

Need face-to-face help?

Reps available FTF on the 2nd and last Tuesdays of each month!



Get face-to-face answers!

Talk to a TRICARE and United Healthcare Beneficiary Services & Education Representative at either of these two monthly Fort Leonard Wood community forums open to everyone:



- **2nd Tuesday of each month**—“**Healthcare Consortium**” town-hall-type meeting held at the General Leonard Wood Army Community Hospital’s MEDDAC Classroom at 2:30 p.m.
- **Last Tuesday of each month**—“**Woodworks**” town-hall-type meeting held at the Fort Leonard Wood USO at 10:30 a.m.



TRICARE and UHC representatives look forward to making themselves available to beneficiaries and potential enrollees to answer your questions and provide education about how to use online resources.

The TRICARE/UHC representative also provides the following periodic briefings on Fort Leonard Wood:

- Community Newcomers Brief, held the 2nd Thursday each month at the main chapel
- Daily in processing briefs at building 470 for in processing personnel
- Quarterly briefs for the Marine Corps and Navy
- Air Force briefs as needed
- Also briefs active and reserve students at the Engineer, MP and CBRN school houses



October, 2014

Leonard Wood Medical Home Ozark Family-Centered Medical Home



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 patient representative located in room 123 near the info desk
- TRICARE/UHC face-to-face Vendor Visit: 1st Thurs. near the main pharmacy
- Visit our Information Desk for general help and clinic directions
- Enroll for healthcare here: 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





We want your feedback!

General Leonard Wood Army Community Hospital

Got feedback? Please come tell us what's on your mind!

Our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting here in the hospital's MEDDAC Classroom on the 2nd Tuesday of each month at 2:30 p.m.

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 USO on the last Tuesday of each month at 10:30 a.m.



"Woodworks" and "Consortium" meetings? —Huh??

General Leonard Wood Army Community Hospital

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

Col. Nielsen also hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting here in the hospital's MEDDAC Classroom on the 2nd Tuesday of each month at 2:30 p.m.



Got questions? Get answers!

General Leonard Wood Army Community Hospital

Hospital Subject Matter Experts are now available to speak to your organization!

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.

Would you like someone from the Pharmacy to come explain the different ways to receive prescription medications—what services they now offer and how to use them, find out which way is most convenient for you—or which is least expensive?

How about a TRICARE/United Health Care representative visit to explain TRICARE/UHC services to your organization?

Do you know how the Army's new "System for Health" works? What is PCMH? Confused about how to enroll here? Just how much money can you save by becoming a patient here/receiving your healthcare here at General Leonard Wood Army Community Hospital?

And what is this about VA inpatient care now being offered here—and what's in store for veterans in reference to outpatient care available here for them here too? Will this impact services provided to our current beneficiaries?

How about using TRICARE Online? We can come explain and show you how easy it is to use TOL, the RelayHealth website, the Nurse Advice Line (NAL), other hospital procedures and policies—and we're always open to your suggestions and feedback! In fact, our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting here in the hospital's MEDDAC Classroom on the 2nd Tuesday of each month at 2:30 p.m. specifically to get your feedback about hospital services and answer your questions!

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 john.d.brooks12.civ@mail.mil.

For additional information or questions please call 573-596-0029.



Did you receive a survey in the mail?

By John Brooks, General Leonard Wood Army Community Hospital



Satisfaction survey results determine significant hospital funding.

These surveys help Army Medicine determine which of its military treatment facilities receive funding, and to what level that funding is provided by the Department of the Army.

Patients, therefore, can have an impact on how the money is distributed. And since medical care costs money, helping to increase an MTF's budget can increase the type, availability, quantity – even the quality of care available here.

Typically, patients receive satisfaction surveys in the mail about a week after an appointment at their MTF. "Excellent" and "Very Good" marks provide the MTF with up to \$900.00 per returned survey.

"Last year we received about a half million in additional funding which was solely the result of completed and returned Army Provider Level Satisfaction Surveys," said Diane Hell, administrative officer at General Leonard Wood Army Community Hospital. "That's above and beyond the hospital's authorized annual operating budget."

Additional funding from surveys has allowed the hospital to provide award-winning health care and new state-of-the-art technology and facilities here in recent years – because patients took the time to fill out and submit surveys.

That's very significant additional funding we wouldn't have otherwise. This MTF has the potential to more than double last year's additional survey funding if patients either send their APLSS surveys back in the mail, or complete them online.

But negative responses on APLSS surveys take money out of the hospital's budget.

"That's one reason we're always trying to get problems solved locally on-the-spot, instead of through the survey system," Hell said. "On-the-spot local problem solving is always much faster than waiting to find out about a problem we had weeks ago. We could have fixed it then.

"APLSS surveys must travel all the way to the Army Office of the Army Surgeon General, then filter all the way back through the system before we can act on them," Hell said.

"Having a large chunk of funding removed from our budget because of negative survey results can disrupt the care we provide," Hell said.

Suggestions, comments or complaints can be acted upon immediately here. Patients should contact their Primary Care Manager, PCM Team or clinic leadership for help. Patients can also talk to a patient representative in room 123, located next to the main bank of elevators.



Patients looking for a more anonymous way to communicate to installation and hospital leadership may fill out an Interactive Customer Evaluation comment card. The hospital has an "ICE Machine" kiosk located near the Information Desk for patients to complete an ICE card online. Links to online ICE cards can also be found on the hospital website at <http://glwach.amedd.army.mil> and on the installation website at <http://www.wood.army.mil>.

Hospital and installation commanders receive ICE reports daily and act upon them swiftly. So, next time you receive an APLSS survey in the mail, if we've earned positive marks, please indicate so and send it in!



What does it mean to “enroll” at GLWACH?

Change to an MTF PCM for cutting edge health care



TRICARE Prime enrollment has dramatically increased over the last year, leaving only about half of the TRICARE Prime vacancies previously available – and fewer than 250 TRICARE Plus vacancies for those aged 65 and over.

Our steadily increasing enrollment is attributed to lower cost, increased customer service, increased continuity of care, advances in cutting-edge technology, and many facility improvements. We provide a stable environment that attracts civilian physicians who want to practice medicine instead of running a business. And civilian physicians don't PCS.



If you're still out there with a network Primary Care Manager, using more expensive network services and paying appointment visit and prescription co-pays, now is the time to come back and “enroll.” We have PCMs available at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home satellite clinic, located off post in Saint Robert.

“System for Health” – Change is good – very good!

The Army's new “System for Health” is clearly working here, and is responsible for handing us the key to caring: a new patient-centered, team-based environment which allows us to focus on you, the customer.

The System for Health allows Care Manager Team members to truly care for those they serve – and in more personal ways. Physically helping and guiding patients. This is how staff members originally imagined themselves performing the duties of their chosen field of health care – by caring for them!

That's right--your PCM Team members chose to work in health care because they care about you! The System for Health and “Patient-Centered Medical Home” concepts facilitate and translate into warm patient handoffs, and team-based, patient-centered care. Comfortable, effective customer service!

“PCMH” – why PCMH is important TO YOU:

The Patient Centered Medical Home care model combines the conveniences you want with the Primary Care Manager Team continuity you need. PCMH is “patient-centered,” as the term implies, but also “team-based.”

Each patient partners with their team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists and others – to develop a comprehensive, personal healthcare plan.

Team-oriented, individual delivery of prevention screening and services, and a more personal management of chronic conditions, promotes communication and a new spirit of health, wellness and trust.

There are new, easy and convenient ways to make appointments and communicate with your PCM Team.

We now provide over 92 percent PCM continuity of care—and you can see when your PCM is available and choose 100 percent continuity of care and by booking an appointment exclusively with your PCM online! Additionally, your PCM Team members are there to provide increased continuity of care if you've booked with another PCM. That's PCMH in a nutshell.

Visit <http://tricareonline.com> or <https://app.relayhealth.com> to start using the new, convenient online capabilities now available. If you're having difficulties with online services, get your questions answered face-to-face.



The Flu vaccine has arrived at FLW

By Bruce Russell, General Leonard Wood Army Community Hospital

The Flu vaccine has arrived at Fort Leonard Wood

The seasonal influenza vaccine has just arrived on Fort Leonard Wood and General Leonard Wood Army Community Hospital will begin offering flu vaccinations Tuesday, Oct. 14.

The Post Immunization Team is currently scheduling dates and times for all active duty units throughout the installation and DOD requires that 90 percent of active duty military receive flu vaccinations by Dec. 15.

"Although we are getting a later start than normal this year, we do not see any reason not to reach the 90 percent mark," said Bruce Russell, GLWACH public health administrative officer. "If your unit has not been contacted by the Post Immunization Team, please call them at 573-596-1682."

Active Duty Soldiers who miss their units' scheduled immunization appointments are encouraged to coordinate and receive the vaccination with another unit in their command. Soldiers who are unable to receive their vaccination with another unit may contact the Post Immunization Team to coordinate a date and time to receive it at the 43rd Reception Battalion, Russell said.

GLWACH beneficiaries enrolled at both the hospital and the Ozark Family-Centered Medical Home clinic are asked to receive the flu vaccination at their respective facilities. Both facilities will offer vaccinations from 8 a.m. and 4 p.m., Monday through Friday, except Thursdays when vaccinations will be available from 7:30 a.m. to noon.

DoD civilian employees are authorized to receive the flu vaccination with active duty personnel according to their units' vaccination schedule.

Contractors are not authorized to receive flu vaccines from Fort Leonard Wood supplies unless they are also TRICARE beneficiaries.

It is not necessary to bring medical records to receive the flu vaccination as documentation is done electronically.

To reduce the spread of flu, wash your hands frequently with soap and water for at least 15-20 seconds each time. If soap and water are not available, use an alcohol-based hand sanitizer.

Hand sanitizers are not meant to permanently replace traditional hand washing, which is still the best way to prevent spread of illness. You should also cover your nose/mouth when sneezing or coughing as well as avoid touching your eyes, nose, and mouth when you are sick.

Avoid close contact with sick people or sharing glasses and eating utensils.

These actions also prevent the spread of other respiratory illnesses like the common cold.

However, the absolute best way to prevent the flu is to get vaccinated (receive a flu shot). It is important that all questions be answered honestly during the screening process conducted before the flu vaccination.

This is extremely important for those with allergies, current illnesses, chronic medical conditions or past adverse vaccination reactions.

For more information about flu season, please visit the CDC website or speak to your primary care manager, or talk to an Army Public Health Nurse at the Community Health Resource Center at 573.596.0518.

(Editor's note: Bruce Russell is a public health administrative officer at General Leonard Wood Army Community Hospital)



The basics about adult vaccines

By Terri Mulvihill, General Leonard Wood Army Community Hospital



If you're an adult and it's been more than five years since you've had a vaccine, it's time to ask your Patient-Centered Medical Home healthcare team which vaccines you need.

There are several important vaccines that your PCMH healthcare team may suggest.

TDAP

Tetanus, Diphtheria and Pertussis, a vaccine known as TDAP, not only protects you, but also protects children around you, especially newborns. During the first 6 months of 2014, there were 9,964 cases of Pertussis reported in the US. That is an increase of 24 percent from last year.

Adults should have a current TDAP. Once you get the shot, you are covered for 10 years.

Shingles

If you are over the age of 60, you should have a Shingles vaccine.

Shingles is a very painful disease caused by the chicken pox disease. The vaccine is recommended even if you're not sure you've had chicken pox. Approximately 1 in 3 people will develop shingles and it can return 2 or 3 times.

The Shingles vaccine is a one-time shot.



Pneumococcal

Adults over the age of 65 should receive one dose of the Pneumococcal vaccine.

This vaccine will help prevent pneumonia as well as some blood and brain infections.

Pneumococcal disease has been known to kill about 4,000 to 5,000 people each year in the United States.

Influenza

Finally, adults should receive the influenza vaccine every year.

The flu kills people of all ages every year. By receiving the flu shot, you also help stop the spread of flu to others.

People with ongoing health issues are at high risk for getting the flu. You should protect yourself and others by getting a new flu shot every flu season.

Other important vaccines

Human Papillomavirus (HPV), Hepatitis B, and Hepatitis A are just a few other common vaccines you may need. Talk to your health care provider or stop by the General Leonard Wood Army Community Hospital Immunizations Clinic if you have questions.

The Immunizations Clinic generally operates on a walk-in basis but you can also contact your PCMH team for help or call the TRICARE appointment line at 866-299-4234.

Visit <http://www.cdc.gov> for more immunization information.

(Editor's note: Terri Mulvihill is an immunizations specialist at the General Leonard Wood Army Community Hospital)



Prevent Heat Injuries with food and water

By Lt. Col. Ann Loveless, General Leonard Wood Army Community Hospital



Good hydration is necessary to avoid heat injury during hot conditions and when exercising in the heat.

But did you know that the food you eat is just as important? Food provides energy and electrolytes.



Even if you are just sitting, the body needs energy to maintain a normal body temperature.

The more extreme the air temperature, the more energy the body needs to stabilize its temperature. So getting enough energy which comes from food is important too.

In fact, if you are exercising or exerting yourself, this energy is just as important as drinking water.

Food also provides electrolytes. Electrolytes help the body retain the water you drink.

Have you ever drunk water after fasting for many hours, such as first thing in the morning? If so, you may have noticed that water seems to go right through you. That is because your electrolyte levels have gone down due to the many hours since your last meal.

So, if you don't have enough electrolytes, you will have trouble staying hydrated.

If you are sweating a lot, you are losing electrolytes too. But as long as you are eating regularly, your body will be able to replace them.

Many sports drinks contain electrolytes but these drinks should not be consumed in place of eating, just for the electrolytes. Sports drinks may also have too much sugar for the level of your particular activity.

The bottom line is that these drinks should be used for the occasional adjunct to healthy eating and not as a replacement for it.

The length of time you can go without eating and still be OK in the heat will depend on a variety of factors such as fitness level, medical conditions, medications, hydration level, outside temperature, humidity, availability of shade, stress, etc.

Consider a snack if it has been more than five or six hours since you last ate. If you are exercising or exerting yourself, or if it has been more than eight hours since you last ate, you will likely need something more substantial than just a snack.



So, as you enjoy the warm summer months, remember to eat healthy so that you can maintain your hydration and energy level.

(Editor's note: Lt. Col. Ann Loveless is chief of Preventive Medicine at General Leonard Wood Army Community Hospital)



TRICARE Pharmacy Home Delivery!

TRICARE Pharmacy Home Delivery is the least expensive way to fill prescriptions, other than by getting them filled at your military pharmacy.

With TRICARE Pharmacy Home Delivery, you can get up to a 90-day prescription for most drugs at the following costs:

- Generic: \$0
- Brand name: \$13
- Non-formulary: \$43 (unless you get medical necessity)
- Home Delivery Advantages
- It's safe and easy to use
- Request refills by mail, phone, or online
- Recommended for prescriptions you take regularly
- You can even use it when you're traveling or if you move



If you're using TRICARE For Life you may be required to fill your prescriptions via home delivery through the TRICARE For Life Pharmacy Pilot.

Do you have other health insurance with a pharmacy benefit? You can't use home delivery unless your prescription isn't covered by your other plan, or you've reached the dollar limit of your other plan. Call 877-988-WEST for more information.



Enroll to become a patient here

Enrollment is open for TRICARE Prime (active duty, family members, retirees) and TRICARE Plus (65+) at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home clinic.

Cost — No appointment or prescription co-pays!

Convenience — Nurse Advice Line (NAL), eICU,

- 3 full-service pharmacies, online prescription ordering,
- “Calendar View” exclusive online appointment booking with your PCM,
- Secure Messaging with your PCM Team, online lab and biopsy results, and MUCH MORE

Continuity of Care — Team: 92%, PCM: 60%, 100% with “Calendar View”

Don't miss your opportunity to enroll. Call our local TRICARE Beneficiary Services & Education Representative at 913-364-2041, the Western Region United Healthcare toll-free phone number at 877-988-WEST (877-988-9378), or call our Enrollment Support Team Hotline here at 573-596-0727 for help.



Pets, Prescriptions and Halloween candy x-rays!

The Veterinary Treatment Facility is available for pet appointments and vaccinations. If you need to board your pet during a vacation, your pet may need a kennel cough vaccination as well as pet sick call. Please give us a call at 573-596-0094 to make an appointment on Mondays, Wednesdays and Fridays from 8:30 a.m. to 3:30 p.m., and some Tuesday afternoons from 1-3.

Prescriptions for Hydrocodone will be available only in a 30 day supply as of Monday, Oct. 6. Prescriptions cannot be called in or faxed. Please call 596-0515 if you have questions. Thank you and we're very sorry for this inconvenience.

High-tech Halloween candy x-ray services will be provided again this year, Oct. 31 from 6:30 to 9 p.m. to scan for metal hazards using fluoroscopy technology here on a first come first served basis.

Please check in with staff at the hospital's front Information Desk. A radiology technologist will be available to support and manage the event. Parents are required to sign a waiver consent form on or before Oct. 31.

The General Leonard Wood Army Community Hospital's Radiology Department is happy to provide these services for the Fort Leonard Wood community.

For additional information or questions please call 573-596-0029.

ENTEROVIRUS D68 FACT SHEET

What are the symptoms of EV-D68 infection?

EV-D68 can cause mild to severe respiratory illness. *Mild symptoms may include: fever, runny nose, sneezing, cough, and body and muscle aches. Severe symptoms may include: wheezing and breathing difficulty.*

How does the virus spread?

Since EV-D68 causes respiratory illness, the virus can be found in an infected person's respiratory secretions, such as saliva, nasal mucus, or sputum. *EV-D68 likely spreads from person to person when an infected person coughs, sneezes, or touches contaminated surfaces.*

Who is at risk?

Children with underlying asthma are most susceptible to severe EV-D68 illness; parents should seek immediate medical help if children with asthma experience severe symptoms that do not improve as expected from asthma medications.

*Courtesy of CDC.org
<http://www.cdc.gov/non-polio-enterovirus/about/EV-D68.html>



Keep Your Child from Getting and Spreading ENTEROVIRUS D68

- Avoid close contact with sick people
- Cover your coughs & sneezes
- Wash your hands often
- Clean & disinfect surfaces
- Avoid touching your face with unwashed hands
- Stay home when you're sick

www.cdc.gov/non-polio-enterovirus/EV68/

There are no confirmed cases of EV-D68 at General Leonard Wood Army Community Hospital at this time. GLWACH remains ready to take exceptional care of any patients who may contract EV-D68.



Enterovirus update: no cases reported on FLW

By Bruce Russell, General Leonard Wood Army Community Hospital

Respiratory illnesses are very common this time of year. The Centers for Disease Control and Prevention, or CDC, reports a serious increase of a virus known as Enterovirus 68 or EV D68.

General Leonard Wood Army Community Hospital has not identified any Enterovirus cases on Fort Leonard Wood, although there have been some cases in Missouri.

As of Sept. 27, the CDC reported 277 cases across the United States.

Since finding out about these first cases, the GLWACH staff has aggressively reviewed CDC guidance, while establishing processes to monitor, track, treat and establish protocols for testing any suspected cases.

The virus' initial symptoms present like a normal cold. Infants, children and teenagers seem to develop more serious symptoms with the virus -- especially those with asthma. Health-care professionals highly recommend that they regularly take all prescribed medication for asthma control and receive their influenza vaccination.

The CDC is actively investigating some patients in Colorado who have unexplained weakness in their arms and/or legs. Some of these patients have also tested positive for the Enterovirus. Currently, there is no known connection between the virus and these new symptoms.

There is no vaccine to prevent the spread of the Enterovirus, so preventive precautions are of the utmost importance.

Hand washing, coughing and sneezing etiquette are critical. This virus, like all respiratory viruses, is routinely spread through person-to-person contact. Proper and regular hand washing is the number-one way to prevent spreading this illness.

Coughing and sneezing creates small droplets that can float in the air for 3 to 6 feet, so it is very important to cover your mouth when you cough or sneeze. You can cover a cough or sneeze with a tissue or by using the bend of your arm.

Additionally, frequent cleaning of shared surfaces like tables, counters, phones, keyboards, etc. will also help prevent the spread.

Parents with children having moderate flu-like symptoms should call for an appointment and bring their child in to be seen by their primary care provider. If children develop any unexplained leg or arm weakness they should also contact their primary care provider. Children with severe symptoms (respiratory or limb weakness) should be seen immediately by going to the emergency room or calling 911.

GLWACH works closely with the State and Pulaski County Health Departments to monitor all communicable and reportable diseases. This partnership allows for immediate communication and up-to-date information to assist in the prevention and treatment of a new diseases or disease outbreaks.

The post hospital will update the current guidance and recommendations, based on the latest CDC guidance. Our beneficiaries play a major role in the prevention and elimination of the spread of diseases, so our goal is to always provide the most up-to-date information.

(Editor's note: Bruce Russell is a public health administrative officer at General Leonard Wood Army Community Hospital)



Nurse Advice Line: urgent care questions

By John Brooks, General Leonard Wood Army Community Hospital



Sometimes it's difficult to know if and when to seek medical help for acute health problems, so having professional help at a moment's notice is invaluable.

The Military Health System's new Nurse Advice Line for TRICARE beneficiaries does just that.

There will always be a live-person on the NAL to address beneficiary concerns.

The NAL is a team of registered nurses available to answer a variety of urgent healthcare questions. They can help you decide whether self-care is the best option, or if it is better to see a healthcare provider.

TRICARE beneficiaries in the continental United States, Alaska and Hawaii will have the NAL available toll-free 24/7, just like it's now available here at the General Leonard Wood Army Community Hospital.

This Military Treatment Facility was selected as one of only two NAL pilot sites.

As a NAL pilot site, we want and need your questions, comments and suggestions. By filling out an NAL Interactive Customer Evaluation comment card, your participation will help identify best practices before NAL is fielded to all of Army Medicine.

Visit our hospital's homepage at <http://glwach.amedd.army.mil/> and click on the text below the NAL graphic to get there without typing that long internet address manually.

The NAL offers a variety of solutions for all TRICARE beneficiaries.

For pediatric issues, the NAL routes the beneficiary to a pediatric nurse. If follow-up is necessary or requested, the NAL will call the beneficiary back to check the child's status a few hours later.

Beneficiaries with an acute healthcare concern or question are connected with a registered nurse who asks a series of standard questions to determine the next steps and allow the NAL nurse to provide the best advice possible.

When calling the NAL, a customer service representative will verify the beneficiary's eligibility through the Defense Enrollment and Eligibility Reporting System (DEERS).

Check <http://www.facebook.com/glwach> for new NAL news and developments, and for other recent and upcoming hospital news and information.

Beneficiaries can always use TRICARE Online's customer service options at <http://www.tricareonline.com> to book an appointment exclusively with their primary care manager team using "Calendar View," use the convenient online prescription refill option there, and use Secure Messaging to contact their PCM or clinic.

The NAL is now another new option for beneficiaries to access the care they need, when they need it, and from a real person (registered nurses).

Some other ways patients can get information and answers, now that TRICARE has transitioned from walk-in service centers to online services, include calling the regular hospital appointment line to make an appointment at 1-866-299-4234, calling the Western Region United Healthcare toll-free phone number at 1-877-988-WEST (1-877-988-9378), or visiting with our patient representative, located in room 123 next to the hospital's main bank of elevators.





Stress Management and Sleep

By Maj. Richard Sonnier, General Leonard Wood Army Community Hospital



Mankind continuously strives for something better, as evidenced by the variety of self-help manuals on the market today.

Experts profess to know how to manage our lives better. They advise better eating habits, provide new ways to achieve more exercise, lower our cholesterol levels, and increase our productivity.

There are even self-help books on how to maintain a stress-free life.

But is it realistic--or even beneficial--to strive for a life free of stress?

In comparing life to mechanical architecture, we find that most structures are designed with stress in mind. For example, the more stress put on a weight-bearing bridge, the stronger it actually becomes.

So, while attempting to eliminate stress from one's life may not be realistic or even healthy, we can expect improvement in coping with life's stressors if we apply Performance Triad principles.

The Army's comprehensive plan to strengthen our readiness and increase resilience is called the Performance Triad. The triad promotes engaging in activity, improving nutrition, and getting quality sleep.

Sleep...

Applying any of three pillars of the Performance Triad can result in stress management, but quality sleep is especially important to mental fitness.



Achieving adequate sleep is an immediate intervention that can yield optimal mental function.

Recent studies have shown that military personnel who do not achieve adequate sleep are at higher risk for being overly aggressive and showing poor judgment, which is obviously not conducive to maximal functioning.

A person needs 6-8 hours of sleep every night in order to be optimally functional, according to a recent study led by Dr. Vincent Mysliwiec, MD, of Madigan Army Medical Center in Tacoma, Washington.

For many people, a major source of stress is the inability to concentrate on tasks, especially for those engaged in college classes and continuing education for their jobs.

Adequate sleep actually helps us to learn by preparing our brain for initial formation of memories, according to a recent article published by The National Institute of Health.

Adequate sleep obtained after learning is essential to help save and cement the new information into healthy memories to be used later, according to the article. It further states that people who engage in "all-nighters" to study for tests, etc., actually harm their ability to recall information and learn new material.

The lack of sleep has been shown to affect the part of the brain called the hippocampus, which is instrumental in forming new memories.

So, obtaining adequate sleep not only helps us function well physically, but it also contributes to our mental health wellness.

The bottom line is that following Performance Triad guidance can lead to a better quality of life.

Life is busy and demanding. Since stress cannot be avoided, we might as well become optimally fit to handle life's stress.

We care about your total health and wellbeing here at General Leonard Wood Army Community Hospital—that's why we do what we do.

If you're having difficulties with sleep, make an appointment with your PCM today by calling (866) 299-4234, by using TRICARE Online's "Calendar View," or by using "Secure Messaging" at <https://app.relathealth.com>.

For more healthy tips to achieve stress fitness, visit <http://phc.amedd.army.mil/topics/healthyliving/sleep/Pages/default.aspx>.

(Editor's note: Maj. Richard Sonnier is a psychiatric nurse practitioner at General Leonard Wood Army Community Hospital)



National Physical Therapy Month is underway

Courtesy: The Guidon

National Physical Therapy Month is a commemoration held each October by the American Physical Therapy Association.

NPTM is designed to recognize the impact that physical therapists and physical therapist assistants make in restoring and improving motion in people's lives.

Throughout October the General Leonard Wood Army Community Hospital physical therapy team is setting out to change minds about what physical therapists do.

Physical therapists can improve mobility and ability to perform daily activities.

In many cases, physical therapists provide an alternative to painful and expensive surgery.

Physical therapists can also help manage or eliminate pain without the long-term use of pain medication. They can also help reduce two-mile run time, assess posture, and explain how to correct posture to reduce the risk for lower-back pain.

This week, the GLWACH physical therapists team is focusing on upper-body injuries. The next three weeks will focus on lower-body injuries, running and injury prevention and posture and body mechanics.

The physical therapy clinic is located on the ground floor (basement) of the hospital at 4430 Missouri Ave.

The clinic will be open to the public from noon to 1 p.m. Tuesdays, Wednesdays and Thursdays this month for individuals to come in and learn about the most common injuries that physical therapists treat and what one can do to prevent those injuries from happening to you.

There will be exercise instruction, form correction on common exercises performed at the gym, posture assessments, tips on running and more.

For questions concerning National Physical Therapy Month, call 573.596.1707 or email chenae.j.nelson.mil@mail.mil.

(Editor's note: Nelson is a physical therapist at the Consolidated Troop Medical Clinic.)



International Infection Prevention Week

International Infection Prevention Week (#IIPW) was October 19-25 this year. One week of recognition, 365 days committed to infection prevention.

Learn more about your role in #infectionprevention at

www.apic.org/InfectionPreventionandYou



facebook.com/GLWACH



Pay attention for suicide prevention

Vigilant attention in our observations and interactions with others is key to preventing suicide.

Caring for each other, knowing the clues, and taking action to help, can make all the difference.

Many of the suicide prevention efforts currently practiced place a serious burden on those who know the person at risk of suicide. One of the ongoing concerns of those efforts is that they don't necessarily result in the person at risk asking for help or divulging his or her need for assistance.

Ask direct questions

Caring, asking questions, and encouraging the person to talk can help. If in the course of that conversation we get the sense that the person is at risk for suicide, ask direct questions.

- "Are you thinking about killing yourself?"
- "Are you thinking about ending your life?"
- "Is suicide what you are considering?"

These are never easy questions to ask. Yet, we know that most of the time people will answer honestly.

We've already placed ourselves in a position of trust with that person and we've also freed them up to talk openly about suicide. Those two points create an environment in which a person feels heard, respected and safe.

Take Action

Make sure the person at risk gets help. This may mean escorting the person to the emergency room, to Behavioral Health, or to see the chaplain. The key point is to not leave the person alone or shrug it off as somebody else's responsibility.

We all have the responsibility to assist one another when suicide is part of the discussion. The Behavioral Health Service Line is available on a walk-in basis Monday-Friday from 7:30 a.m. to 4:30 p.m. in room 63 at General Leonard Wood Army Community Hospital. These services are also available 24/7 at the GLWACH emergency room.

The on-call duty chaplain can be reached by calling the Fort Leonard Wood Emergency Operations Center at 573-563-6126. The Military Crisis Line is also a 24/7 resource at 800-273-TALK (8255).

Visible clues

Experiencing some type of loss is an indicator that can take many different forms. Problems in a relationship, a breakup, a service member facing disciplinary action under the Uniformed Code of Military Justice, or a Retiree experiencing a major financial crisis may be enough to cause the person at risk to consider suicide as a "solution."

These situations can quickly escalate in severity if more than one type of loss applies. If we take the time to stay involved in one another's lives, we may be able to address these difficult situations before they reach the point that suicide appears to be a viable option to those at risk.

Visible clues often take the form of a noticeable change in a person's behavior, mood or appearance. They may also manifest in the person no longer enjoying things that used to bring them great pleasure.

Someone who is typically the center of attention but is now withdrawn, perhaps even spending a lot of time alone, could be at risk.

Those at risk may make comments such as "I don't want to live anymore," or "You won't have to be concerned about me much longer."

(Editor's note: David M. Ramsey is a psychology technician at General Leonard Wood Army Community Hospital)



How to dispose of Medicines Properly

DON'T: Flush expired or unwanted prescription and over-the-counter drugs down the toilet or drain unless the label or accompanying patient information specifically instructs you to do so.

DO: Return unwanted or expired prescription and over-the-counter drugs to a drug take-back program or follow the steps for household disposal below.

1ST CHOICE: DRUG TAKE-BACK EVENTS

To dispose of prescription and over-the-counter drugs, call your city or county government's household trash and recycling service and ask if a drug take-back program is available in your community. Some counties hold household hazardous waste collection days, where prescription and over-the-counter drugs are accepted at a central location for proper disposal.

2ND CHOICE: HOUSEHOLD DISPOSAL STEPS

1. Take your prescription drugs out of their original containers.
3. Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag.
2. Mix drugs with an undesirable substance, such as cat litter or used coffee grounds.
4. Conceal or remove any personal information, including Rx number, on the empty containers by covering it with permanent marker or duct tape, or by scratching it off.
5. The sealed container with the drug mixture, and the empty drug containers, can now be placed in the trash.

How Proper Disposal of Medicines Protects You and the Earth:

- Prevents poisoning of children and pets.
- Deters misuse by teenagers and adults.
- Avoids health problems from accidentally taking the wrong medicine, too much of the same medicine, or a medicine that is too old to work well.
- Keeps medicines from entering streams and rivers when poured down the drain or flushed down the toilet.



How Improper Disposal of Medicines May End Up in Our Drinking Water Sources:

In homes that use septic tanks, prescription and over-the-counter drugs flushed down the toilet can leach into the ground and seep into ground water.

In cities and towns where residences are connected to wastewater treatment plants, prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the treatment system and enter rivers and lakes. They may flow downstream to serve as sources for community drinking water supplies. Water treatment plants are generally not equipped to routinely remove medicines.

For more information, go to www.epa.gov/ppcp/ or call the Safe Drinking Water Hotline at 800-426-4791.



Where can you find hospital news and info?

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> (A new website template is now in development to update our website and make information easier to find).

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.



New Ambassador Program!

Hospital Subject Matter Experts are now available to speak to your organization!

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.



Would you like someone from the Pharmacy to come explain the different ways to receive prescription medications—what services they now offer and how to use them, find out which way is most convenient for you—or which is least expensive? We are happy to come visit your group just to answer questions too.

How about using TRICARE Online? We can come explain and show you how easy it is to use TOL, the RelayHealth website, the Nurse Advice Line (NAL), other hospital procedures and policies—and we're always open to your suggestions and feedback!

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.



Get healthier today with the Performance Triad!

Health is personal and each of us defines it in our own way. Health is more than the absence of illness, and achieving better health means taking a proactive approach to your well-being. This includes regular activity, good nutrition and quality sleep. Combined, these elements make up the Army Performance Triad and can apply to everyone.



What does health look like to you? Share your thoughts at <http://armymedicine.mil>.



Health is more than meets the eye:

- 8 is great! Current Army guidance is 7-8 hours of sleep per 24-hour period for effective performance. The first step to getting a full night's sleep is to maintain a consistent, regular routine.
- 10,000 steps per day and regular exercise (at least 150 minutes per week) that fits your lifestyle.
- 8 is great! Eat 8 servings of fruits and vegetables a day. Healthy nutrition and nutrient-rich food choices support muscle growth, recovery, tissue repair, proper immune function, and they improve mental and physical performance.

Resources for Health:

The Army's System for Health is a partnership among Soldiers, families, retirees, leaders, health teams and communities.

Use Performance Triad resources to support healthy activity, nutrition and sleep. Learn more about Army Medicine and the Performance Triad at: <http://armymedicine.mil>.

Visit this Army Wellness Center link for more information: <http://tricare.mil/mtf/>.

Access Electronic Resources and Connect with Online Communities:

- ArmyFit: <https://armyfit.army.mil>
- Comprehensive Soldier & Family Fitness <http://csf2.army.mil/>
- Visit USDA's MyPlate Super Tracker <http://supertracker.usda.gov>

We're here to help! Contact your Primary Care Team and the hospital Nutrition Care Division for more information!





VA inpatient care available at GLWACH

Veterans living in the Fort Leonard Wood vicinity may now receive medical care at the General Leonard Wood Army Community Hospital and spare the commute to Columbia, Missouri, for Veterans Affairs approved treatments.

Under an agreement, signed Sept. 8, between the General Leonard Wood Army Community Hospital and the Harry S. Truman Memorial Veterans Hospital, inpatient care is authorized at the Fort Leonard Wood hospital, including surgery.



"The new agreement will allow us to enhance access to certain specialty care services for many veterans in that portion of our service area. We are excited about our expanded relationship with the Department of Defense," said Wade Vlosich, director of the Harry S. Truman Memorial Veterans Memorial Hospital.

Currently, veterans who live in and around Phelps, Pulaski, Texas, Camden, Dallas, Dent, Laclede and Miller counties must make a nearly two-hour drive, depending on their residence, for VA patient care.



capacity, including specialty and inpatient services, to effectively improve the health of all beneficiaries."

Nielsen added a byproduct of the agreement is reduced travel time and related costs.

"Making care available to veterans here also provides enhanced wartime clinical skills for the Fort Leonard Wood hospital staff and its medical team," Nielsen said. "The agreement will better serve the medical needs of patients at both facilities."



"Our veterans deserve excellent care closer to their homes and Family," said Col. Peter Nielsen, GLWACH commander. "While primary care enrollment is fundamental, our goal is to fully engage the hospital's capability and



SUSTAIN HEALTHY HABITS WITH THE PERFORMANCE TRIAD



October is Breast Cancer Awareness Month

By Jennifer Logiudice and Maj. Mickey Chabak, General Leonard Wood Army Community Hospital

Understanding breast cancer risk, prevention, and screening can save lives.

This is the goal of annual screening mammography.

As with all types of cancer, early detection is imperative to survival and overcoming this disease.

Many of us can think of an acquaintance, friend, or even family member who has been affected by this disease because about one in eight women will develop breast cancer at some point in their lifetime.

Here at General Leonard Wood Army Community Hospital mammography department, we perform screening mammography on a daily basis—including Saturday and Sunday. Our goal is to provide patients with the highest quality mammography experience, from the image acquisition by our technologists, to the interpretation by our board certified diagnostic radiologists.

The American Cancer Society recommends that screening mammography be performed in all women 40 years of age and over who are at average risk for breast cancer (the vast majority of women). Screening mammograms are intended for asymptomatic women with no lumps, focal breast pain, nipple discharge, or skin changes.

Patients who do not have any of these symptoms and are 40 years of age or over can ask questions and schedule annual screening mammograms at 573-596-0029, Monday through Friday, 8 a.m. to 4:30 p.m., or in person at the radiology clinic here. If a patients' Primary Care Manager is located at GLWACH, they will not need an order to schedule this routine annual screening exam.

Those with a PCM who is in the TRICARE network (outside of GLWACH) will need a written script/order. Likewise, those enrolled in the VA healthcare system will need a written script/order from their provider.

Those who think they may be at a higher risk of developing breast cancer due to family history or genetic factors, should discuss this with their PCM prior to scheduling, as they may qualify for high risk screening (breast MRI in addition to mammography).

However, patients with any of the above listed symptoms related to their breasts (at any age), should schedule an appointment with their primary care physician for a clinical breast exam/evaluation. The PCM will then most likely order a diagnostic mammogram and/or breast ultrasound, which involves a more detailed imaging evaluation to find a cause for the symptoms. Occasionally, these symptoms can be associated with breast cancer.

After a screening exam, patients may be called back by our department for additional imaging if a potential abnormality is seen on their screening mammograms. This is another type of diagnostic exam which may also involve breast ultrasound. In the event that a breast biopsy is felt to be necessary by your interpreting radiologist, patients will be notified the day of their diagnostic exam, and scheduled accordingly.

Patients who have had any breast imaging performed at other locations (military or civilian), it is imperative that they assist us in obtaining their prior exams in order to provide them with the best possible interpretation. Comparing current images with prior exams is the most accurate way to assess for any subtle change that could be a sign of early breast cancer.

Patients can request prior exam information by visiting the patient administration division located near the hospital's information desk.

Requesting previous imaging prior to an appointment is always best. Please also consider obtaining any imaging completed here at GLWACH to take with you to your next duty station.

On the day of an appointment, please arrive early and remember not to wear deodorant, any kind of lotion on your chest, or glitter.

(Editor's note: This article was written by Ms Jennifer Logiudice, staff ultrasonographer/mammography technologist, and Maj. Mickey Chabak, officer in charge of the Mammography Department, General Leonard Wood Army Community Hospital)