



Mar. - Apr., 2016

**Leonard Wood Medical Home  
Ozark Family-Centered Medical Home  
Richard Wilson Soldier-Centered Medical Home**



*Thomas A. Van Dillen, Ph.D., Clinical Neuropsychologist, Traumatologist, and Chief of General Leonard Wood Army Community Hospital's Traumatic Brain Injury Program, discusses the value and advantages of TBI study at Fort Leonard Wood. (Photo credit John Brooks)*

  
**2016**  
**TBI Summit**  
Fort Leonard Wood



## Valuable base for TBI study at Fort Leonard Wood

By John Brooks, General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- Scores of Traumatic Brain Injury professionals have accepted personal invitations to travel to Fort Leonard Wood for collaboration at the Apr. 1 "TBI Summit" here.

"These researchers and clinicians all seek to build an infrastructure for TBI-related research to occur--and this is happening right here on Fort Leonard Wood," said Dr. Thomas A. Van Dillen, General Leonard Wood Army Community Hospital's chief of TBI & Neuropsychology.

"Concussion management is a big deal," Van Dillen said. "The vision of the General Leonard Wood Army Community Hospital Commander, Col. Peter Nielsen, is something that's really coming together. People are starting to see Fort Leonard Wood as a valuable base for TBI study."

X2 Biosystems, a Seattle Washington-based company that develops head injury monitoring systems, is a member of Fort Leonard Wood's own Research and Clinical Care Consortium, known as "RC3." The consortium is working to develop impact sensors to actively measure and report, in real time, the impact levels of forces sustained during training and military operations that can result in TBI, Van Dillen said.

"It's a big deal because we're going to be studying TBI for years to come and there's going to be a lot of data collected from that here," Van Dillen said. "This base

represents a lot to researchers not only because they're able to study those who suffer the effects of concussion here, but because of the progressive procedures and methods of TBI study under development here by RC3."



*Thomas A. Van Dillen, Ph.D., Clinical Neuropsychologist, Traumatologist, and Chief of General Leonard Wood Army Community Hospital's Traumatic Brain Injury Program, discusses the value and advantages of TBI study at Fort Leonard Wood. (Photo credit John Brooks)*

"Our population is a much desired population for the study of concussion for many reasons," Van Dillen said. "This is a training installation where

training involves breaching exercises and explosive ordinances, for example. We have the direct opportunity--to indirectly decrease--through study--the impact of future concussive injuries and improve the lives of those who suffer these injuries.

"This age group here and the clinical care conducted for this age group is most desired for study and helps us advance procedures and methods of study. So, this is a highly sought-after environment for these reasons. This science is of interest not only to people in the military, but also in the Government, civilian enterprise and academia at all levels," Van Dillen said.



## TBI "Symposium" and "Summit" are different events

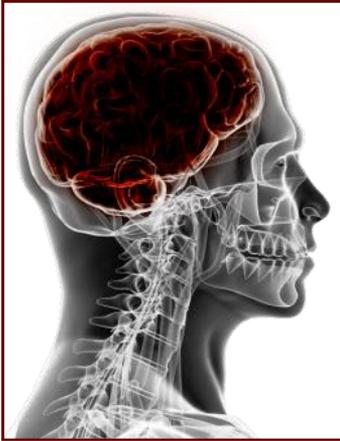
General Leonard Wood Army Community Hospital



The 2016 Traumatic Brain Injury Symposium and Summit events are slated for March 31 and April 1, respectively, with TBI instruction and discussion events to be held at the Fort Leonard Wood main chapel.

The TBI "Symposium" event's purpose is to train local commanders, medical personnel, Non-Commissioned Officers, and civilians on Fort Leonard Wood. The Symposium fulfills the annual TBI training requirement and is a separate and distinct event from the TBI "Summit."

"In the past we've taken the opportunity to fulfill the Army's annual TBI training requirement here during professional collaboration portions of a Symposium event," said Dr. Thomas A. Van Dillen, General Leonard Wood Army Community Hospital's chief of TBI & Neuropsychology. "But this year we are having two events, though still conducting them at the same time of year, back-to-back, to gain possible additional benefit from attendee interest and overlap."



**2016**  
**TBI Summit**  
Fort Leonard Wood



**FORT LEONARD WOOD, Mo.** – Veterans assigned to all five Missouri Veterans Administration Medical Centers and hospitals may now receive specialty care at General Leonard Wood Army Community Hospital according to an agreement signed Wednesday, Jan. 27.

“The highly successful partnership with Harry S. Truman Memorial Veterans Hospital signed Sept. 8, 2014 led in large part to these new partnerships with the Kansas City VA Medical Center, the John J. Pershing VA Hospital in Poplar Bluff, and the both the Jefferson Barracks and John Cochran Divisions of the VA St. Louis Health Care System,” said John Ingersoll, GLWACH’s chief of Clinical Operations.

Signed DoD-VA agreements between with GLWACH and VA medical facilities allow VA primary care teams to authorize Veterans located within their facility’s catchment area to receive specialty inpatient and outpatient services at GLWACH.

Specialty inpatient and outpatient services available at GLWACH for Veterans include inpatient care such as medical/surgical, intensive care and acute psychiatric care. Outpatient services include Obstetrics and Gynecology, Optometry, Ophthalmology, Otolaryngology (ear, nose and throat), Orthopedics, Physical and Occupational Therapy Rehabilitation, Cardiology, and robust radiology and laboratory services, said Ingersoll.

Veterans interested in receiving care at GLWACH should contact their VA primary care teams. VA primary care teams are the approval authorities for specialty inpatient and outpatient services for Veterans who live within their VA facility’s catchment areas according to the agreements.

“The agreements encourage increased use of the Fort Leonard Wood Health Readiness Platform,” said Ingersoll. “Increased use enhances the clinical skills needed on the battlefield for GLWACH staff and its deployable medical team.”



*Veterans interested in receiving care at GLWACH should contact their VA primary care teams. VA primary care teams are the approval authorities for specialty inpatient and outpatient services for Veterans who live within their VA facility's catchment areas according to the agreements*

To date, GLWACH has provided care to Veterans in the form of 1007 referrals for care here, 700 outpatient visits, 59 outpatient procedures, 51 admissions, and two babies delivered to Veterans here as a result of partnership with Truman VA.

“While primary care enrollment is fundamental, our goal is to fully engage the hospital’s capability and capacity, including specialty and inpatient services, to effectively improve the health of all beneficiaries,” said Col. Peter Nielsen, GLWACH commander.

Army Medicine’s “2020 plan” goals include creating capacity, improving the Army’s System for Health, influencing overall health, and making Army Medicine a strategic enabler for the Army of the future.

“So, through working hard to maximize our efficiency, identify and launch new process improvements, and invest in our service lines, we’re able to provide closer, more convenient care for VA patients and savings to taxpayers as well as improve care for all beneficiaries” Ingersoll said.





## March is National Nutrition Month: "Savor the Flavor"

General Leonard Wood Army Community Hospital



**FORT LEONARD WOOD, Mo.** — The theme for 2016 National Nutrition Month is "Savor the Flavor of Eating Right," which encourages everyone to take time to enjoy food traditions and appreciate the pleasures, great flavors, and social experiences food can add to our lives.

In celebration of NNM, the General Leonard Wood Army Community Hospital's Nutrition Care Division is hosting activities to emphasize this year's theme and encourage healthy lifestyle changes.

- On March 1: An interactive booth in the hospital dining facility will feature information about spices with tips for creating flavorful meals as well as an interactive "Guess the Spice" game.
- Each Tuesday (March 1, 8, 15, 22, and 29) from noon to 1 p.m. NCD will host a jeopardy game during lunch in the hospital dining facility. Categories will be related to nutrition and physical activity.
- March 4 and 23: NCD will host a Zumba class from noon to 1 p.m. in the Primary Care Service Line Classroom. This interactive class will be taught by a trained Zumba instructor and offers a chance to engage in more physical activity in a welcoming, social atmosphere.
- March 7, 10, 17, and 21: A dietitian and team member from the Fort Leonard Wood Army Wellness Center will be visiting installation dining facilities from 11 a.m. to 1 p.m. to help promote nutrition and physical activity.
- March 11 and 25: NCD will host kid-friendly nutrition education and activities for the post Child Development Center and Center for Youth Services.
- March 14: An interactive performance nutrition booth will be set up in the hospital lobby from 11 a.m. to noon March 24, and a mini food show is scheduled from 11 a.m. to 2 p.m. in the hospital dining facility.
- March 28: An interactive booth will be set up in the hospital dining facility with the topic, "Meal Planning" from noon to 1 p.m. This booth will assist in providing practical applications for using spices in daily meal planning.
- The NCD staff will be featured on the bulletin board near the hospital dining facility entrance. Stop by to read about the history of GLWACH's NCD.
- From March 3-31: NCD will host a step challenge. The department with the highest total average steps per number of participants will win a prize.



All events are open to family members, military members, retirees and government service employees. Contact NCD at 573-596-1762 for more information.

The NNM campaign and activities planned by NCD focus attention on the importance of making informed food choices and developing sound eating and physical activity habits.

Develop a mindful eating pattern that includes nutritious and flavorful foods--that's the best way to savor the flavor of eating right. Savor the Flavor of Eating Right this March and every month.

National Nutrition Month is a nutrition education and information campaign conducted each March by the Academy of Nutrition and Dietetics.

(Editor's note: Sherry Neal is a registered dietitian, licensed dietitian, and Clinical Dietetics supervisor at the General Leonard Wood Army Community Hospital's Nutrition Care Division)



## MEDCOM's "Site 1" now has new 1st of its kind "SCMH"

By John Brooks, General Leonard Wood Army Community Hospital



Already known as "Site 1" throughout the Army Medical Command for being the first Army hospital to receive recognition for Patient-Centered Medical Home program care status, General Leonard Wood Army Community Hospital has gone and done it again!

The Richard G. Wilson Soldier-Centered Medical Home is the first Soldier-Centered Medical Home in the Army's Training and Doctrine Command to achieve the "Army Medical Home" designation.

"The SCMH designation marks a significant shift in how we look at the healthcare we provide to initial entry and TDY military members," said Ashley Wilson, a charge nurse at the Richard G. Wilson SCMH.

"We provide our patients with healthcare according to the AMH model, with the exception of those

program elements that are not available to us to provide," Ms. Wilson said.

"Primary Care Managers are assigned at a Soldiers' permanent duty station.

So, this means entry level trainees receive the same team

-based and patient-centered care here, and then their PCM would be assigned at their first permanent duty station."



The Richard G. Wilson Soldier-Centered Medical Home at Fort Leonard Wood, Missouri, is the first Soldier-Centered Medical Home to achieve the Army Medical Home designation.

Fort Leonard Wood now showcases the full compliment of the Army's three Medical Home models: the Leonard Wood Medical Home (LWMH), a Military Treatment Facility-Based Medical Home, the Ozark Family-Centered Medical Home (OFCMH), a Community-Based Medical Home, and now the Richard G. Wilson Soldier-Centered Medical Home (SCMH).

The AMH model encompasses all primary care delivery site models in the direct care system and is the foundation of readiness and health. It represents a fundamental change in how we provide comprehensive care for our beneficiaries, involving primary care, behavioral health, clinical pharmacy, dietetics, physical therapy, and case management.

An AMH is a multidisciplinary approach to deliver comprehensive primary care through an integrated healthcare team that proactively engages patients as partners in health.

"Home is an operative word in Army Medical Home. It speaks to the relationship between the care team and the patient," said John Ingersoll, GLWACH's chief of Clinical Operations. "Home" is where patients can go for help, care or advice to improve their health and wellness."

A Soldier Centered Medical Home serves active duty, guard and reserve members from any branch of the military. Its mission to improve and enhance individual and unit medical readiness using the medical home integrative health care team approach.

Community-Based Medical Homes were developed to put patient-centered care in our communities where our beneficiaries live.

All three models use the medical home team approach to provide integrated and coordinated focus to ensure timely, accurate diagnoses, optimized return-to-duty rates, and decreased recovery times.

"We want initial entry Soldiers to have a good experience with Army Medicine here so that they have an accurate reflection of the caring "Medical Home" concept," Wilson said. "And we want military members who are here temporarily for training to receive the exceptional patient-centered, team-based care they've come to expect from the Army System for Health."



The Leonard Wood Medical Home is located in the General Leonard Wood Army Community Hospital at Fort Leonard Wood. LWMH is known as an MTF-based medical home.

What can patients expect from a Medical Home?

- A personal provider. Each patient has an ongoing relationship with a personal physician, physician assistant or nurse practitioner who is trained to provide first contact, continuous and comprehensive care.
- Physician-directed medical practice. The personal physician leads a team(s) of individuals at the practice level who collectively take responsibility for ongoing patient care.
- Whole person orientation. The personal provider is responsible for providing all of the patient's healthcare needs or for arranging care with other qualified professionals.
- Coordinated and integrated care. Each patient's care is coordinated and integrated across all elements of the health care system and the patient's community.
- Quality and safety focus. All members of the healthcare team are focused on ensuring high quality care in the medical home.
- Improved access: With the PCMH care model, enhanced access to care options are available through open scheduling, same day appointments, secure messaging, and other innovative options for communication between patients, their personal physician and practice staff.



The Ozark Family-Centered Medical Home (OFCMH), is a Community-Based Medical Home that provides care for patients who live off-post in the Fort Leonard Wood area.

Army Medicine's goal is to have all of its primary care facilities in the continental United States and overseas achieve AMH designation and transform to the PCMH model of care.

The transition to the PCMH model of care is part of Army Medicine's overall shift from a healthcare system to a System For Health.

(Editor's note: John Brooks is GLWACH's marketing and public affairs officer)

# ASBP March Blood Drive!

Save lives when General Leonard Wood Army Community Hospital and Balfour Beatty Communities host Armed Services Blood Program blood drives.

General Leonard Wood Army Community Hospital's ASBP drives take place each month at the hospital's MEDDAC Classroom on the first floor. ASBP drives take place monthly at the Balfour Beatty Community's Stonegate Community Center, 235 Ellis Street on Fort Leonard Wood.

Both drives are open to everyone 17 years old and older – military or civilian. Everyone who comes out to donate will receive a free ASBP t-shirt along with some juice and cookies.

The Armed Services Blood Program is the official blood collection agency for the Department of Defense. Collected blood goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense. The military healthcare system requires about 400 units of blood every day. It's the ASBP's mission to ensure that blood is available, but we can't do that without volunteer donors like you. So, if you have your health, celebrate it by giving blood to those who help protect our freedom every day.

Potential blood donors must weigh at least 110 pounds and be at least 17 years old and feeling well for the last three days; be well hydrated; and have eaten something before donating. Those wanting to donate should bring a list of medications they're taking, a list of foreign countries traveled to -- be sure to include when, where and for how long -- and a photo ID (military ID, driver's license, etc.).

For more information about these two blood drives or the Fort Leonard Wood Blood Donor Center, call Carl Norman at (573) 596-5385. For more information about the ASBP visit [www.militaryblood.dod.mil](http://www.militaryblood.dod.mil).



Blood collected by the ASBP goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense.



Dispose of unwanted medications with Main Pharmacy's "medsafe"

# GLWACH *Pharmacy*

## Accepted Items

- Prescription Medications
- Controlled Substance Medication
- Over-The-Counter Medications
- Vitamins
- Medicated Lotions/Ointments
- Liquid in Leak-Proof Containers
- Transdermal Skin Patches



## Items Not Accepted

- Needles (Sharps)
- Thermometers
- Contraband Drugs
- Infectious, Medical or Business Waste
- Personal Care Products
- Hydrogen Peroxide
- Aerosol Cans or Inhalers



General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the post is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, emergency and inpatient services are always open.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor. Patients should take the following steps during potentially inclement weather:

## **1. Confirm whether the hospital is open or experiencing clinic delays or closures.**

- Check the installation's "Current Weather Alert/Heat Category" (previously known as the "SNAIR Report") automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the Current Weather Alert/Heat Category report. This report is intended to inform the public of installation roadway conditions and closures during inclement weather.
- Check the hospital Facebook page for new announcements often at: <http://www.Facebook.com/GLWACH>.
- Local radio or TV stations typically maintain up-to-date information on our closures. Check the installation's Current Weather Alert/Heat Category report for a current list of these stations.
- Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.



## **2. Support the rescheduling policy.**

In the event of clinic delays or closures, the hospital will work diligently to ensure timely access to care.

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.
- Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.
- All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.
- Emergency Room services are always available here.

## **3. Provide feedback and engage.**

General Leonard Wood Army Community Hospital is committed to providing beneficiaries with the best access to care and will give priority assignment to all patients' appointments affected by weather closure.

- This policy, however, doesn't meet all needs all the time, and active patient participation is a necessary part of successful healthcare.
- Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.
- If you experience unique needs, engage and communicate.

For more information, contact the Clinical Support Division at [usarmy.leonardwood.medcom-glwach.list.csd@mail.mil](mailto:usarmy.leonardwood.medcom-glwach.list.csd@mail.mil) or at (573) 596-0727 or 596-0451.



## Where can you find hospital news and info?

 [facebook.com/GLWACH](https://www.facebook.com/GLWACH)

### Facebook!

Facebook remains the best place to find recent hospital news and information—all in one place—simply because it can display all types of products (video, text, audio, photos and graphics).

### Hospital website:

Visit <http://glwach.amedd.army.mil>.

### Newspaper:

Check The Guidon and other local newspapers for our locally written articles.

### Radio:

Several timely topic discussions are broadcast each month on 1390 AM, 97.9 FM and 102.3 FM.

### Video Loop:

Our hospital video loop can be seen in our waiting rooms, at the Maneuver Support Center of Excellence, on the installation's internal cable channel 59, and video segments are also on our Facebook page.

### Ambassador Program:

Army Medicine's new Ambassador Program identifies Army Medicine Subject Matter Experts here who possess a unique knowledge and desire to share their expertise with others.

If you'd like an Army Medicine SME—an "Ambassador"—to speak to a group you represent, please contact John Brooks, hospital Ambassador Program manager, at 573-596-0131, ext. 6-9632 or via email at [john.d.brooks12.civ@mail.mil](mailto:john.d.brooks12.civ@mail.mil).



## How do I contact...

# Quick help reference:

- **TRICARE Nurse Advice Line** (24/7/365): 1-800-TRICARE (874-2273), option 1
- **Appointment Line:** 1-866-299-4234, open 7 a.m. to 4:30 p.m., M-F
- **Visit our Guest and Healthcare Relations Contact Representatives** located in room 123 near the information desk: 573-596-7414
- **Enroll for healthcare at GLWACH:** 1-877-988-WEST (988-9378)
- **TRICARE Online** <http://tricareonline.com> and
  - ⇒ Book an appointment online with your PCM using "calendar view"
  - ⇒ Order prescription refills online
  - ⇒ Online Lab and biopsy test results
- **RelayHealth:** <https://app.relayhealth.com>
  - ⇒ Use Secure Messaging to communicate with your PCM
- **Call the Western Region UHC toll-free** at 1-877-988-WEST (1-877-988-9378)
- **Visit** <http://facebook.com/glwach> and <http://glwach.amedd.army.mil> for recent local and worldwide Army Medicine news and information





# FLW Army Wellness Center: Mission and services

Army Wellness Center, Tech Park, 99 E. 4th St, bldg 2081, Fort Leonard Wood, Mo. 65473



## AWC mission:

Army Wellness Centers promote enhanced and sustained healthy lifestyles to improve the overall well-being of Soldiers and family members through integrated and standardized programs and services.

## Services:

### ● **Weight Management/Healthy Nutrition:**

- AWC offers metabolic testing to assess your individual energy expenditure. This test measures the number of calories your body uses every day. Based on these results and the amount of physical activity and exercise you do, AWC educators will help you to determine how much you should eat. By knowing exactly how many calories your body requires, we can create an effective and realistic weight management program just for you.
- AWC provides courses in basic nutrition to include topics such as reading food labels, quick and healthy meals, grocery shopping tips, and how to eat to your metabolic rate. Knowledge is power- the more you know, the more you can navigate through unhealthy food choices!

### ● **Fitness Assessments:**

Fitness testing and exercise prescription are available at the AWC. State of the art equipment is used to assess flexibility, muscular strength, cardio-respiratory (VO<sub>2</sub>max) fitness levels, and body composition (BodPod and Ultrasound). In conjunction with fitness testing, patients receive a comprehensive report that shows current fitness levels as well as education and an individualized exercise counseling session on how to meet their specific goals.

### ● **Stress Management:**

AWC features a relaxing massage chair and biofeedback program and is available for use during normal hours of operation. AWC educators will introduce you to strategies, resources, and techniques for effective stress management. While relaxing in the massage chair, you learn breathing and relaxation techniques based on Heartmath coherency techniques.

### ● **Unit-level Health Briefings:**

Any member of the Fort Leonard Wood AWC staff can provide unit level briefings on a variety of health and wellness topics to include: nutrition, fitness, body composition, self-care, stress management/biofeedback and much more!

### ● **Unit-level Fitness Assessments:**

Unit level assessments provide units the ability to be assessed in a group on the six components of physical fitness: Metabolic Analysis, Cardio-respiratory, Muscular Strength, Muscular Endurance, Flexibility, and Body Composition. The comprehensive fitness testing utilizes state-of-the-art exercise testing equipment, including indirect gas analysis, VO<sub>2</sub> submax testing, BodPod, and ultrasound technology. Participants will be provided wellness coaching to help them reach their fitness goals.

General Wellness Classes are held Wednesday, Thursday, and Friday. Call to enroll in one of our five classes including Upping your Metabolism, Meals in Minutes, Healthy Sleep Habits, Stress Management, and Body Mechanics 101.

If you've already scheduled an appointment at the AWC, please complete the survey at <https://awc.army.mil> prior to your appointment. The survey provides staff with information about your current health habits to help them begin developing your individual wellness plan. Please follow the instructions, answer each question carefully, update any information that is not current, and click "continue" on each page until the end of the survey.

## Late Policy and Cancellations:

As AWC is an appointment-based center, it is imperative that our clients and staff establish a cooperative partnership to adhere to appointment times. AWC will make every effort to see our clients in a timely manner. We strongly encourage clients to arrive 10 minutes prior to their scheduled appointment to allow for completion of paperwork. Patients who arrive late may be asked to reschedule. If you cannot make your scheduled appointment, please call ahead to reschedule. This will assist in timely client flow, decrease wait times, and allow other clients to book appointments. To provide the highest accessibility to our clients, we request clients to call to cancel appointments rather than "no show". Your unused, canceled appointment may be used for another client. Units may be notified of beneficiaries who demonstrate a pattern of failing to cancel appointments in a timely manner.





# Next Healthcare Consortium meeting: April 12



The Healthcare Consortium meeting is **YOUR monthly chance to affect positive change by talking directly to the Hospital Commander and his deputies!**

We want and need your feedback! Everyone is invited to attend the Healthcare Consortium meeting.

This meeting is held every second Tuesday of each month at 2:30 p.m. in the hospital's MEDDAC Classroom, located in the south west corner on the hospital's main floor.

The Healthcare Consortium serves as a consumer advocate board in which the unit and community representatives have direct feedback to the Hospital Commander, Col. (Dr.) Peter Nielsen and his staff, concerning the type and quality of care provided at the General Leonard Wood Army Community Hospital.

It is a forum for beneficiaries to provide input to healthcare delivery policy and to promote communication between the medical treatment facility and its beneficiaries.

Col. Nielsen also speaks and answers questions at the installation "Woodworks" meeting, which is the post's monthly town-hall-type community information meeting held at the Pershing Community Center on the last Tuesday of each month at 10:30 a.m.

If you can provide input to healthcare delivery policy or process improvements, please consider attending these meetings. Hope to see you there!



## Get your healthcare at GLWACH!

Leonard Wood Medical Home — Ozark Family-Centered Medical Home



### Are you a military RETIREE under 65 paying co-pays for appointments & prescriptions?

Get enrolled at General Leonard Wood Army Community Hospital: call TRICARE/UHC at 877-988-9378.

### Over 65?

Call Diane at 573-596-0462.

### Are you a VETERAN enrolled at Truman VA but want local care at GLWACH?

Talk to your Primary Care Manager at Truman VA about the care and services available to you right here at Fort Leonard Wood. That's your first step. Only your Truman VA PCM can approve care here.

### Got Feedback?

Our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting on the 2nd Tuesday of each month at 2:30 p.m. in the GLWACH MEDDAC Classroom. He also speaks & answers questions at Fort Leonard Wood's monthly Community Information Forum meeting held at the Pershing Community Center on the last Tuesday of each month at 10:30 a.m. Everyone is invited to these meetings.

### Questions?

Please call or visit one of our Guest and Healthcare Relations Contact Representatives located in room 123, or talk to them by phone at 573-596-0131, ext. 67414/60418.

### Return to the Army Team!

Team-based healthcare, cutting edge technology, continuous and convenient communications. Enrollment is open at both the Leonard Wood Medical Home, located within the main hospital, as well as at the Ozark Family-Centered Medical Home.



# Provider Spotlight!

Provider Spotlight!  
Provider Spotlight!

## Meredith Napierala, PNP

Ozark Family-Centered Medical Home  
General Leonard Wood Army Community Hospital

### Education:

- Masters of Science in Nursing, Texas Tech University Health Sciences Center

### Certifications:

- Pediatric Nurse Practitioner, board certified by the Pediatric Nursing Certification Board

### Specialty Experience:

- Primary Care Manager for children from newborn to age 17
- Six years as a pediatric emergency room Registered Nurse
- Two years as a Pediatric Nurse Practitioner working in both pediatric primary care and pediatric urgent care clinics

### Reasons to see PNP Napierala:

- Well child exams
- Sports physicals
- Acute sick visits
- Chronic care management of asthma, ADD/ADHD, specialist referrals

### Office Location:

Ozark Family-Centered Medical Home, 504 Eastlawn Ave., Suite D.,  
Saint Robert, Missouri.

### What do you like most about your job?

PNP Napierala: "I've worked in pediatrics since I graduated nursing school. My mom is a Neonatal Intensive Care Unit nurse and as I grew up I saw her doing that and decided I wanted to take care of babies and kids. I enjoy working with the variety of ages—newborns and children up to age 17—and promoting preventive health measures. I like talking with kids about this because I can impact their future during well visits with conversations about healthy eating, sleeping and exercise. Teaching this during their growth and development helps prevent chronic issues as they get older. I also get to influence the family unit by coming up with a plan with their parents to guide treatment for the child."

### What is the most fulfilling part of your job?

PNP Napierala: "Watching children as they grow up and being in a position to help them not only as a Primary Care Manager, but also in school with the knowledge and resources we have here is very important to me."

### Where did you grow up?

PNP Napierala: "I grew up in San Antonio, Texas, and that's where my husband and I met and got married before we came here. He was a resident in San Antonio and is an Orthopedic surgeon here."

### How do you spend your time when you're not working?

PNP Napierala: "Working out, sports, living a healthy lifestyle, shopping, traveling—I like the ocean, being in the water or hiking—and spending time with friends and family. We're close with our families—they'll come and visit and we'll go visit them. We like to take weekend adventures throughout Missouri. On weeknights we like to cook a lot at home and workout. We have two little kitties—Hazel and Baloo."



Accepting  
New  
Patients

### Meredith Napierala, PNP

Ozark Family-Centered Medical Home  
General Leonard Wood Army Community Hospital



Call to make an  
appointment:  
(877) 988-WEST

# Sign up for RelayHealth!

The secure messaging system, also known as "RelayHealth," is a powerful tool for us to expand patient care for you here at General Leonard Wood Army Community Hospital.

## **Sign up for RelayHealth: <https://app.relayhealth.com>**

As a patient, you can be physically present with a valid photo ID to sign up for RelayHealth at any Army Medical Home clinic front desk, or call (573) 596-1765/1600.

If you are a DoD Common Access Card (CAC) holder eligible for services at GLWACH, you may send an encrypted and digitally signed email to [adam.s.takayama.mil@mail.mil](mailto:adam.s.takayama.mil@mail.mil) requesting a RelayHealth account with your Primary Care Manager (PCM).

## **What you need to know about RelayHealth:**

Once enrolled you will receive an invitation in your email inbox (check your email junk folder—sometimes email filters are not as smart as we would like).

After responding to the email, you can use RelayHealth almost as if you have access to an electronic health clinic.

Using RelayHealth, you access YOUR OWN Army Medical Home team and PCM assigned to a General Leonard Wood Army Community Hospital Medical Home facility, not some contracted service team you have never met.

Access is expanding soon to more than just access to our primary care clinics here. Some ancillary services such as Nutrition, Radiology, OB/GYN, the Lab, and others will be available to you through RelayHealth soon.

RelayHealth decreases your need to make routine appointments. You can schedule Wellness Checks from the comfort of your home, for example. You can also access RelayHealth anywhere, anytime, with your smart phone.

RelayHealth is a great time saver for you. Please consider taking full advantage of it!

If you have already initiated a RelayHealth account online and are experiencing difficulties accessing services, please visit your Army Medical Home front desk clerks for assistance—and be sure to bring your Government ID. Your care team is looking forward to assisting you in expanding your access to the outstanding care we provide.



**Visit our Facebook page for recent GLWACH news!**

Visit your favorite smart phone app site and download a QR code reader—then all you have to do is take a photo of any QR code and your phone will open its browser with the website represented by the QR code. Oh—that's how it works! :-D



# Guest and Healthcare Relations Office Patient Contact Representatives

**Appointments:** Please walk in or call Jerome Thinner at (573) 596-0418 or Tina Loggins at (573) 596-0131, ext. 6-7414 (Patient Contact Representatives) any time.

**Location:** Main hospital, 1st floor, room 123

**Hours:** Monday through Friday, 7:30 a.m. to 4:30 p.m.

**Services:** We provide information and guidance and help you understand your TRICARE benefits and navigate through the Army Medicine System for Health.

Much of our duties involve patient enrollment, Primary Care Manager changes, referrals/authorizations, and bills/claims questions. Reminder: Walk-in TRICARE Service Centers no longer exist so please feel free to allow us to assist you with any comments, concerns, or suggestions you may have.



If you're a patient at General Leonard Wood Army Community Hospital, Tina Loggins and Jerome Thinner are available to help you with anything you may need help with! **Jerome and Tina are Contact Representatives with GLWACH's Guest and Healthcare Relations office** located across from the main elevators in room 123, phone: 573-596-0131, ext. 67414/60418.

Please check this newsletter for the recent updates and changes to the healthcare benefits available to you here at GLWACH.

As Contact Representatives, every patient, family member, physician, visitor, and co-worker here is our customer so feel free to stop by and talk with us. We're here to help you with anything you need.

Please fill out the Army Provider Level Satisfaction Surveys (APLSS Surveys) that you receive in the mail. Positive APLSS Survey comments result in millions of additional annual funding dollars used to purchase new technology and increase quality and access to care here.

You may also receive a short survey in the mail or over the phone if you've been an inpatient here. An inpatient survey can provide GLWACH with nearly 10 times as much funding as an APLSS survey, so please take a few minutes to complete this survey from the civilian or military treatment facility that provided your inpatient care.

All of this additional funding is used to increase the services and capabilities GLWACH is able to provide patients here.

All ICE Comment Cards come through our office and we make sure that the correct Subject Matter Experts and Leaders here receive them to ensure the most efficient possible response time.

## **Mission Statement:**

Promote "World Class" customer service, continuously improve the GLWACH "patient experience" and educate those entrusted to our care on maximizing the TRICARE benefit and navigating the Army Medicine System for Health.



# Provider Spotlight!

Provider Spotlight!  
Provider Spotlight!

## Maj. (Dr.) Amit K. Gupta, MD, FAPA

Board Certified Adult, Child and Adolescent Psychiatrist

General Leonard Wood Army Community Hospital

### Medical School:

Rutgers University, Robert Wood Johnson Medical School, Camden, New Jersey

### Residency/Fellowship:

Tripler Army Medical Center, Honolulu, Hawaii

### Office Location:

General Leonard Wood Army Community Hospital, Behavior Health Service Line, lower floor, room 63

### Reasons to see Dr. Gupta:

- Board certified child and adolescent psychiatrist well-versed in diagnosing, assessment, and treatment of psychiatric disorders in a wide age range
- Dr. Gupta is a member of the new Child and Family Behavioral Health Services team (Psychiatric Nurse Practitioner, Child-trained Psychologist, and Child and Family Therapist)
- Active Duty Major with over nine years of experience working with military families

### What do you like most about your job?

Dr. Gupta: "I love working with the military population and being able to help our American heroes and their families. I understand the real need to help treat younger military family members—to help them through the unique and significant stresses that military deployments place on service members' families. I was fortunate enough to receive an extra two years of specialized training in child and adolescent psychiatry. I have been able to put that to good use helping military families over the past few years."

### Where was your last duty Station?

Dr. Gupta: "My last duty station was at Landstuhl Regional Medical Center, in Landstuhl Germany. I was in charge of the Child and Family Behavioral Health Services Division as well as the School Behavioral Health Team there. It was a wonderful opportunity and Germany was a great place to live as well as a great jumping-off point to visit other European countries since it's located in the center of Europe. It was amazing to take off for the weekend to visit Switzerland, Denmark, Austria, Belgium, Paris, and Amsterdam. Trips to Italy, Spain and England were easily doable on four-day weekends."

### Why did you choose to come to Fort Leonard Wood?

Dr. Gupta: "Two reasons. The first is family. My wife is currently working in St. Louis as a recruiter. And the other reason is because this hospital is really interested in expanding our ability to care for pediatric behavioral health and has a new stand-alone child and family behavioral health service. When I heard this, I knew that I could become a part of that team and significantly contribute to this important mission."

### How do you spend your time when you're not working?

Dr. Gupta: "My wife and I are newlyweds and we are very happy to spend time with each other! We have two dogs (Yorkshire terriers) who we adore—Gabby and Andy. We both like to explore the outdoors and travel as much as we can. Missouri has some of the most scenic landscapes in the central United States. It's beautiful in the fall with the leaves changing and we look forward to springtime here as the green returns to bring new life to Missouri forests. But if we're feeling lazy, we love to sit at home with the dogs and watch movies! Nothing like kicking back with the family and a good action movie!"

Accepting  
New  
Patients



### Maj. (Dr.) Amit K. Gupta

Adult, Child & Adolescent Psychiatrist  
General Leonard Wood Army Community Hospital



Call to make an  
appointment:  
(877) 988-WEST