a.m.-11:30 a.m.
	F	7:45 a.m.-11:00 a.m.

Immunizations

Hours:	M, T, Th	7:45 a.m.-11:30 a.m. and 1:15 p.m.-4:00 p.m.
	W	7:45 a.m.-11:30 a.m.
	F	7:45 a.m.-11:00 a.m.

Phone : 916-3538/4824

Audiology and Speech Pathology

Provides inpatient and outpatient hearing health care that includes the diagnostic evaluation and nonmedical remediation of hearing disorders.

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

Phone:

Front Desk: 916-3336

Speech Pathology: 916-3336

Behavioral Medicine

The Department of Behavioral Medicine consists of the Behavioral Health Service, Child and Adolescent Psychology Service, Community Mental Health Service, Geropsychology Service and Neuropsychology Service.

Behavioral Health Service provides outpatient treatment and consultation related to the management of psychological issues associated with medical care and disease management, exemplified by health promotion, health maintenance, and recovery. Examples of scope of service include coping with chronic illnesses (cancer, diabetes, heart disease, chronic obstructive pulmonary disease), rehabilitative counseling, psychological pain management, and modification of health risk behavior. Patients and their family members may self refer or be referred by their physician for services.



Location: Behavioral Health Service, second floor, BAMC Outpatient Clinic Entrance
(collocated with the Pain Clinic)
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1600

Child And Adolescent Psychology Service provides outpatient treatment and consultation related to the management of psychological and psychiatric disorders affecting children. Examples of scope of service include behavioral disorders (attention deficit disorder, attention and deficit hyperactivity disorder), depression, anxiety and eating disorders. Provides consultations to schools, Pediatric Clinic, and Pediatric and Adolescent Primary Care Clinics on psychological issues. Patients and their family members may self refer or be referred by their treating physician for services.

Location: Child and Adolescent Psychology Service, third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1600

Community Mental Health Service (CMHS) provides outpatient treatment and consultation related to the management of psychological and psychiatric issues affecting all active duty service members and their family members who are TRICARE Prime members enrolled in the BAMC Family Care Clinic. CMHS provides individual, couple, and family therapy as well as psychiatric and consultation services. Patients and their family members may self refer or be referred by their treating physician for services.

Location: McWethy Troop Medical Clinic
Hours: 7:00 a.m.-4:00 p.m. Monday through Friday
Phone: 295-4094

Geropsychology Service provides outpatient treatment and consultation for psychological issues related to aging. The services provided include individual supportive counseling, psychotherapy, evaluation of cognitive functioning and support groups for the caregivers of elderly patients suffering from dementia. Patients and their family members may self refer or be referred by their treating physician for services.

Location: Department of Behavioral Medicine, third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1600

Neuropsychology Service provides outpatient treatment and consultation related to the management of psychological issues associated with neuropsychological functioning. The Service provides assessment of patients with known or suspected brain injury or a neurological disorder. The Service offers supportive counseling for these patients and their families. Provides telemedicine services to TRICARE Prime patients

located in the TRICARE Region 6 and the Great Plains Regional Medical Command areas of responsibility. Patients and their family members may self refer or be referred by their treating physician for services.

Location: Department of Behavioral Medicine, third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1600

Cardiology

Cardiology services are offered to both inpatients and outpatients. These include, but are not limited to, clinical consultation, echocardiography (TEE, stress and viability studies), outpatient cardiac catheterization, full treadmill capability, to include various nuclear perfusion agents, Positron Emission Tomography (PET) imaging, tilt-table testing, Cardiopulmonary Rehabilitation Clinic, cardiothoracic surgery consults, clinical research program, 10 bed Coronary Care Unit, active interventional cardiology group, and much more. The Cardiology Clinic also has the second largest Coumadin Clinic in the Department of Defense.



Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:00 p.m. Monday through Friday
Phone: 916-2913/0935

Appointments:

New appointments:	916-2913
Follow-up appointments:	916-9900
TRICARE Prime New/Senior appointments:	916-7888
Treadmill and Holter Monitor appointments:	916-1313
Echocardiogram appointments:	916-3163

The **Congestive Heart Failure Clinic** is a BAMC Clinical Nurse Specialist program that follows patients with chronic congestive heart failure. We provide education on heart failure, see patients in our clinic and assist them in managing their heart failure. The Lipids Clinic focus is on the management of patients with hyperlipidemia (elevated cholesterol). A physician referral is required to follow and manage patients through these clinics. Appointments are made directly with the provider of the clinics. Classes on both of these conditions are offered regularly through the Health Promotion Center. No referral is needed to take the educational class. They can be scheduled directly with the Health Promotion Center at 916-3352.

Location: Cardiology Clinical Nurse Specialist. Cardiology Clinic, third floor,
BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:00 p.m. Monday through Friday
Phone: 916-2913/0935 (ask for the Congestive Heart Failure Clinic)

Cardiothoracic Surgery

Cardiothoracic Surgery Service at Brooke Army Medical Center is one of only two training programs in the military for cardiothoracic surgeons. It is also the site of the military's only heart transplant program and the only program in the military that offers transmyocardial laser revascularization of the heart. Cardiothoracic Surgery Service also provides many more routine services, such as adult cardiac surgery, including coronary bypass operations, valve replacement and valve repair surgery, as well as homograft valve replacement.

Cardiothoracic Surgery also treats all surgical problems related to the lungs, the esophagus and the chest cavity. This includes surgery for lung cancer and esophageal cancer. The Cardiothoracic Surgery Service at BAMC participates as a member of the Southwest Oncology Group with oncology and surgical groups throughout the United States, including the University of Texas M.D. Anderson Hospital in Houston. Cardiothoracic Surgery Service is also available at all times for the treatment of blunt and penetrating chest injuries and for all forms of acute, as well as chronic, chest trauma as part of their support of the Brooke Army Medical Center Level I Trauma Center.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-2412
Appointments: 916-1398

Chronic Obstructive Pulmonary Disease

The ***Chronic Obstructive Pulmonary Disease (COPD) C.A.R.E. Program*** is a BAMC Clinical Nurse Specialist program that provides patients with increased access to care, comprehensive management of COPD, an individualized exercise program and quality education. Patients may be referred to the COPD clinic or pulmonary rehabilitation by their primary care provider (physician or nurse practitioner) or their pulmonary physician. Physicians or nurses may initiate patient consults for COPD exacerbations. Education classes are available to everyone by calling the Health Promotion Center at 916-3352.

Location: third floor, across from MICCU, BAMC Main Entrance
Hours: by appointment
Phone: 916-0945

Coumadin Clinic

The Coumadin Clinic is a BAMC Clinical Nurse Specialist clinic. The nurses monitor, titrate and adjust the patient's anticoagulation therapy. They also provide extensive education related to this therapy. A consult from the primary care provider is required to access this clinic.

Location: in the Cardiology Clinic, third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:00 p.m. Monday through Friday
Phone: 916-3086

Dermatology

The Dermatology Department offers diagnosis and treatment of adults and children for conditions involving the skin, hair, nails and mucous membranes. The evaluation of the full spectrum of dermatologic disease, pediatric dermatology clinics, skin cancer screening clinics, surgical management of skin cancers, patch testing for allergies of the skin and ultraviolet therapy are routinely available. Dermatologists who have additional fellowship training in the areas of Mohs micrographic surgical technique for the management of skin cancer, the interpretation of biopsies of the skin and the evaluation of immunologic disease of the skin are on the staff.

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-4408/2027

Emergency Medicine

The Emergency Medicine Department provides emergency care for military health care beneficiaries and, as required, the local civilian community. It is a teaching program combined with Wilford Hall Medical Center to educate Emergency Medicine residents. BAMC Emergency Medicine is a high volume center concentrating on treating injuries and acute illnesses. The patient care components of the department are the Emergency Room (ER) and Urgent Care Clinic (UCC).



Location: ER: BAMC ER Entrance
UCC: BAMC Outpatient Clinic Entrance, adjacent to ER

Hours: ER: 24 hours, 7 days a week
UCC: 7:30 a.m.-10:00 p.m. Monday through Friday
10:00 a.m.-10:00 p.m. Saturday, Sunday, holidays

Endocrinology

Offers comprehensive consultative support for Endocrine diseases (thyroid, pituitary, adrenal, and gonadal axis disorders), diabetes for diagnosis and management assistance for Type I and Type II DM, and metabolic disorders (calcium metabolism and lipid metabolism). Educational films and handouts on insulin therapy and titration, home blood glucose monitoring, nutrition, self care, therapeutics, and complications are available through the clinic. Please call the clinic to schedule times for films, or ask at next appointment.

Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 8:00 a.m.-4:00 p.m. Monday through Friday
Phone: 916-1130
Appointments: 916-9900

ENT

For information on ENT, please see ***OTOLARYNGOLOGY***

Gastroenterology

The Gastroenterology Clinic provides full service in/outpatient consultations, evasive gastroenterology procedures, and on-call emergency treatments.

APV Procedures

- colonoscopy/polypectomy under conscious sedation

- flexible sigmoidoscopy
- percutaneous endoscopic gastrostomy (PEG) tube placement under conscious sedation
- percutaneous liver biopsy
- esophagogastroduodenoscopy (EGD, upper endoscopy) under conscious sedation
- esophageal dilation under conscious sedation
- endoscopic retrograde cholangiopancreatography (ERCP) under conscious sedation; or:
 - ERCP w/nasobiliary drainage
 - ERCP with biliary manometry
 - sphincterotomy

Location: third floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

Phone: 916-3647/5649

Appointments: 916-9900

General Surgery

The General Surgery Service provides the following services on an inpatient and outpatient basis for patients age 18 years and above:

- endocrine surgery (exclusive of the pituitary, ovaries and testes) – thyroid, adrenal, parathyroid, and pancreas
- breast surgery (excluding reconstructive surgery, augmentation or reduction mammoplasty) – aspiration, GNA biopsy, excision biopsy, needle localized biopsy, lumpectomy, axillary dissection, modified radical mastectomy
- gastrointestinal surgery exclusive of transplant surgery
- gastrointestinal endoscopy – colonoscopy, EGD (no ERCP), percutaneous endoscopic gastrostomy (PEG)
- liver and biliary tract surgery
- multisystem trauma (level 1) and surgical critical care
- hernias – groin, umbilical and incisional hernias
- colorectal surgery – hemorrhoids, fissures, diverticulitis, cancer, incontinence
- surgical oncology – cancer surgery
- laparoscopic surgery – gallbladder, antireflux surgery, other advanced procedures
- vascular access surgery – Portacath, Hickman, etc.
- minor (lump and bump) surgery – moles, cysts, lipomas
- anal physiology service – manometry, incontinence
- tertiary care and consultation service for the Great Plains Region
- sentinel node biopsy (axillary, inguinal)
- ultrasonography (FAST, Breast, superficial lesions, hernias, transrectal)

In addition, the service provides elective surgical care to pediatric patients of any age who are undergoing same day surgery procedures (e.g. hernia repair, hydrocelectomy, etc.) and level 1 emergency surgical care to patients 15 years old and over.

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

Phone: 916-4137

Appointments: 916-9900

Hematology/Oncology

Nationally recognized worldwide military referral center providing expedient state of the art comprehensive, multidisciplinary cancer therapy. Specialists are available in many areas such as medical oncology, malignant and nonmalignant hematology, coagulation/homeostasis, bone marrow transplantation, immunotherapy, peripheral blood stem cell transplantation, therapeutic apheresis, collection apheresis, transfusion medicine, outpatient chemotherapy clinic and emergency walk-in clinic, etc.

Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday *Please call for specialty clinic/services hours.
Phone: 916-0504 or 916-1214
Appointments: 916-0504 or 916-1214
NCOIC: 916-1452

The ***Oncology Nurse Specialist*** provides education and counseling for the newly diagnosed cancer patient that includes comprehensive information on the diagnosis and proposed treatment plan. Patients and their families are taught to manage treatment related side effects. In addition, the oncology clinical nurse specialist is available to staff for assistance in managing central venous access devices and chemotherapy administration. She also facilitates the Breast Cancer/Gynecology Caring Hearts Support Group and is actively involved in breast cancer related issues. Patients may self refer by telephoning 916-4457.

Location: Health Promotion Center, third floor, BAMC Main Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday and by appointment
Phone: 916-4457

Hemodialysis Unit

The Hemodialysis Unit offers following choices of renal replacement therapy:

- conservative management (pre-dialysis clinic)
- hemodialysis, acute & chronic treatments; in-BAMC only (no home hemodialysis training)
- peritoneal dialysis- home training, occasional in-BAMC peritoneal dialysis
- referral for renal transplant evaluation at Walter Reed Army Medical Center (military transplant center) or University of Health Sciences Center (UTHSC) in San Antonio (civilian program)
- referral to hospice care if the patient desires no treatment for renal failure

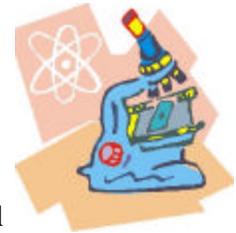
We welcome and encourage family members to accompany or visit all patients. Please telephone the Hemodialysis Unit for other visitor information and policies.

Location: third floor, BAMC Main Entrance, across from the Medical Library
Hours: 6:00 a.m. to 4:30 p.m. Monday through Friday
6:00 a.m.-1:00 p.m. Saturday
Closed Sundays. Please telephone about holidays closures
Phone: 916-4084 / 2252 (Voice Mail)
Unit Representative: Social Work Service, 916-3020/1179

Laboratory Service

Outpatient Specimen Collection

The Outpatient Specimen Collection Service is staffed for routine phlebotomy and specimen collection from walk-in patients. Phlebotomy and specimen collections are performed only on patients who have a written or electronic laboratory request from an authorized physician or health care provider. Lab results are released to the requesting physician or health care provider. Patients should contact their physician or health care provider to receive clinical interpretation of the laboratory test result. The laboratory will not release laboratory results to the patient. Release of the laboratory result for non-clinical reasons may be requested from the BAMC Patient Administration Division using a Release of Information form.



Location: first floor, BAMC Outpatient Clinic Entrance, adjacent to Urgent Care Clinic and across from OB/GYN Clinic
Hours: 7:30 a.m.-5:00 p.m. Monday through Friday (closed on training and federal holidays)
Phone: 916-2761/1220

Timed or Special Specimen Collection

Timed laboratory tests and those laboratory tests requiring special patient preparation are collected in the 4th floor laboratory specimen collection room.

Location: fourth floor, BAMC Main Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-2833/4333 to schedule or coordinate timed or special specimen collection
916-4749/1220 for laboratory information

Blood Donor Center

The Akeroyd Blood Donor Center provides the collection facility for donors who wish to donate blood or platelets. Blood collection and apheresis can be scheduled by calling the number below. Walk-in donors are welcome. Your donation could mean the "Gift of Life" for a patient in need of a blood transfusion.

Location: Harney Road, Building 1240, in the AMEDD Brigade area behind Budge Dental Clinic, near the Fort Sam Houston Recreational Services Library
Hours: 8:00 a.m.-12:00 noon Monday through Friday
Phone: 916-7109/7989/7517

Nephrology

The Nephrology Clinic is a subspecialty referral clinic assessing problems related to the kidney (including proteinuria, hematuria and renal failure). Prior to being seen and treated at this clinic, each patient must first be evaluated by his or her primary care provider, who will refer the patient by writing a consult for Nephrology. The consult must include the referring provider's telephone number (or pager) and, if available, a fax number, in order to optimize coordinated care between our subspecialty clinic and the provider making the referral. When coming to the Nephrology Clinic, each patient should bring all outpatient medical records and pertinent radiographic material, and should be prepared to give a sample of urine for microscopic examination.

Location: third floor, BAMC Main Entrance, next to the Medical Library
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1455

Neurology

The Neurology Service functions as a general neurology clinic for patients with neurologic problems. In addition to the general neurology services, the following subspecialty clinics can be utilized: movement disorders, neuromuscular disorders, epilepsy, electroencephalography with multiple sleep latency testing and peripheral nerve/muscle problems with EMG/NCV.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:15 p.m. Monday through Friday
Phone: 916-2203/1561
Appointments: 916-1876

Neurosurgery

Comprehensive surgical evaluation and treatment of diseases of the brain, spinal cord, and peripheral nerves. Specialized care in the treatment of vascular diseases of the brain, carotid arteries, and spinal cord; tumors of the brain, spinal cord, and peripheral nerves, traumatic and degenerative disease of the spine, reconstruction and instrumentation; stereotactic neurosurgery and radiosurgery, and comprehensive care of all peripheral nerve entrapment syndromes.

Items to bring: radiological reports (CAT Scans, MRI), regular X-rays, and outpatient medical record.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-3482
Appointments: 916-3482

Obstetrics and Gynecology

The Brooke Army Medical Center (BAMC) / Wilford Hall Medical Center (WHMC) OB/GYN Department is a combined department offering the full spectrum of specialty services. Obstetrics and Infertility Services are located at WHMC. GYN services, to include routine annual exams, problem GYN, urinary incontinence evaluation, GYN surgical services, evaluation of abnormal Pap smears and GYN Oncology Services are located at BAMC.

If you are a TRICARE Prime member, your access for OB/GYN services is through your Primary Care Manager (PCM) to ensure you receive priority appointment status. If you are experiencing a GYN emergency and you are not able to reach your PCM, you may speak with a TRICARE GYN Nurse by calling 292-7177 and be scheduled for an urgent appointment if necessary.



We request that you arrive at the clinic 15 minutes prior to your appointment, and please bring your medical record and hospital card or TRICARE Prime membership card. For safety reasons, please do not bring

children to the clinic. If you must bring your child, please bring another adult to watch your child during your appointment. You may also contact the Fort Sam Houston Child Development Center at 221-5002. If you cannot keep your appointment, please *call the clinic at 916-3444 to cancel* so we can make the appointment available to another beneficiary.

Location: first floor, BAMC Outpatient Clinic Entrance, adjacent to the Pharmacy.
Hours: 7:30 a.m.-4:30 p.m. Monday, Tuesday, Wednesday, Friday
12:20 p.m.-4:30 p.m. Thursday
Phone: 916-2168, option 3
Appointments: You can make routine annual exam and Problem GYN appointments directly by calling 916-9900. All other appointments are by referral only. Non-TRICARE Prime appointments are space-available only.
For obstetrics or infertility care at WHMC, please phone 292-7785.

Ophthalmology

The BAMC Ophthalmology Service offers comprehensive diagnostic, therapeutic and consultative services for medical and surgical disorders of the eye on a referral basis. All ophthalmology subspecialties are represented by our nine board-certified, fellowship-trained staff ophthalmologists. We are San Antonio's oldest accredited eye surgery residency program, currently training fifteen residents a year. In addition to our full-service general ophthalmology clinic, BAMC Ophthalmology Service offers subspecialty case management for patients with more complex disorders.

For example:

- Anterior Segment
- Cornea & External Disease
- Refractive Surgery
- Pediatric Ophthalmology
- Adult Strabismus
- Glaucoma
- Retinal & Vitreous
- Diabetic Eye Disease
- Oculoplastics
- Orbital & Reconstructive Surgery
- Neuro-Ophthalmology
- Ocular & Orbital Trauma
- Ophthalmic Pathology



Our clinic is one of the best-equipped facilities in the region. A partial listing of our resources includes:

- 18 examination rooms
- In-clinic outpatient surgery suite
- Digital fluorescein and ICG angiography
- Scanning laser ophthalmoscopy
- Optical coherence topography
- Ultrasonic biomicroscopy
- Automated visual field analysis
- Argon, Tunable dye, Diode, Nd:YAG laser

General Information 916-2020

New Appointments 916-3953
Physician Consultation 916-2020
Administrative 916-1245
Clinic FAX 916-2946

All patients are requested to bring their outpatient medical records, consultation requests, current prescription eyewear, and all eye medications to their appointment. It is a good idea for patients to arrange for someone else to provide transportation after their eye examination.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-2020

Optometry

The Optometry Service provides primary eye care at two locations, the BAMC Optometry Clinic and McWethy Troop Medical Clinic (TMC). Primary care includes eye exams for ocular health and vision correction, limited contact lens care, and the treatment and management of ocular disease. Specialty services for low vision and medical correction with contact lenses are available on a limited basis. Cosmetic contact lens prescriptions will be duplicated if the patient's eyes are healthy and the patient has a copy of the *contact lens Rx* that he or she is currently wearing.



Active Duty Walk-In (Sick Call) Clinic

Optometry services are available for active duty service members on a walk-in basis at the McWethy Troop Medical Clinic (TMC). Walk-in/Sick Call hours are 6:15 a.m.-7:45 a.m. Monday through Friday. Soldiers must present with a valid ID card and their medical records. Active Duty Walk-In Clinic is for those military personnel in training, i.e. AIT, OBC, AOC, BNOC, ANOC, etc. Permanently assigned military personnel, please use the appointment system.

Optical Services

Military glasses and protective mask inserts are available at both clinics on a walk-in basis. Service members may order replacements glasses/inserts, *without a complete eye examination*, if they have a documented eye exam or spectacle prescription dated within one year. Retirees and active duty service members may order glasses from a *civilian* prescription if the prescription is dated within one year. Spectacle repair and adjustment for military glasses is available at both clinics. Patients with scheduled appointments have priority over walk-in patients seeking optical services.

BAMC Optometry Clinic

Location: BAMC Outpatient Clinic Entrance, second floor
Hours: 7:30 a.m.-1:30 p.m. Monday through Friday
Phone: 916-1717
Appointments: 916-9900/9777 (800-443-2262)

McWethy Troop Medical Clinic (TMC) Optometry Service

Location: Garden Avenue, Bldg. 1279, Room A122
Hours: 6:15 a.m.-4:00 p.m. Monday through Friday
Active Duty Walk In Clinic 6:15 a.m.-07:45 a.m. Monday through Friday

Phone: 295-4861
Appointments: 916-9900/9777 (800-443-2262)

Oral and Maxillofacial Surgery Service

Specialties available at BAMC Dental Services / Oral and Maxillofacial Surgery Service:

- Surgical correction of developmental jaw deformities
- Placement of implants, intraoral and extraoral
- Temporomandibular joint surgeries
- Reconstruction of cleft palate deformities
- Reconstruction of facial and intraoral defects
- Diagnosis, treatment and reconstruction of facial /oral pathology
- Head and neck trauma management
- Dentoalveolar and preprosthetic surgery
- Facial cosmetic surgery
- Treatment of cervicofacial and dental infections
- General anesthesia of ASA 1 patients as indicated
- Conscious sedation on indicated patients
- Full Scope Oral Pathology
- Evaluation for head and neck tumor board
- Biopsies of head and neck lesions
- Temporomandibular joint / facial pain evaluations
- Limited Dental Consultations
- All inpatient consults
- Preoperative dental evaluation as needed by other services
- Medical adjunctive dental treatment

Radiological services available: Panoramic facial tomography (Panorex)

The OMS Service will evaluate consultations from other specialties within BAMC. Some consultations with problems related to teeth will be referred to Budge Dental Clinic as indicated. We will evaluate all inpatient consults.

IMPORTANT!

- Except as noted, the OMS Service is available by referral only.
- Routine dental care is limited to active duty only
- All military ID card holders on DEERS will be evaluated for oral and maxillofacial surgical procedures, routine or emergent.
- Routine preoperative work-up, such as for total joints, cardiothoracic procedures, chemotherapy, radiation therapy, bone marrow transplants, and head and neck tumors, need to be done by appointment well ahead of the scheduled procedure.

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 0700-1630 Mon-Thurs

0700-1300 Friday

After-hours OMS coverage is available at all times via pagers

Phone: 916-0332/2549

Orthopaedics

Orthopaedic Surgery Service evaluates and treats a multitude of musculoskeletal and neuromusculoskeletal disorders. Specialty programs, such as the Amputee Clinic, are available for patients. Providers are trained in various specialties: trauma, adult reconstruction, sports medicine, spinal, hand/upper extremity, pediatric orthopaedics and acetabulu. There are four additional clinics working in coordination with the Orthopaedic Service: Podiatry, Occupational Therapy, Sports Medicine Physical Therapy and the Orthotic Lab. The Orthotic Lab fabricates, fits and maintains all bracing including prosthetic s.



Location: first floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1242
Appointments: 916-9900

Otolaryngology

Inpatient and outpatient clinical surgical care with fellowship trained surgeons in sinus surgery, head and neck oncology, neurotology, pediatric otolaryngology, facial plastics and reconstructive surgery.

Items to bring to appointment: outpatients records, consults, military ID card and TRICARE Prime card or medical card.

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 7:30 a.m.-4:30 p.m. Monday through Friday

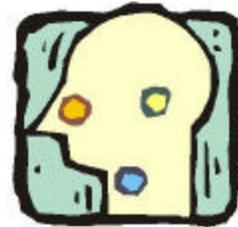
Phone:

Message/Appointment: 916-2985 option #2

Cancellation number: 916-9900

Urgent patient line: 916-2985 option #4

Appointment: 916-2985 option #3



Pain Control

The Pain Control Clinic sees patients with a consult from a primary care physician stating the patient's provisional diagnosis. The patient must bring the consult to the first appointment. All TRICARE patients must contact the TRICARE office who will arrange the first appointment with us. The goal of the Pain Control Clinic is to provide relief and control of chronic and/or acute pain problems, within the limits of military medicine. Various procedures performed are:

- peripheral and cranial nerve blocks
- spinal anesthesia or blocks
- epidural anesthesia or block (lumbar, thoracic, caudal, or cervical)
- trigger point injections
- celiac plexus blocks, stellate ganglion blocks, or lumbar sympathetic blocks
- Bier Blocks
- facet injections
- cryoneurolysis
- blood patches
- alternative pain modalities

Location: second floor, BAMC Outpatient Clinic Entrance

Hours: 8:00 a.m.-4:00 p.m. Monday through Friday

Phone: 916-2888

Pharmacy

The Department of Pharmacy provides comprehensive pharmaceutical services to all eligible inpatients and outpatients up to a tertiary level. The department renders these services within the highest standards of pharmacy practice emphasizing quality customer service while maintaining adequate training levels necessary for supporting medical readiness. Each section provides service utilizing the knowledge and skills of board certified pharmacists. Each pharmacist is proficient in drug identification, indication, administration, and dosage forms. They are supported by board certified pharmacy technicians.



The Pharmacy will only fill prescriptions for medications listed in the formulary unless a staff prescriber obtains approval for special purchase of a non-formulary drug. Patients are required to present a valid military ID card when receiving prescription services. Family members may pick up another family member's prescription provided a valid ID card is presented.

Main Outpatient Pharmacy (new prescriptions from within BAMC or from non-BAMC prescribers):

Location: first floor, BAMC Medical Mall
Hours: 8:00 a.m.-5:00 p.m. Monday through Friday
Phone: 916-1536

Urgent Care Clinic Pharmacy (the UCC Pharmacy fills new prescriptions only from the Urgent Care Clinic, the Emergency Room, and other established after-hours clinics. BAMC discharged patients may pick up prescriptions at this pharmacy during the hours the Main Outpatient Pharmacy is closed).

Location: BAMC Urgent Care Clinic
Hours: 8:00 a.m.-10:00 p.m. Monday through Friday, 10:00 a.m.-10:00 p.m. Saturday, Sunday, holidays
Phone: 916-5101

Pediatric Clinic Pharmacy (this pharmacy processes only new prescriptions from the Pediatric Clinic. In the event this pharmacy is closed, patients may bring prescriptions to the Main Outpatient Pharmacy).

Location: BAMC Pediatric Clinic
Hours: 8:30 a.m.-5:00 p.m. Monday through Friday
Phone: 916-1186

McWethy Troop Medical Clinic Pharmacy (the TMC Pharmacy fills new prescriptions only from the Troop Medical Clinic and the Family Care Clinic).

Location: FSH Main Post (Training Brigade area), Schofield Rd at Garden Ave, Building 1279
Hours: 6:30 a.m.-4:30 p.m. Monday through Friday
Phone: 295-4108

Satellite Refill Pharmacy (this pharmacy is the sole location for dispensing and pickup of BAMC prescription refills. Patients normally request refills in advance by using the automated telephone refill system. Refills are ready for pickup after 10:00 a.m. the following duty day. Patients may also fill new prescriptions from non-BAMC prescribers at this pharmacy).

Location: FSH Main Post (Post Exchange complex), Scott Rd, Building 2401
Hours: 8:00 a.m.-5:00 p.m. Monday through Saturday
Phone: 916-8832/8833. To call-in prescriptions, phone 916-8700.

Physical Medicine and Rehabilitation

The **BAMC Physical Medicine and Rehabilitation Clinic** is a referral clinic requiring an appointment and a consult from another health care provider. The clinic chief is a physician who specializes in physical medicine and rehabilitation. This individual is a board eligible or board certified physiatrist (pronounced fiz ee at' trist), a physician who specializes in the comprehensive, non-surgical diagnosis and treatment of neuromusculoskeletal conditions. This includes a wide spectrum of disorders ranging from back and neck pain syndromes, joint and soft tissue conditions, nerve compression disorders, occupational and industrial conditions, chronic pain syndromes, burns, strokes, brain and spinal cord injuries, multiple sclerosis and other

neurodegenerative conditions, cancers, amputations, cerebral palsy and other pediatric neuromusculoskeletal disorders. Treatment emphasis is on restoring or optimizing a patient's overall functional abilities.

Physiatrists utilize electrodiagnosis, medications, assistive devices, orthotics, prosthetics, modalities, various types of exercise, activity modification, patient education, and a wide variety of procedures to include injections, manipulation, massage, and acupuncture. Physiatrists work in conjunction with other providers frequently in a multidisciplinary team setting to include physical therapists, occupational therapists, speech-language pathologists, psychologists, social workers, pain anesthesiologists, as well as other health providers.

Location: first floor West, BAMC Main Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-0306

The **BAMC Physical Therapy Clinic** offers a wide range of rehabilitative care. Our goal is the optimal recovery of function through the skilled application of treatment together with the efforts of the individual patient. Special programs offered include amputee and total joint replacement clinics, aquatic therapy, back education classes, multidisciplinary sports medicine and neurorehabilitation clinics, and functional rehabilitation classes for the back, knee and ankle. We also operate a specialized physical therapy clinic on Ward 7 West for your inpatient rehabilitation needs.

Outpatient Physical Therapy Clinic

Location: first floor West, BAMC Main Entrance
Hours: 7:00 a.m.-4:30 p.m. Monday through Friday
Phone: 916-1920

McWethy Troop Medical Clinic

Location: Schofield Rd at Garden Ave, Bldg 1279, Room C-102
Hours: 7:00 a.m.-1200 noon Monday through Friday
Phone: 295-4018

The **BAMC Occupational Therapy Clinic** provides rehabilitation to neurological, orthopaedic, arthritic, low vision, pediatric and other patients who are referred for evaluation and treatment. Our goal is to offer, through purposeful activity, the means of achieving maximum independence in one's occupational roles. Evaluation and treatment include such areas as activities of daily living (eating, dressing, grooming, bathing); upper extremity strength, coordination and range of motion; perceptual-motor and eye-motor coordination; cognitive training; developmental evaluation; energy conservation and work simplification; work, school and home evaluation and modification; and upper extremity splinting/orthotics. We perform neuromuscular-skeletal evaluations and treatment for upper extremity injuries or problems. Our Orthopedic/Occupational Therapy Hand Clinic, which meets one-half day each week, offers timely consultation with the hand surgeon for upper extremity injuries and post-surgical follow up and treatment coordination. A weekly pre-operative clinic coordinates between the Orthopedic Service and Occupational Therapy and determines treatment programs prior to surgery. A multidisciplinary neurorehabilitative clinic coordinates treatment between Neurology, Physical Therapy and Occupational Therapy.

Location: first floor, BAMC Main Entrance, opposite the Information Desk
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-5805

Plastic Surgery

Plastic Surgery is a surgical specialty that seeks to improve physical function or minimize disfigurement resulting from accidents, disease or birth defects. Plastic surgery includes aesthetic surgery, popularly known as cosmetic surgery, which can reshape facial and bodily features, and improve an individual's appearance. Reconstructive surgery has priority over cosmetic surgery.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 8:00 a.m.-4:00 p.m. Monday through Friday
Phone: 916-3100
Follow-up Appointments: 916-3100

Preadmission Unit (PAU)

For information on the PAU, please refer to the *INPATIENT INFORMATION* section in this handbook.

Preventive Medicine

The Preventive Medicine Service is located on Stanley Road, to the immediate right of the old BAMC Main Building, in Building 1029, Fort Sam Houston, TX, telephone 916-6400. We provide services in the following areas of interest:

Community Health Nursing offers a variety of wellness promotion, disease prevention and health education activities. Some of the services offered include lifestyle measures for weight and blood pressure control/management, exercise, nutrition, tobacco cessation, etc. Home visits for antepartum, postpartum, well baby, and home safety evaluations are also available. Our Epidemiology and Disease Control section provides disease reporting services as well as counseling, case findings, follow-up and contact interviews for communicable diseases such as sexually transmitted disease, hepatitis, meningitis, etc. Anti-tuberculosis clinics are scheduled weekly. Licensed providers offer continuing education classes and inservice sessions. For more information, call our office at 916-8226.

Environmental Health focuses on the elimination and/or control of environmental health hazards. This is accomplished through sanitation/environmental quality inspections of water supply sources, food service facilities, barber shops, housing quarters, child care facilities, and recreational facilities. In addition, Environmental Health personnel perform disease outbreak investigations, vector surveillance/identification/control and training and education programs. For more information, call 916-8310/6400.

Occupational Medicine has two functional areas: Occupational Health and Industrial Hygiene. The Occupational Health section provides care oversight for occupational illnesses or injuries which may be incurred by members of the population of approximately 1700 active duty soldiers and civilian personnel at Fort Sam Houston, BAMC, Institute for Surgical research (ISR), Dental Activity Command (DENTAC), Camp Bullis and Camp Stanley, and the South Texas Army National Guard. Program elements include health education, pregnancy surveillance, occupational vision, immunizations, hearing conservation and epidemiology. The staff consists of an occupational medicine physician, two occupational health nurses, one occupational health technician and one medical clerk. For more information, call 916-8037.

The **Industrial Hygiene** section provides recognition, evaluation and control of health hazards in the workplace and community. Our services include indoor air quality (IAQ) evaluations, ergonomic assessment, exposure assessments (chemical, biological, and physical) and ventilation surveys. In addition, Industrial Hygiene can prepare and present customized training and education programs to meet the specific needs of our customers. Please contact either Mr. Scott Bentley at 916-6508 or Mr. Albert Kennedy at 916-8320 with your request.

The **Health Physics** section has broad radiation protection responsibilities supporting BAMC, the Institute of Surgical Research (ISR), and the Great Plains Regional Medical Command. Health Physics administers three radiation protection programs: the radioactive materials safety program, the machine-produced radiation safety program and the laser safety program. For more information please contact 916-8338.

Psychiatry

The Department of Psychiatry provides diagnostic service, consultation, and treatment for all eligible beneficiaries. Active duty personnel and TRICARE Prime enrollees are given first priority for appointments in the Department of Psychiatry. Other patients are seen on a space available basis. The Department of Psychiatry provides services to patients of all ages. The Child and Adolescent Psychiatry Service is the only service in the department which provides services to patients under the age of 18.

Patient care providers in the Department of Psychiatry include:

- Adult psychiatrists who primarily treat patients 18 years of age and over.
- Child psychiatrists who treat primarily patients 1 to 17 years of age.
- Clinical psychologists who primarily treat patients with drug and alcohol related problems.
- Certified ADAPCP counselors who treat patients with drug and alcohol related problems.



The Psychiatric Consultation and Liaison Service provides a full range of outpatient services to eligible adult beneficiaries on a space available basis. Available services include evaluation, crisis intervention, individual psychotherapy, psychopharmacological treatment with a wide range of available medications including anxiolytic, antidepressant, tranquilizing, and mood-stabilizing agents. Effective treatment for brief situational reactions, including sleep disturbances is also available. Referral to other appropriate resources, such as Wilford Hall Medical Center and other public and private facilities in the area may be arranged when necessary. Additionally, in some cases, marital and family problems are evaluated and provided brief therapy, or referred for more intensive therapy when needed. The Psychiatric Consultation and Liaison Service also works with the attending physician, supporting staff, the patient, and family during inpatient hospitalization to meet any psychiatric need that may arise. In cases where there is a severe psychiatric problem, the Psychiatry Consultation and Liaison service may facilitate transfer to another facility that can handle those type needs.

Hours of operation are 7:30 a.m.-4:30 p.m. Monday through Friday in the Psychiatry Clinic located on the third floor, BAMC Outpatient Clinic Entrance.

The Child and Adolescent Psychiatry Service mission is to provide psychiatric and therapeutic services as appropriate to maintain the mental health of eligible children and their families. The service is only provided through consultation with Child and Adolescent Psychology (916-1600). Routing and 72-hour emergency

consults are all routed through the aforementioned service. Psychological testing is available through the Child and Adolescent Psychology Service per consultation request.

Hours of operation are 7:30 a.m.-4:30 p.m. Monday through Friday in the Psychiatry Clinic located on the third floor, BAMC Outpatient Clinic Entrance.

The ***Alcohol and Drug Abuse Prevention and Control Program (ADAPCP)*** provides evaluation, treatment and referral services to active duty military personnel and their family members, retired military personnel and their family members and Department of the Army Civilians and their family members who have alcohol and/or drug related problems. Participation of retirees, family members and civilians is voluntary. Intake evaluations, development of individual treatment plans, which could include but not limited to individual counseling, family counseling, group counseling, alcohol/drug education, coordination and referral to other agencies as appropriate, and active outreach to military community through unit and hospital consultation and information services. The ADAPCP is located in the Roadrunner, Building 2797, and is staffed by a clinical psychologist who serves as Clinical Director, and three certified ADAPCP counselors. Hours of operation are 7:15 a.m.-4:00 p.m. Monday through Friday.

The ***Psychiatric Clinical Nurse Specialist*** program provides inpatient consultation/psychiatry liaison and provides crisis intervention for patients and their families. We provide educational opportunities for staff to promote their clinical expertise in meeting patients' psychological needs. We help staff mobilize personal and environmental resources for effective coping with stress and crises.

Location: sixth floor, 6 East, BAMC Main Entrance
Hours: 7:30 a.m.-5:00 p.m. Monday through Friday
Phone: 916-5503

Pulmonary Disease

The Pulmonary Disease Service at Brooke Army Medical Center is a world class Pulmonary Disease Service. We provide a variety of adult services which include a fully staffed Pulmonary Clinic. The Pulmonary Function Laboratory that supports the clinic is one of the finest in the Army. Scientific research is routinely performed by Pulmonary Fellows and Staff. The capabilities of the laboratory include full diagnostic pulmonary testing, methylcholine challenge studies, exercise studies for evaluation of patients in need of transplant and placement into pulmonary rehab programs. State of the art fluoroscopic bronchoscopes, to include placement of bronchial stents and use of laser technology, are routinely performed by the Pulmonary Staff. The physicians assigned to the service oversee and consult for the Critical Care Services and Respiratory Therapy Sections.

Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-0328/1136

Diagnostic Radiology

Plain Films (plain films, barium studies, IVPs). Also provide bedside exams and Operating Room support.

Location: first floor, Medical Mall (Radiology)
Hours: 7:30 a.m.-4:00 p.m. Monday through Friday for nonemergencies



24 hours daily for emergencies.
Phone: 916-5097/2415
Appointments: telephone or go to the Radiology reception counter

Location: Orthopedics Department
Hours: 7:30 a.m.-4:00 p.m. hours Monday through Friday
Phone: 916-2141
Appointments: Walk-in

Location: McWethy Troop Medical Clinic
Hours: 6:30 a.m.-4:30 p.m. Monday through Friday
Phone: 295-4053
Appointments: Walk-in

Ultrasound. Also provides bedside exams.

Location: first floor, Medical Mall (Radiology)
Hours: 7:30 a.m.-9:00 p.m. Monday through Friday for nonemergencies
24 hours daily for emergencies
Phone: 916-5097/2415
Appointments: telephone or go to the Ultrasound reception counter

CAT Scan

Location: first floor, Medical Mall, adjacent to Emergency Room
Hours: 24 hours daily
Phone: 916-2206
Appointments: telephone or go to the Cat Scan reception counter

MRI

Location: adjacent to Emergency Room
Hours: 6:45 a.m.-9:00 p.m. Monday through Friday
6:45 a.m.-6:00 p.m. Saturday and Sunday
24 hours daily for emergencies
Phone: 916-0832
Appointments: telephone or go to the MRI reception counter

Special Procedures (angiograms, venous access, myelograms, biopsies, drainages)

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 8:00 a.m.-6:00 p.m. Monday through Friday for nonemergencies
24 hours daily for emergencies
Phone: 916-3144
Appointments: Made by referring physician to radiologist only.

Mammograms

Location: first floor, Medical Mall (Radiology)
Hours: 7:30 a.m.-4:30 p.m. hours Monday through Friday
Phone: 916-5097/2415
Appointments: telephone or go to the Mammogram reception desk.

The **Clinical Coordinator/Case Manager for Mammography** is a Clinical Nurse Specialist who coordinates the care of women with abnormal mammograms to ensure timely and comprehensive follow up. For women requiring breast biopsy in the mammography section, the nurse provides counseling prior to the biopsy and follow up after the procedure. The clinic collaborates with radiologists and staff to ensure optimal patient outcomes.

Location: first floor, Medical Mall (Radiology)
Hours: 7:00 a.m.-4:00 p.m. Monday through Friday
Phone: 916-5468

Rheumatology

The Rheumatology Clinic at BAMC is a referral-based subspecialty of internal medicine. The professional staff deals with the evaluation and treatment of arthritic and auto-immunity diseases. New patient evaluations require consultations (SF 513) from a referring/primary care physician. TRICARE Prime/Senior patients should obtain a new appointment through their Primary Care Manager or TRICARE Health Care Finder. The clinic also provides gold injections.

Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
1200-1300 closed for lunch
Wednesday 1300-1400 gold injections
Phone: 916-0797
Fax: 916-5222

Social Work

The Department of Social Work provides comprehensive social services to all beneficiaries. We offer the following outpatient services:

Outpatient Social Work Service provides outpatient social work evaluation and treatment for children/adolescents and their families, including individual, group, marital, and family counseling. This service also provides counseling for victims of sexual assault, adolescent and adult pregnancies and adoption planning.

Family Advocacy Service furnishes clinical and administrative support to help manage child and spouse abuse cases. Responds to consultation requests from emergency medical providers for assistance in cases involving acute personal and family problems.

Please call the clinics directly to arrange for appointments.

Location: third floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday (on-call via Emergency Room)
Department Chief: 916-1755
Clinic Receptionist: 916-3020

Trauma

The Trauma Service is part of the Department of Surgery. As the Army's only Level 1 Trauma Center, BAMC provides care to victims of traumatic events from the community of San Antonio, South Texas, and the United States. BAMC works with emergency medical systems, acute care facilities, and rehabilitation centers to ensure optimal surgical and medical care to injured patients. The Trauma Service is also involved in data collection and research, training, injury prevention awareness, and community education.

Urology

The Urology Clinic offers the full spectrum of medical and surgical treatments for urologic disease. No referrals are required. Any beneficiary can make an appointment directly through Patient Appointment System or the Urology Clinic.

Location: second floor, BAMC Outpatient Clinic Entrance
Hours: 7:30 a.m.-4:30 p.m. Monday through Friday
Phone: 916-4621/0716

Wound and Ostomy Service

The Wound and Ostomy Service at BAMC provides comprehensive inpatient/outpatient care to patients with wound, ostomy, and continence needs. Other services provided include preoperative counseling for patients and family members, patient and family teaching about wound and ostomy care, and patient follow-up care. The Wound and Ostomy Service also provides individual patient consultations for physicians, nurses, and other health care providers about complex wounds, fistulae, pressure ulcers, diabetic ulcers, skin problems, and ostomies.

Location: sixth floor, BAMC Main Entrance
Hours: 8:00 a.m.-12:00 noon and 1:00 p.m.-3:00 p.m. Monday through Thursday
8:00 a.m.-12:00 noon Friday
Phone: 916-1281/3830

PATIENT and VISITOR ASSISTANCE, COMFORT, CONVENIENCE and RETAIL SERVICES

ADVOCATE for RETIREES in the MILITARY HEALTH SYSTEM (ARMHS)

ARMHS volunteers are typically health professionals who serve as an advocate for military retirees and their families. They provide the time and attention needed to understand retiree concerns about their health care. These volunteers understand the BAMC health care system and they ensure that those who need answers reach the office most qualified to address these concerns. You may contact an ARMHS volunteer by dialing numeric pager number 916-1996, extension 0200, between 10:00 a.m. and 3:00 p.m. Monday through Friday. If you are not familiar with paging procedures, a member of the BAMC staff can assist you.

AMERICAN RED CROSS

The BAMC Chapter of the American Red Cross is available to assist patients with personal, family and financial issues. The BAMC Chapter American Red Cross office is on the fourth floor, BAMC Main Entrance, Room 413-12 and 413-13 (behind and to the right of the patient elevators). Hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday, telephone 916-4618 or 221-3355. For after-hours assistance, please contact the San Antonio Area Chapter, American Red Cross, telephone 224-5151.

ATM

Please see ***BANK***, below.

BAMC TELEPHONE INFORMATION

Please telephone 916-3400 or 916-4141 for BAMC telephone numbers.

BANK

The Eisenhower National Bank has a full-service outlet on the Lower Level of the BAMC Main Entrance in the concession arcade to the left of the Chapel. Hours of operation are 8:00 a.m. to 3:00 p.m. Monday through Friday; telephone 223-6738. There is also a 24-hour Automated Teller Machine at the same location.

BARBER SHOP and BEAUTY SALON

A combined barber shop and beauty salon serving patients and military beneficiaries is on the Lower Level of the BAMC Main Entrance in the concession arcade to the left of the Chapel. Customers can make appointments, and walk-ins are always welcome. Days and hours of operation are 7:30 a.m.-4:30 p.m., Monday through Friday; telephone 227-7280.

BURGER KING

The BAMC Burger King is on the Lower Level, BAMC Main Entrance, at the end of the concession arcade to the left of the Chapel. Days and hours of operation are 7:00 a.m. to 8:00 p.m. Monday through Friday; 11:00 a.m. to 6:00 p.m. Saturday; closed Sunday, telephone 229-9112.

CHAPEL

The BAMC Chapel is on the Lower Level, BAMC Main Entrance, next to the elevator bank. The Chapel is open for prayer and private meditation from 6:30 a.m. to 6:00 p.m. Monday through Friday. On Sundays, Catholic Mass is held at 8:45 a.m. and at 11:00 a.m. Protestant worship is held at 10:00 a.m. On Monday through Friday, daily devotions are conducted at 7:15 a.m. and Catholic Mass at 11:00 a.m. and 2:00 p.m. Please contact the BAMC Department of Ministry and Pastoral Care at 916-1105 for



more information.

DINING FACILITY

We are proud to offer patients and visitors access to the BAMC Dining Facility, serving some of the finest meals, broadest selection and most comfortable cafeteria setting to be found in San Antonio. All meal selections are a la carte. Inpatients do not pay, and we do request that visitors pay the cashier with currency of no greater denomination than a \$20 bill. We have ample seating for those who take their meals here, but if you bring your own meal, please use the outdoor terrace. The Dining Facility is on the Lower Level, BAMC Main Entrance, just beyond the main patient elevators. Daily serving hours are:

Breakfast 6:00 a.m. to 9:30 a.m.
Lunch 10:30 a.m. to 2:00 p.m.
Dinner 4:00 p.m. to 6:00 p.m.



The Dining Facility ***Grab and Go Cart***, located just inside the entrance, offers soup, salad, sandwiches, desserts and espresso, cappuccino and latte 9:30 a.m. through 3:00 p.m. Monday through Friday.

ESPRESSO BAR and FRESH FRUIT JUICE BAR



The Espresso Bar and the Fresh Fruit Juice Bar are located in the BAMC Medical Mall. The Espresso Bar serves coffee, espresso, cappuccino and flavored coffee drinks. Hours are 6:30 a.m. to 3:30 p.m. Monday through Friday. The Fresh Fruit Juice Bar serves juices, fruits, snacks, cookies, sandwiches and pastries. Hours are 6:00 a.m. to 3:00 p.m. Monday through Friday. Both concessions are operated under authorization of the Texas Commission for the Blind.

FLOWER SHOP

The Flower Shop is located on the first floor, BAMC Main Entrance, behind the elevator bank. The shop has balloons, live plants and ready-made floral arrangements, and will also create floral arrangements to order. The staff will make deliveries to patient rooms and also participates in a teleflorist delivery network. Hours of operation are 9:00 a.m. to 6:00 p.m. Monday through Friday (closed for lunch 1:00 p.m. to 2:00 p.m.), telephone 222-8184.



INFORMATION DESKS



There are two information desks staffed by Volunteers and BAMC staff. Both desks offer patient information and BAMC maps. The BAMC Main Entrance desk is open around the clock to serve patients and visitors, telephone 916-4141. The BAMC Outpatient Clinic Entrance desk in the Medical Mall is open 7:30 a.m. to 4:30 p.m. Monday through Friday, telephone 916-3400.

LIBRARY SERVICES

Volunteers from the American Red Cross and BAMC Retiree Activities Group provide generous support for the Patient Library. Several times a week these dedicated volunteers distribute books and magazines to the inpatient wards. In addition, they distribute current magazines to the outpatient clinics waiting rooms. A Reading Room located on the fifth floor of Brooke Army Medical Center is available for patients, family members and staff. Magazines and books are provided free of charge on a self-service basis.

LOST and FOUND

All inquiries about lost items or items found should be made to the Information Desk at the BAMC Main Entrance, first floor, telephone 916-4141, or the BAMC Outpatient Clinic Entrance, Medical Mall, telephone

916-3400.

NEWSPAPERS

Newspaper racks are located on the Lower Level of BAMC Main Entrance in the concession arcade to the left of the Chapel. Available newspapers include *San Antonio Express-News*, *USA Today*, *Fort Sam Houston NewsLeader*, *San Antonio Medical Gazette*, and *Medical Patriot*.



OUTDOOR TERRACES and WATER GARDENS

BAMC has several outdoor terraces on each floor for the relaxation and comfort of our guests. The BAMC Main Entrance Lower Level terraces, adjoining the concession arcade and the dining facility, are especially soothing for their water gardens. These facilities have ample covered seating and tables, and all patients and visitors are welcome to use them for meals or just relaxation. As throughout BAMC, all terraces are no-smoking areas.

PARKING / CAREMOBILE (BAMC Red Cross)

Brooke Army Medical Center parking lots are arranged in a circular fashion surrounding almost the entire medical center complex. With about 3,100 parking spaces, we have ample size, but many visitors will find the spaces closest to their BAMC destination already filled. Two things to bear in mind are, it is the BAMC Commanding General's policy that all BAMC staff park in the spaces farthest from the building in order to make the closer spaces available to our patients and visitors, and our Red Cross volunteers operate the CareMobile, a free service using environmentally-friendly super-size golf carts that they drive throughout the vast parking areas, delivering patients and visitors to the hospital entrances or to their automobiles. Please note the area where you park; they are clearly marked with signs throughout the lots.



PATIENT and VISITOR LOUNGE

Each nursing unit has a lounge with comfortable furniture and TV for patients and visitors. Some lounges also have telephones. Please feel free to use the lounge when you want a change of scene from your room or if you are entertaining a group of visitors.

PATIENT ASSISTANCE REPRESENTATIVES

BAMC strives to provide the best care possible in a courteous, respectful and efficient manner. If you are not pleased with any aspect of your care, please share your concerns with your health care provider or the BAMC Patient Representative. As our patient, you are also our customer and our guest, and we want to satisfy you in every way that we can. If you have compliments, concerns, issues, or if you simply need information or assistance, the Patient Representative is available for you. The Patient Assistance Representative Office is in the Medical Mall Monday through Friday, 8:00 a.m. to 4:00 p.m., or telephone 916-2330 / 5277 / 0888 / 2889 / 1876 / 2200.

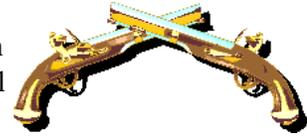


POST EXCHANGE

The BAMC Post Exchange convenience store serves patients and military beneficiaries. The PX is located on the Lower Level of BAMC Main Entrance in the concession arcade to the left of the Chapel. Hours of operation are 8:00 a.m. to 6:00 p.m. Monday through Friday and 11:00 a.m. to 2:00 p.m. Saturday, closed Sunday; telephone 229-9117.

PROVOST MARSHAL and SECURITY

Primary responsibility for law enforcement resides with the Fort Sam Houston Military Police. The BAMC Provost Marshal Office (PMO) maintains a small staff of U.S. Army Military Police Officers and civilian security personnel.



The BAMC PMO provides around-the-clock surveillance of the entire BAMC parking areas, campus and interior areas, using roving patrols and cameras. Primary responsibility is patient, visitor and staff security and physical security, although the BAMC PMO will also respond to reports of criminal activities. Nighttime escorts to the parking lot may be requested, but due to other mission requirements, please don't be disappointed if you incur a slight delay. For assistance, dial 6-0999 from any beige telephone within the hospital. From public telephones or from outside the hospital, dial local number 916-0999.

PUBLIC RESTROOMS

Public restrooms are located throughout BAMC, with each outpatient clinic having some located near their waiting areas. Public restrooms are also located on each nursing unit floor near the patient elevators. A large public restroom is located within the Outpatient Clinic Medical Mall atrium, with smaller ones located at each side entrance to the Medical Mall.

PUBLIC TRANSPORTATION

The *VIA Transit bus* has a scheduled stop at both the BAMC Main Entrance and the Outpatient Clinic entrance to the hospital. The *BAMC Shuttle*, a contractor-operated bus for military beneficiaries, operates Monday through Friday on a 30 minute schedule from 6:30 a.m. until 5:00 p.m.

It provides convenient transportation from Reid Hall to the BAMC Bed Tower entrance and return, with stops along the way. On the shuttle route are numerous areas where one can park, pick up the bus at a nearby stop, and be delivered directly to the hospital entrance.



Please telephone 916-4141 for more information. The *BAMC Patient Transport Bus*, operated by the Patient Administration division, operates a bus for patients and military beneficiaries, traveling from the BAMC Urgent Care Clinic entrance to the Fisher House and the Fort Sam Houston Guest House with stops along the way. Service is from 7:05 a.m. until 6:00 p.m. Please telephone 916-3400 or 916-4141 for more information. *Public taxi* service is also available on call. Please consult the Information Desk.

PUBLIC TELEPHONES

Public pay telephones are located at numerous locations on each floor throughout the hospital. In addition to public pay telephones, there are also beige courtesy phones for on-post calls, patient appointments, and calls within the hospital.

PUBLIC WAITING AREAS

Public waiting areas are located throughout the hospital, with most clinics having dedicated waiting areas. There are also several large public waiting areas throughout the first floor, notably the large area in the Medical Mall between the information desk and the Radiology Department, the BAMC Main Entrance and the Acute Care Clinic waiting area.

U.S. POSTAL SERVICE

The Post Office is located on the Lower Level of the BAMC Main Entrance in the concession arcade to the left of the Chapel. Hours of operation are 10:00 a.m. to 3:00 p.m. Monday through Friday, closed on federal holidays; telephone 916-5945.



VENDING MACHINES

Vending machine clusters are located on the Lower Level and First Floor, BAMC Main Entrance near the elevator bank. Individual vending machines are located on each floor throughout the hospital. The machines serve a variety of snacks and drinks.



INPATIENT INFORMATION

PREAMISSION UNIT (PAU)

The PAU conducts preadmission of patients requiring regularly scheduled surgery and/or diagnostic procedures. Preadmission procedures include obtaining a medical history, pre-op and post-op teaching, obtaining labs, X-Ray, EKG (if required), and anesthesia evaluation. For a PAU appointment, telephone 916-0277 (voice mail available). Appointments are made between the hours of 7:30 a.m.-3:00 p.m. (walk-in appointments are handled on a case by case basis).

Location: first floor, BAMC Outpatient Clinic Entrance, adjacent to Outpatient Laboratory Services
Phone: 916-0277/2987
Hours: 7:30 a.m.-5:00 p.m. Monday through Friday
Patient Representative: PAU Head Nurse or NCOIC 916-0277/2987

YOUR HOSPITAL STAY

To make your stay as pleasant as possible, each inpatient has a bedside TV with basic cable. You will also have a private bedside telephone. Each patient room also has a fully equipped bathroom/restroom with lavatory and a private storage closet. We provide robes, pajamas, gowns, towels, washcloths, soap and facial tissues, but we ask that you or a member of your family bring your own personal hygiene items. You may be more comfortable with your personal sleepwear, robe, and slippers, and you may bring them if you wish.

To hasten your recovery, we strongly encourage you to do as much for yourself as possible, within the limits of your doctor's instructions. There is a nurse call button integrated into your bed operating console, and call switches in the bathroom and shower, should you need assistance.

Nurses, physicians, therapists, social workers, dietitians, and clergy are among the members of the interdisciplinary team that will care for you as an inpatient and our guest. You are the most important member of this team, and we trust that you will be an active participant in your plan of care. It is vital that you let us know about your experiences and how you are responding to treatment.

You can depend on us to treat you and your family members with respect at all times. We will keep you informed of your plan of care and answer your questions and concerns in a timely manner. As your advocate, we will respect your decisions concerning your treatment.

We realize that your diagnosis may have profound implications for you and your family and friends. Our

multidisciplinary staff provide excellent care to all of our patients, from initial diagnosis through treatment to recovery. During your stay, we will provide expertise, education, encouragement and emotional support in an understanding and compassionate setting.

YOUR INPATIENT NURSING UNIT and ROOM

Your nursing unit and room assignment is based on your admitting diagnosis at the time of your admission. You may be placed in a private room, a two-patient room, a four-patient room, or an open direct observation ward, depending upon your health care needs and your nursing unit assignment. If you have special needs for a room assignment, please feel free to discuss your needs with the unit charge nurse or NCOIC, and they will do their best to accommodate your needs.

VALUABLES

We recommend that valuables, such as large amounts of cash, credit cards and jewelry remain at home. If you are not able to send your valuables home, we suggest that you deposit them with the hospital treasurer at the time of admission. Your nursing unit staff can also contact the treasurer to ensure the safekeeping of valuables.

YOUR CLOTHING

During your hospital stay, you are welcome to bring your own clothing, toilet articles, pillows and personal items for your comfort, unless instructed otherwise. If you prefer, we will provide you with hospital clothing to include pajamas, gown, robes and slippers.

YOUR BED

Your bed is electrically operated and your caregiver will show you how to operate it. A hospital bed is higher and not as wide as your bed at home; therefore bedside rails are often used for your safety. The rails may be raised at night or during the day if you are sleeping, recovering from surgery, or taking medication that can make you drowsy or disoriented. Please call one of the unit staff if you need assistance raising or lowering the rails. The integrated console on either side of the bed controls your bed positioning and personal lighting, and incorporates a nurse call button.

CALLING YOUR NURSE

Your room is equipped with emergency call buttons in the bathroom near the toilet and in the shower stall. When you press the button, the nursing station is alerted that you need assistance. A member of the nursing staff can speak to you over the intercom and will come to assist you if needed. Please don't hesitate to call for assistance.

FOR YOUR SAFETY

Your safety is of utmost importance to us. Medications, weakness caused by illness and an unfamiliar environment can cause falls. Please do not take risks. When you are getting up, need repositioning or desire to move about the room or nursing unit, please advise one of the staff. If you or one of your loved ones or friends are injured while in the hospital, please notify a staff member immediately. Because of the potential for electrical shock, patients are not authorized to have *electrical appliances* of any kind in the room, other than those that are battery-powered. This is for your safety.

MEDICATIONS

If you brought any medications from home, either prescription or over-the-counter, please let your caregiver know. The only medications you should take while in the hospital should be those prescribed by the doctor in charge of your hospital care, dispensed by our pharmacy and administered by your nurse. Please do not take

your own medications unless approved by your doctor.

YOUR MEALS

Your physician will order a diet suited to your needs. Should you have a problem with your diet, please notify your unit nursing staff. Late admissions or late meals can be accommodated at your request. Snacks, juices, ice and nutrient supplements are available on all nursing units, diet permitting. If authorized by your doctor, you may take your meals in the BAMC dining facility at no extra charge.

INTERPRETERS

For our patients who do not speak English, interpreters are available on call around the clock. Your nursing unit staff will be happy to assist you and your family should interpreter services be required.

TELEPHONE

Fully functional touch tone telephones are provided at each bedside. Outgoing calls to other BAMC telephone numbers are made by dialing "6" followed by the four digit BAMC extension. To reach a Fort Sam Houston number other than BAMC, dial "1" followed by the four digit extension. Free telephone calls off the installation to local San Antonio numbers can be made by dialing "9" followed by the local telephone number. You can make toll-free calls by dialing "9" followed by the ten-digit 1-800 number. If you are permitted to leave the nursing unit, you may prefer to use one of the public pay telephones located throughout the hospital. Ask your nursing unit staff the location of the nearest pay telephone.

TELEVISION

Individual televisions with basic cable are mounted at each bedside for your entertainment and comfort. We appreciate your consideration of others by setting the TV volume softly and by turning off your TV at bedtime.

SMOKING

BAMC is a smoke-free facility, reflecting our health care mission and our concern for your safety. Designated smoking areas are clearly marked and located outside the building. Patients who desire to smoke should check with the nursing unit staff prior to leaving the unit.

FIRE and DISASTER DRILLS

BAMC has a fire and disaster plan in which all staff have been trained to ensure prompt and efficient action. If staff inform you of a fire or disaster, remain calm and follow their instructions.

WHEELCHAIRS and WALKERS

All nursing units have wheelchairs and assisted walking devices. For your safety, please ask a member of your nursing staff for assistance before using these items. Hospital policy requires that you use a seat belt when using a wheelchair.

VISITING INPATIENTS

- General visiting hours are 7:30 a.m. to 8:30 p.m. Exceptions may be made on a case-by-case basis.
- Children must be accompanied by an adult.
- Visitors should check with nursing unit staff before bringing food or beverages to patients in case of diet or other restrictions.

- Please use caution and consider restricting your visits if you have a cold, sore throat or any contagious diseases.
- Visits may be interrupted for treatments or procedures.
- Groups of visitors can be accommodated in the nursing unit patient lounge.
- In some cases, family members may stay overnight with the patient. Please ask the charge nurse on the nursing unit.
- *INTENSIVE CARE UNITS (CCU, MICU, SICU)*: Visits are determined by the patient's condition. Please telephone the unit in advance.
- *RECOVERY ROOM*: Visits are determined by the patient's condition. The patient will generally spend only a brief time in the recovery room before being transferred to the nursing unit.

DISCHARGE

When it is time for your discharge, your doctor will prepare a discharge order. You will receive special instructions that you must follow to continue your recovery, and you may receive a prescription for necessary medications and medical supplies. Your nurse will review all instructions with you and provide the necessary paperwork for your discharge. Please check with the nursing staff prior to departing to ensure you have left nothing behind and that all of your documents are in order.

CHECK OUT

You have the option of checking out directly from the nursing unit or from the Patient Administration Division on the first floor of the BAMC Main Entrance near the information desk. If you check out at Patient Administration, you must present all documentation you received before leaving the nursing unit. You will also reclaim from the Treasurer's Office any valuables you deposited during your stay. Hospital charges, if any, are payable at this time. If the Treasurer's Office is closed, you may return on the next business day to settle your charges, or you can request to be billed. If you are covered by private (third party or non-TRICARE) insurance, BAMC will bill your insurance company except for any copayment for which you may be responsible.

INPATIENT NURSING UNITS

Unit 2E

Services Provided:	cardiothoracic and medical-surgical progressive care
Telephone Numbers:	916-3553/2233/4700
Visiting Hours:	no restrictions
Maximum # of visitors:	no restrictions
Unit restrictions:	We request that cellular or electronic telephones only be used in the patient waiting area. These devices may interfere with the cardiac monitors when used in close patient proximity.
Patient Representative:	Head Nurse: 916-2157 Wardmaster: 916-2292

Unit 3E

Services Provided:	telemetry, general medicine, cardiology
Telephone Numbers:	916-1616/3734
Visiting Hours:	no restrictions
Maximum # of visitors:	no restrictions
Unit restrictions:	We request that cellular or electronic telephones only be used in the patient waiting area. These devices may interfere with the cardiac monitors when used in close patient proximity.
Patient Representative:	Head Nurse: 916-0404 Wardmaster: 916-3932

Unit 2W (Ambulatory Care Unit)

Services Provided:	preoperative and postoperative care, observation
Telephone Numbers:	916-3230/4444
Visiting Hours:	no restrictions
Maximum # of visitors:	no restrictions
Unit restrictions:	no restrictions
Patient Representative:	Head Nurse: 916-1158 Wardmaster: 916-4416

Unit 6W

Services Provided:	hematology/oncology, medicine, postbone marrow transplants, gyn oncology, radiation implant
Telephone Numbers:	916-3536/4520
Visiting Hours:	no restrictions
Maximum # of visitors:	no restrictions
Unit restrictions:	Children with colds or contagious diseases are not allowed inside the room of neutropenic patients.
Patient Representative:	Head Nurse: 916-1654 Wardmaster: 916-0761

Unit 7E

Services Provided: postsurgical care for general neurology, urology, gynecology, pediatrics
Telephone Numbers: 916-1775
Visiting Hours: no restrictions
Maximum # of visitors: generally unrestricted
Unit restrictions: no restrictions
Patient Representative: Head Nurse: 916-2236
Wardmaster: 916-3063

Unit 7W

Services Provided: orthopedics, vascular surgery, eye/ear/nose/throat, ophthalmology, oral surgery, plastic surgery
Telephone Numbers: 916-3436/5795
Visiting Hours: no restrictions
Maximum # of visitors: no restrictions
Unit restrictions: Charge nurse must approve overnight stay of visitors.
Patient Representative: Head Nurse: 916-0802
Wardmaster: 916-1723

Unit 3S/Medical Intensive/Coronary Care Unit (MICCU)

Services Provided: Intensive care nursing for patients from multiple medical specialty services, to include cardiology, internal medicine, pulmonary, gastroenterology and hematology/oncology
Telephone Numbers: 916-1410/5544/3691
Visiting Hours: No restrictions
Maximum # of visitors: 2 visitors per patient at a time
Unit Restrictions: Young children at the discretion of Charge Nurse. We request that cellular or electronic telephones only be used in the patient waiting area. These devices may interfere with the cardiac monitors when used in close patient proximity.
Patient Representative: Head Nurse/Wardmaster

Unit 2S/Surgical Intensive Care Unit (SICU)

Services Provided: Intensive care nursing for patients with trauma related injuries and those patients undergoing vascular, orthopedic, neurosurgery, gynecologic and general surgery procedures.
Telephone Numbers: 916-5100/4547
Visiting Hours: Open/At discretion of Charge Nurse. Visitation encouraged between 10:00 a.m. and 8:00 p.m.
Maximum # of visitors: 2 visitors per patient at a time
Unit Restrictions: Young children at the discretion of Charge Nurse. Recommended that visitors be limited to immediate family/significant others and Chain of Command. We request that cellular or electronic telephones only be used in the patient waiting area. These devices may interfere with the cardiac monitors when used in close patient proximity.
Patient Representative: Head Nurse/Wardmaster

Unit 5N/Bone Marrow Transplant Unit (BMTU)

Services Provided: Bone Marrow Transplant (Autologous Stem Cell Reinfusion)
Telephone Numbers: 916-5854
Visiting Hours: Open/At discretion of Charge Nurse. Visitation encouraged between 8:00 a.m. and 8:00 p.m.
Maximum # of visitors: 2 visitors per patient at a time
Unit Restrictions: Young children at the discretion of Charge Nurse. Children must be accompanied by an adult. Recommended that visitors be limited to immediate family/significant others and Chain of Command. Visitors should consult with nursing staff prior to visitation to discuss potential health exclusion criteria. No fresh flowers, fruits or vegetables are allowed in the unit as these items contain bacteria which could be potentially harmful to the patient during the time he/she is at high risk for infection.
Patient Representative: Head Nurse/Wardmaster

Unit 2N, SICU

Services Provided: Intensive care to critically ill surgical patients
Telephone Numbers: 916-4488/2255
Visiting Hours: Not restricted, but highly encouraged only between 10:00 a.m. and 10:00 p.m.
Maximum # of visitors: 2 visitors per patient at a time
Unit restrictions: Young children at the discretion of the Charge Nurse. We request that cellular or electronic telephones only be used in the patient waiting area. These devices may interfere with the cardiac monitors when used in close patient proximity.
Patient Representative: Head Nurse/Wardmaster

BAMC Health Promotion Center Programs (tel. 916-3352)

For more information about our programs, call the Health Promotion Center. To schedule appointments, call either the Health Promotion Center at 916-3352/5538 or Central Appointments at 271-7979. The Health Promotion Center is open 8:00 a.m. - 4:30 p.m. Monday through Friday. No referral is necessary.

Arthritis: A program offered by the Rheumatology Service designed to help participants deal with joint pain, stiffness and reduced mobility. Length: Approximately 90 minutes.

Back Pain: This class is taught by BAMC physical therapists and deals with both preventive behaviors to avoid back pain as well as exercise to help those people who already have it. Length: About 90 minutes.

COPD: Chronic Obstructive Pulmonary Disease (COPD) is a group of lung diseases that includes chronic bronchitis, emphysema, and chronic asthma. This class is a 2-part series that will teach you how to manage your COPD, about medications, the proper use of inhalers and spacers, exercise and activity, breathing techniques, energy conservation, eating to feel better, and preventing infections and flare ups. Length: 2 hours each.

Cholesterol & Lipids: Another popular program to help people adjust their lifestyles to promote longevity and good health. Length: Approximately 2 hours.

Congestive Heart Failure: This class is offered several times a month for people who have suffered an episode of congestive heart failure. Sign up for this class by calling the Health Promotion Center at 916-3352, and having Jennifer Morgan, RN, CVCNS paged. Length: Approximately 1 hour.

Health Risk Assessment and Evaluation: An interactive Primary Health Care Application (PHCA) computer program designed to appraise your health risks. Upon completion of the Health Evaluation Assessment Review (HEAR) questionnaire, a nurse or nurse practitioner will sit down and counsel you on your risks, assist you in referrals and educational programs, and place a copy of your risks in your permanent health record for your health care provider. This program is designed to assist your provider in providing you better health care. This program will be initiated by the Department of Defense worldwide this fall. BAMC is presently the test site for this program and you are invited to have your HEAR completed before it becomes mandatory for all TRICARE Prime and TRICARE Senior Prime enrollees. Call now to schedule an individual appointment while there is no wait list. Length: About 1 hour.

Healthy Habits: Instructed by registered dietitians and includes nutritional counseling, exercise instruction, and attitudinal advice. Length: Approximately 1 hour. 6-visit series.

High Blood Pressure: This class is available to anyone desiring to know more about the "silent killer." Length: 1 hour.

Men's Health Class: This class will address health issues concerning men such as self-testicular exams, prostate health, colorectal cancer, and other areas such as impotence, hypertension, skin screening, etc.

A PSA test, colorectal cancer screening test, a follow-up digital exam and skin screening will be offered. Length: 2 hours.

Navigating the TRICARE Prime Process: For those persons who would like to know how the TRICARE Prime process works, how to access the system, what happens when your health care provider gives you a consult to another clinic, and the role of the health care finder. No appointment necessary. Check the monthly schedule for date and time.

Length: About 1 hour.

Prostate Health: Offered to those clients interested in knowing more about this area of men's health. Taught by the Urology Service. Length: Approximately 1 hour.

Self Breast Examination: Taught by advanced practice nurses to help women learn how to do a good monthly exam. Length: Approximately 1 hour.

Self Care & Health: This class consists of advice on how to stay healthy, how to deal with acute minor illnesses, how to use the health care system, and how to use over-the-counter drugs. Offered several times a month, it includes a free copy of *Take Care of Yourself* for those people who don't have a copy (\$18 retail). After completing this class, the Pharmacy will allow participants to access the pharmacy to obtain over-the-counter medications without a prescription. Length: Approximately 2 hours.

Smoking Cessation: Utilizes behavior modification, nicotine replacement (patches) therapy (no cost) and social support. Length: Approximately 1 hour. 8-visit series.

Stress Management: Offered to people who want to reduce the stress in their lives through a variety of techniques. Length: Approximately 1 hour.

Women's Health Class: This class offers an understanding of health issues concerning women. The class will discuss issues such as cancer and self breast exams, the importance of pap smears, cervical and ovarian cancer, menopause, skin screening and other health-related issues. Length: 2 hours.

Office Yoga: A beginner's class on hatha yoga and guided relaxation, "office style," (no special clothing required). Emphasis on the complete breath, gentle stretching and simple stress-relief techniques. Length: 1 hour.

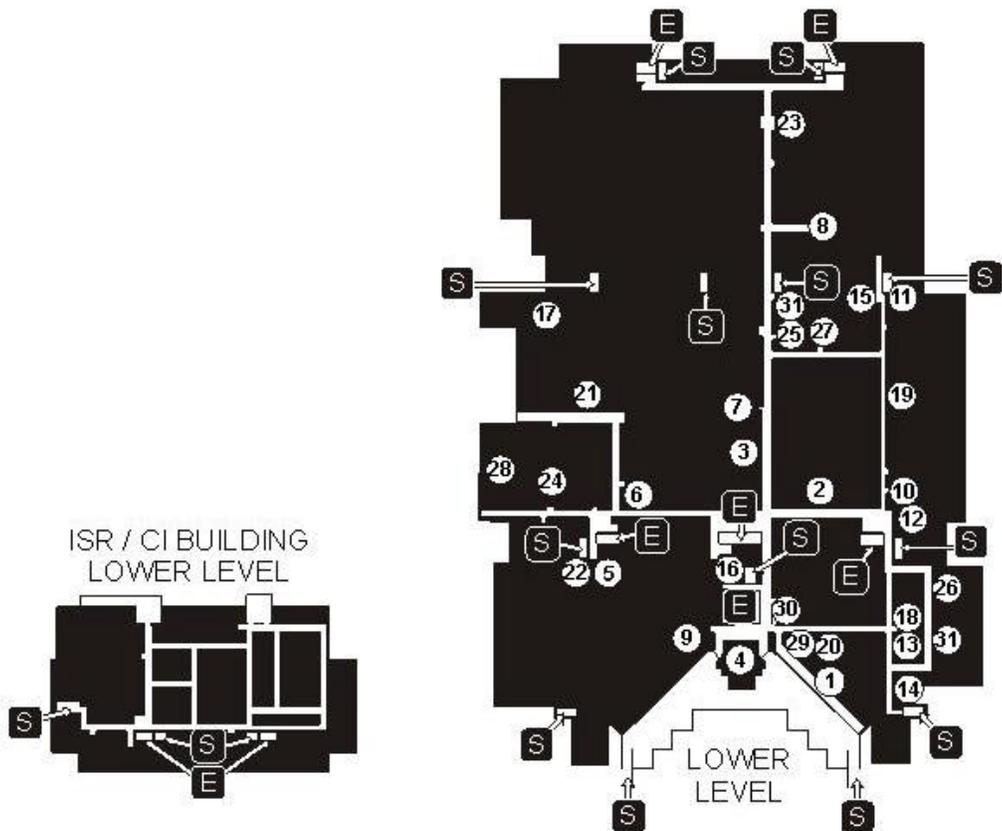
APPENDIX I

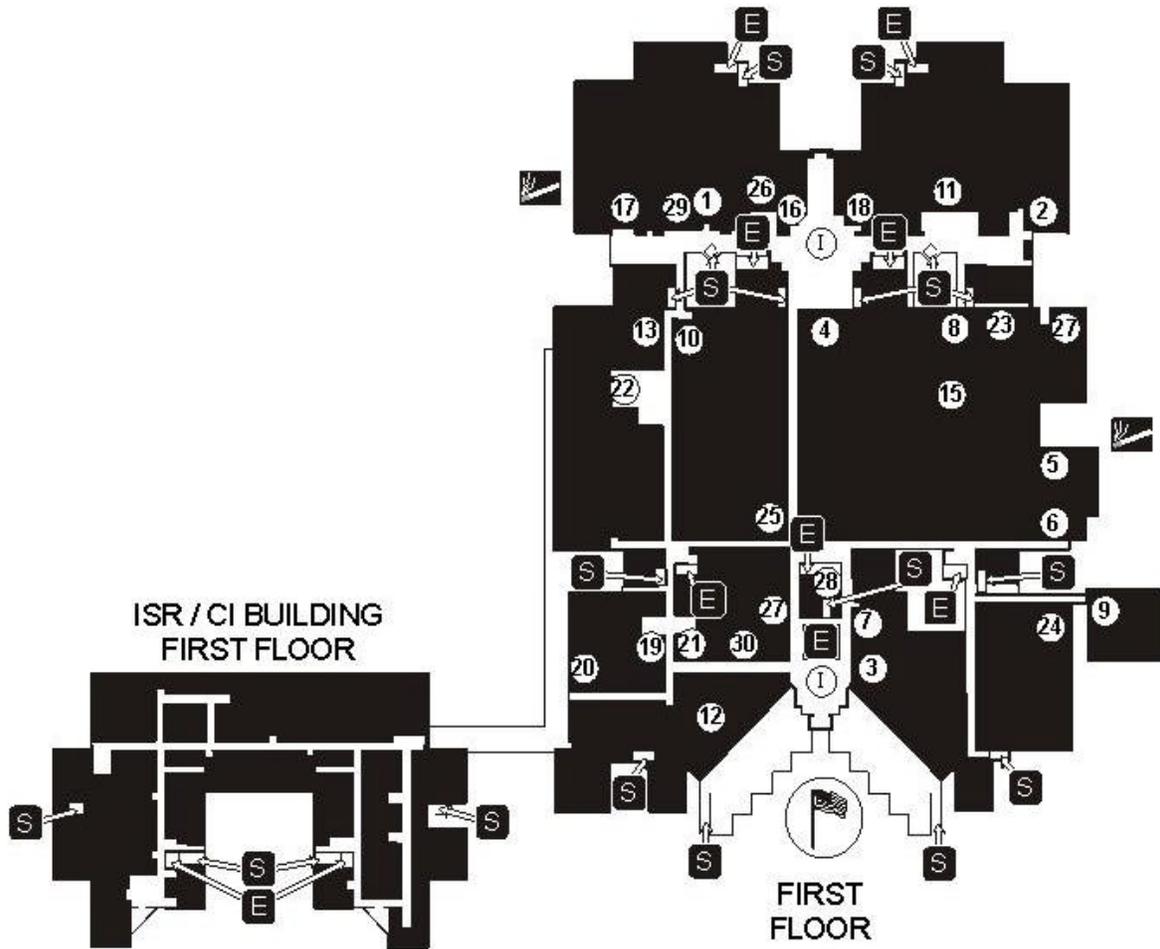
BAMC MAP

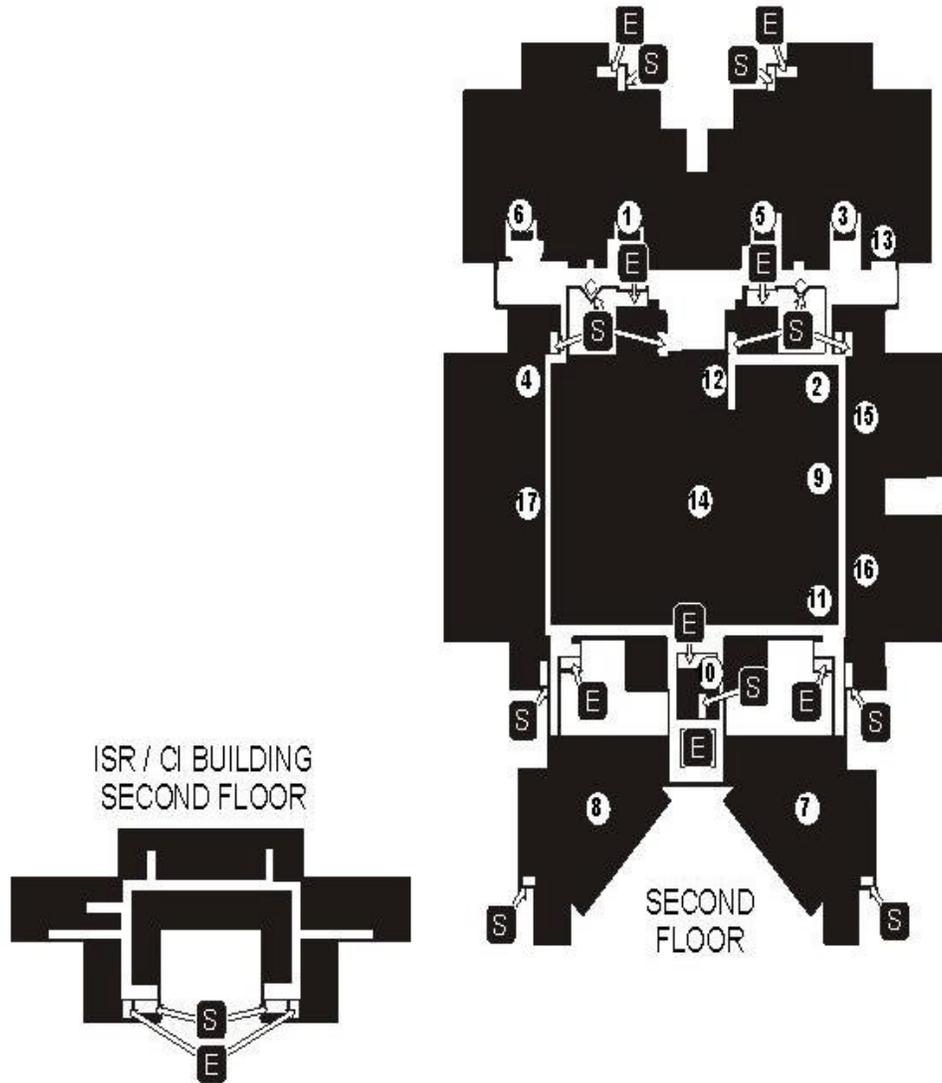
Brooke Army Medical Center Map Locator

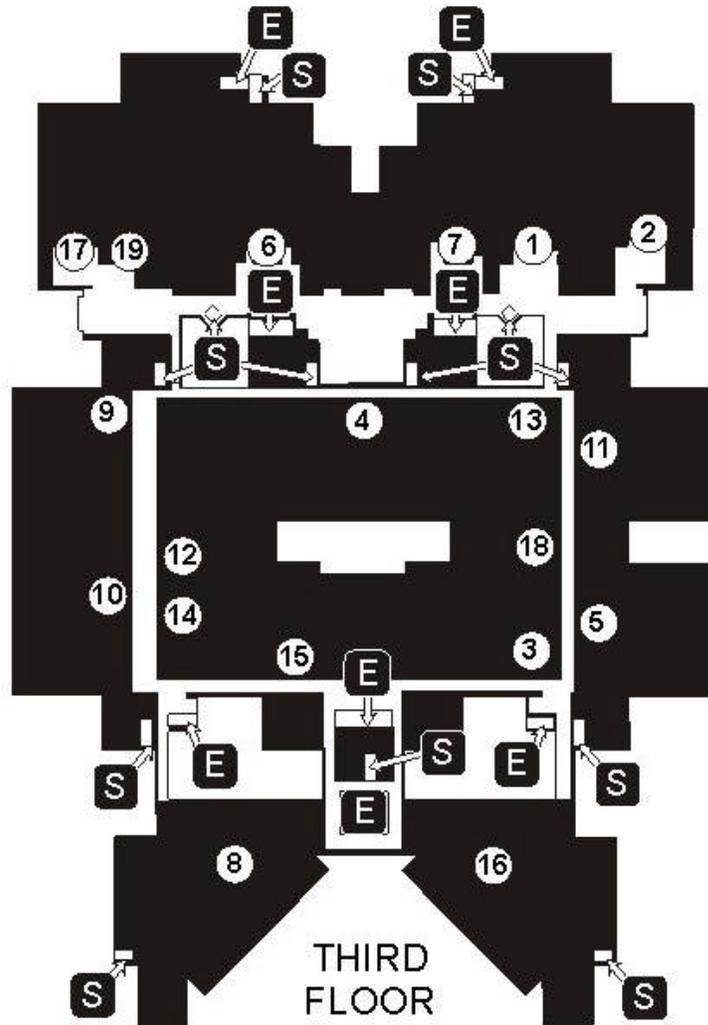
	<i>floor / locator #</i>		<i>floor / locator #</i>
Adult Primary Care Network Clinic	1 / 2	Gymnasium	6 / 3
Air Evac Section	1 / 3	Gynecology / Oncology Service	5 / 11
Allergy / Immunization Clinic	3 / 2	Health Promotion Center	3 / 8
Ambulatory Care Unit	5 / 1	Hematology / Oncology Clinic	3 / 9
Audiology Clinic	2 / 1	Hemodialysis Unit	3 / 10
Auditorium	4 / 1	Housekeeping (Contractor)	L / 12
Automation Training	L / 32	Infectious Disease Clinic	4 / 4
Barber Shop & Beautician	L / 1	Information Management Division	L / 13
Behavioral Clinic	2 / 2	Information, Inpatient (Bedtower Side)	1 / I
Blood Bank (BAMC)	4 / 2	Information, Outpatient (Clinic Side)	1 / I
Bone Marrow Laboratory	5 / 3	Inspector General (I.G.)	5 / 12
Bone Marrow Treatment Unit	5 / 4	Institute of Surgical Research	4 / 5
Burger King	L / 1	Internal Medicine Clinics	3 / 1
Cardiac Catheterization	3 / 3	Judge Advocate	5 / 13
Cardiology Clinic	3 / 4	Key Management	
Cardiopulmonary Rehab	1 / 30	L / 14	
Cardiothoracic Surgery Clinic	2 / 3	Laboratory, Outpatient	1 / 8
Carlson Wagonlite (ITR Office)	6 / 1	Logistics Division	L / 15
CCEP (Gulf War Office)	5 / 5	Magnetic Resonance Imaging (MRI)	1 / 9
Central Material Service (CMS)	L / 2	Mail Room	L / 16
CHAMPUS	L / 3	Marketing	5 / 14
Chapel	L / 4	Material Branch, Logistics	L / 7
Clinical Dietetics	L / 5	Material Distribution, Logistics	L / 17
Clinical Informatics & Training (CIS)	5 / 6	Medical Education Administration	4 / 6
Command Suite	5 / 7	Medical Evaluation Unit, 4 West	4 / 4
Communications Coordinator	L / 6	Medical Hold Company	L / 18
Contracting, Logistics	L / 7	Medical ICU 3 North (MICU)	3 / 11
Coronary Care Unit 3 South (CCU)	3 / 5	Medical Library	3 / 12
Credentials (QI)	5 / 8	Medical Maintenance	L / 19
Dental Clinic / Oral Surgery	2 / 4	Medical Photography	4 / 7
Department of Health Plan Mgmt	L / 8	Medicine, Department of (Admin.)	3 / 13
Department of Nursing, Chief	5 / 9	Ministry and Pastoral Care, Dept. Of	L / 20
Dermatology Clinic	3 / 6	Morgue, Pathology	L / 21
Diagnostic Radiology	1 / 4	Nephrology Clinic	3 / 14
Dining Facility	L / 9	Neurology Clinic	2 / 5
Drug Development Unit	5 / 10	Neurosurgery Clinic	2 / 5
Eisenhower Bank	L / 1	Nuclear Medicine Clinic	1 / 10
Emergency Medicine, Dept. Of	1 / 5	Nursing Administration	3 / 15
ER Observation Unit	1 / 6	Nursing Education and Staff Dev.	4 / 8
Endocrinology Clinic	3 / 6	Nutrition Care Division	L / 22
ENT / Audiology Clinic	2 / 1	OB / GYN Clinic	1 / 11
Environmental Service	L / 10	Occupational Therapy	1 / 12
Facilities Management Branch	L / 11	Ophthalmology Clinic	2 / 6
Flow Cytometry	4 / 3	Optometry Clinic	2 / 6
Flower Shop	1 / 7	Orthopedic Brace Shop	1 / 13
Gastroenterology Clinic (G.I.)	3 / 7	Orthopedic Clinic	1 / 14
General Medicine Service	3 / 1	Otolaryngology Clinic	2 / 1
General Surgery Clinic	2 / 3	Pain Clinic	2 / 2

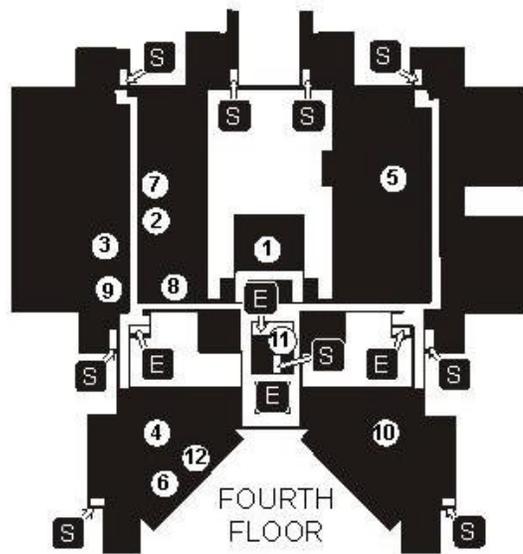
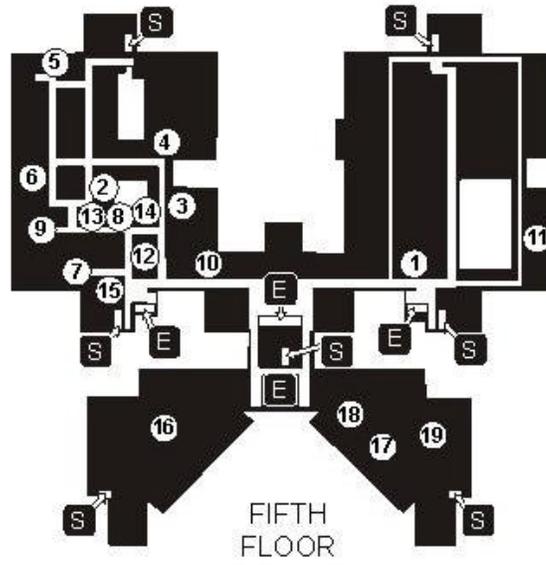
Pathology / Laboratory Services	4 / 9	Patient Ward 2 East	2 / 7
Pathology STAT Lab	1 / 15	Patient Ward 2 West	2 / 8
Patient Administration Division	1 / 2	Patient Ward 3 East	3 / 16
Patient Representative	1 / 16		
Patient Ward 4 East	4 / 10	Reproduction (Copying)	L / 26
Patient Ward 6 West	6 / 2	Resource Management Division	5 / 16
Patient Ward 7 East	7 / 1	Respiratory Therapy Clinic	2 / 11
Patient Ward 7 West	7 / 2	Rheumatology Clinic	3 / 14
Pediatrics Clinic	1 / 17	Risk Management (QI)	5 / 8
Pharmacy, Inpatient	L / 23	Safety Administration	L / 11
Pharmacy, Outpatient	1 / 18	Security, Plans, and Operations	L / 27
Physical Medicine Clinic	1 / 19	Short Stay (23 Hour Obs.) Clinic	6 / 3
Physical Rehabilitation Clinic	1 / 20	Social Work Service	3 / 19
Physical Therapy Clinic	1 / 21	Soiled Linen / Trash	L / 28
Plant Maintenance	L / 24	Special Procedures	2 / 12
Plastic Surgery Clinic	2 / 3	Speech Therapy Clinic	2 / 1
Podiatry Clinic	1 / 22	Surgery, Department of (Admin.)	2 / 13
Post Exchange	L / 1	Surgical Facilities	2 / 14
Post-Anesthesia Recovery		Surgical ICU 2 North	2 / 15
2 / 9		Surgical ICU 2 South	2 / 16
Pre-Admission Unit	1 / 23	TRICARE Service Center	L / 3
Property Management, Logistics	L / 7	TRICARE Senior Service Center	5 / 18
Provost Marshal	L / 25	U.S. Post Office	L / 29
Psychiatry / Psych. Consult. Svc.	3 / 17	Urgent (Acute) Care Clinic	1 / 27
Public Affairs Office	5 / 14	Urology Clinic	2 / 17
Pulmonary Therapy Clinic	3 / 18	Vascular Surgery Clinic	2 / 3
Quality Improvement	5 / 15	Vending Machines	L / 30
Radiation Oncology	1 / 24	“ “	1 / 27
Radiology, Dept. of (Admin.)	1 / 25	Visual Information (EMIC)	4 / 12
Records, Outpatient	1 / 26	Volunteer Coordinator	1 / 28
Red Cross Coordinator	4 / 11	VTC Center	L / 31
Red Cross Runners	2 / 10	Well Child Clinic	1 / 29

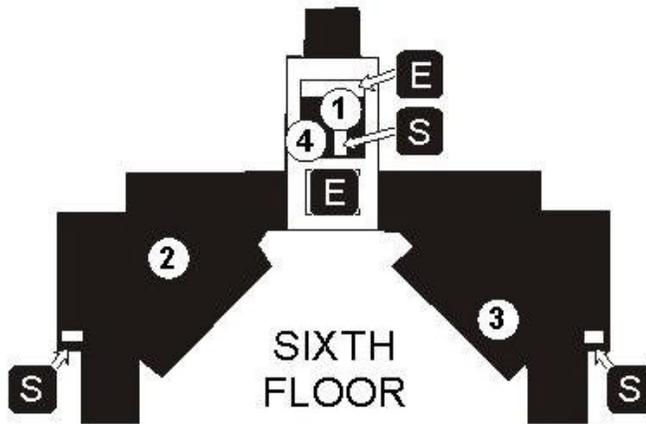
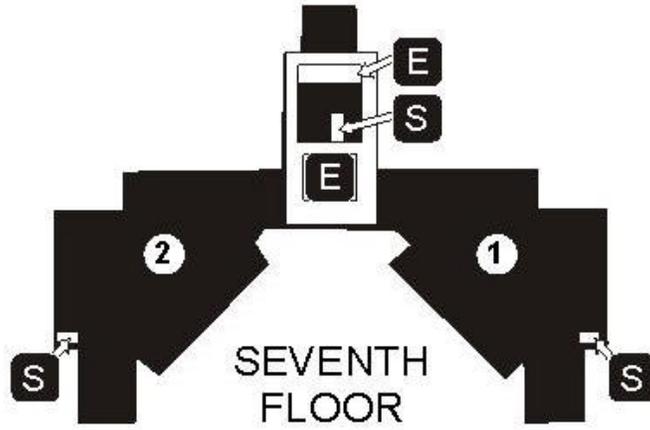












APPENDIX II

FORT SAM HOUSTON MAP

Fort Sam Houston Map Locator

	<i>building / locator #</i>	<i>telephone</i>
Academy of Health Sciences	2840 / 1	221-8050
Akeroyd Blood Donor Center	1240 / 2	916-7989
AMEDD Chapel	1398 / 3	221-4210
AMEDD Student In/Out Processing	1290 / 4	221-5583
American Red Cross	2650 / 5	221-5291
ANCO - Billeting	919 / 6	221-4394
Arby's Restaurant	24 / 7	354-4429
Army Career & Alumni Program (ACAP)	2264 / 8	221-1402
AR / RC Training Division	152 / 9	221-2379
Aquatic Center	3300 / 10	221-4887
Auto Crafts Shop	2410 / 11	224-7046
Bachelor Officer Quarters	592 / 12	357-2705
Billeting	592 / 12	357-2705
BNCO - Billeting	908 / 14	221-5159
Bowling Lanes	2521 / 15	221-2521
Brigade Gym	1281 / 16	221-3185
Brooke Army Medical Center	3600 / 17	916-3400
Brought Fitness Center	320 / 18	221-1234
Budge Dental Clinic	1278 / 19	916-7506
Burger King Restaurant	2540 / 20	223-1199
Carlson Wagonlit Travel	2434 / 22	225-5261
Central Issue	1461 / 23	221-3573
Child Development Center	2530 / 24	221-5002
Civilian Personnel	144 / 25	221-1425
Cole Senior/Junior High School	1900 / 27	804-4121
Commissary	360 / 28	221-4686
Community Counseling Center	2797 / 29	221-0431
Credit Union (SACU)	2750 / 30	228-1111
Dodd Chapel	1721 / 31	221-5010
Directorate of Information Management	4190 / 32	221-5281
DVQ Foullois House	107 / 33	
DVQ Sam Houston House	48 / 34	221-6125
Education Center	2248 / 35	221-1634
Eisenhower Bank	2302 / 36	227-7131
Enterprise Car Rental	2400 / 26	225-0104
Evans Auditorium	1396 / 37	
Finance	2263 / 38	221-2303
Fire Station	3830 / 39	221-2727
Fisher House	3623 / 40	225-4855
“ “	3624 / 40	“
Fort Sam Houston Elementary School	3370 / 41	229-2200
Fort Sam Houston Museum	123 / 42	221-0019
Fort Sam Houston National Cemetery	3001 / 43	820-3891
Golf Course Club House	2901 / 44	221-5437
Great Plains Regional Medical Command	1029 / 45	916-6055

Guest House	3625 / 46 357-2705	
Hacienda Recreational Center	1462 / 47 224-7250	
Harlequin Dinner Theater	2652 / 48 222-9694	
Housing Office	367 / 49	221-2341
HQ Company, US Army Garrison	2266 / 50 221-0265	
HQ Fifth US Army (Quadrangle)	16 / 51	221-0709
HQ, Fort Sam Houston	142 / 52	221-1832
HQ MEDCOM (Medical Command)	2792 / 53 221-6710	
In / Out Processing (Housing, I.D., Etc.)	367 / 49	221-2503
Inspector General Office	261 / 54	221-1461
Laundry / Cleaners	376 / 55	224-3033
Legal Assistance Office (JAG)	134 / 56	221-0484
Library	1222 / 57 221-4702	
Medical Department Museum	1046 / 58 221-6358	
Military Clothing Sales	4188 / 59 221-2656	
Military Police Station	2244 / 60 221-2222	
Mini Mall, PX	1387 / 61 225-4612	
Naval School of Health Sciences	1382 / 62 221-1420	
NCO Academy	1397 / 63 221-3470	
NCO / EM Club	1395 / 63 221-2721	
Officers' Club	407 / 64	224-4211
Outdoor Equipment Center	1111 / 66 221-5224	
Post Chapel	2200 / 67 221-9680	
Post Chaplains' Office	2530 / 24 221-5005	
Post Exchange	2420 / 68 225-5566	
Post Exchange Human Services	372 / 71	228-0302
Post Printing	4190 / 32 221-3058	
Preventive Medicine Service	1001 / 45 916-6400	
PX Shopette Patch Road	890 / 72	225-3589
“ “ Wilson Road	331 / 79	225-0216
Pextra	350 / 73	228-9848
Refill Pharmacy	2401 / 74 916-8700	
Religious Education Center	2530 / 24 221-5005	
Retiree Services	2267 / 75 221-2537	
Rhodes Dental Clinic	2375 / 76 916-9238	
Riding Stables	3550 / 77 224-7207	
Road Runner Community Center	2797 / 29 221-2418	
Salado Recreation Park	3404 / 78	
Service Station, PX	331 / 79	225-0216
“ “ “	2610 / 80	
Single Enlisted Bachelor Quarters	590 / 81	357-2705
“ “ “ “	591 / 82	“
Stilwell Memorial USARC	1520 / 83 221-5546	
Training Support Center	2016 / 84 221-2713	
Training Support Center Devices	4192 / 85 221-3401	
Troop Command (BAMC)	2791 / 86 916-9664	
Troop Medical Clinic	1279 / 87 295-4893	
U-Do-It Store	4168 / 88 221-4402	
Transportation Motorpool	2430 / 89 221-5016	
U.S. Post Office	2300 / 90 223-4749	
Veterinary Services	2186 / 91 916-9656	
Youth Activity Center	1630 / 92 221-4882	

Fort Sam Houston Locator Map

How to Find an Activity

Find the ACTIVITY in the list at the left of the page. The first number listed after the ACTIVITY (under B) indicates the building the ACTIVITY is located in. The number listed after the slash (under L) indicates the Locator Number. Number a number on the map representing the ACTIVITY location.

For example: the first ACTIVITY is: Academy of Health Sciences 281C / 1. This activity is located on the map where the 1 appears.



LEGEND

Emergency Numbers

Emergencies	911
Ambulance	916-5500
Emergency Room	916-4466

Dialing Information:

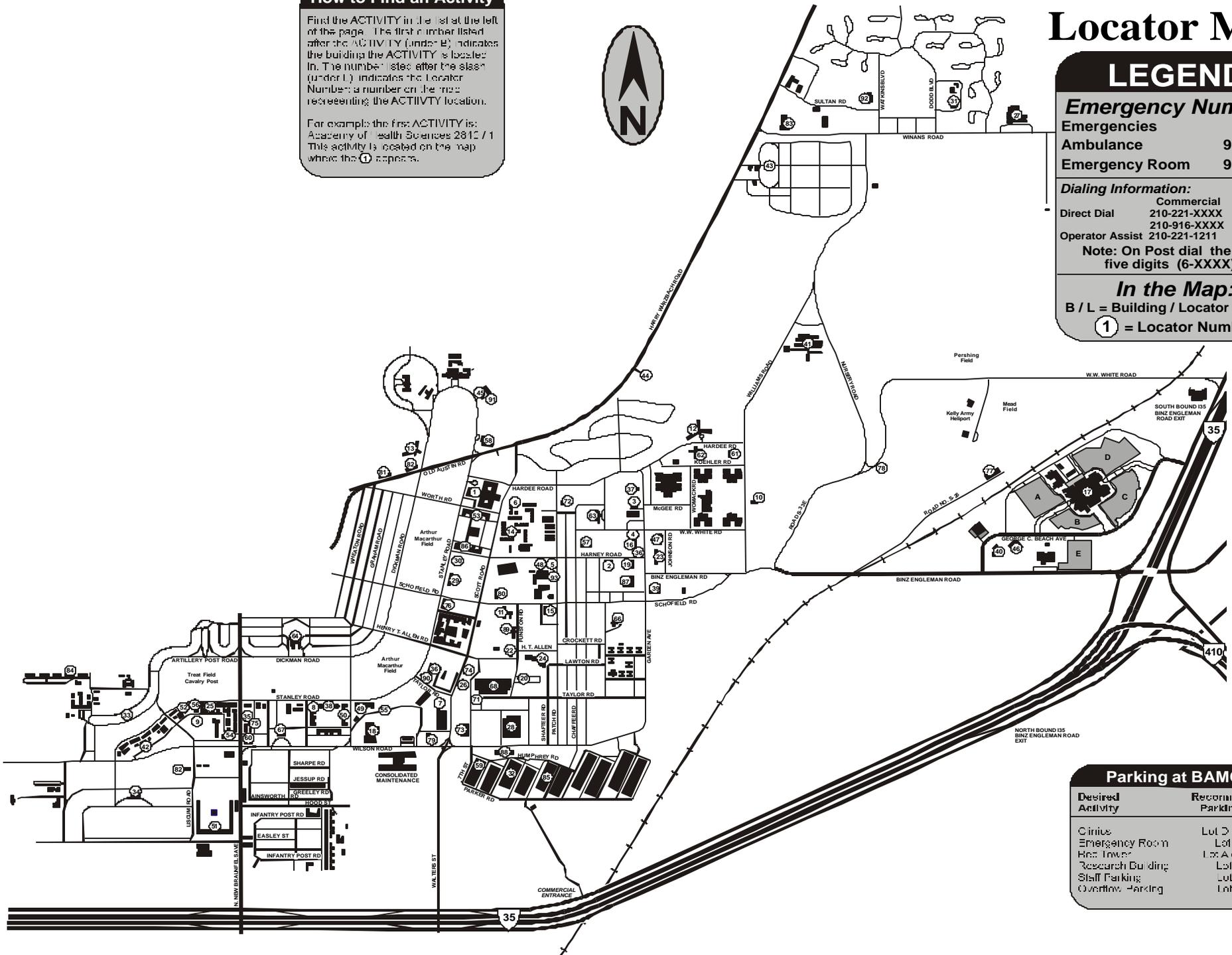
	Commercial	DSN
Direct Dial	210-221-XXXX	471-XXXX
	210-916-XXXX	429-XXXX
Operator Assist	210-221-1211	471-1110

Note: On Post dial the last five digits (6-XXXX)

In the Map:

B / L = Building / Locator Number

1 = Locator Number



Parking at BAMC

Desired Activity	Recommended Parking Lot
Clinic	Lot D or C
Emergency Room	Lot C
Radiology	Lot A or H
Research Building	Lot A
Staff Parking	Lot A
Overflow Parking	Lot F



Proponent for the BAMC Health Consumer Handbook is the BAMC Health Consumer Council assisted by BAMC Public Affairs and Marketing, July 1999. To make comments, suggestions, changes or updates, please contact the BAMC Public Affairs and Marketing Office, MCHE-BA, 3851 Roger Brooke Drive. San Antonio. Texas 78234 or telephone (210) 916-5652.