



# December, 2014

## Leonard Wood Medical Home Ozark Family-Centered Medical Home

Accepting  
New  
Referrals

Call TRICARE/UHC  
1-877-988 WEST  
(9378) to become a  
patient here!



**Maj. Mary S. Doellman, DO**

Otolaryngologist (Head and Neck Surgeon)  
General Leonard Wood Army Community Hospital



## 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

# Maj. Mary S. Doellman, DO

## Otolaryngology Head and Neck Surgeon

General Leonard Wood Army Community Hospital

Accepting  
New  
Referrals

### Medical School:

Lake Erie College of Osteopathic Medicine, Erie, Pa.

### Internship:

Tripler Army Medical Center, Honolulu, Hawaii

### Residency:

San Antonio Military Medical Center, San Antonio, Texas

### Specialties:

Otolaryngology Head and Neck Surgery—also known as an Ears, Nose and Throat (ENT) surgeon

**Office Location:** General Leonard Wood Army Community Hospital

### Reasons to see Maj. Mary Doellman:

- Nearly a decade of specialty surgical experience in ENT Head and Neck surgical care
- Maj. Doellman is also a military spouse who understands the needs of both military and family members
- Excellent surgeon, great with children



**Maj. Mary S. Doellman, DO**  
Otolaryngologist (Head and Neck Surgeon)

### What was your motivation to become an Otolaryngologist?

Maj. Mary Doellman: "I taught myself guitar in high school. I'm not very good—but I'm good enough. Good enough to get into medical school because I realized that folk singing wasn't going to pay the bills! Otolaryngology was my back-up plan—not really—but that was always the joke because medical terms kind of rhyme—like "biology" and "surgery"—so writing songs that rhyme would be easy. In all honesty it's a perfect combination of everything in medicine I enjoy: surgery, clinic and pediatrics."

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

Maj. Mary Doellman: "I really enjoy caring for children. I'm a doodler so I draw on their bed sheet before surgery—unicorns, cats, dogs, dragons."

### Where did you grow up?

Maj. Mary Doellman: "I grew up near Savannah, Georgia."

### What is your favorite thing to do when you're not working?

Maj. Mary Doellman: "I got into cooking and I think that's probably just the surgeon in me because you get to work with your hands and make something new. Everybody wants to come over if you cook a lot. I also shot skeet and trap competitively in high school on the State 4H team. Great practice for surgical hand & eye coordination skills!"

### What do you find interesting about your job?

Maj. Mary Doellman: "I am in the Army but I am also a military spouse. I understand what it's like to be away from my husband—and what it's like for my husband to be away from his family. I love to joke around and have fun with patients, as you can probably tell. But helping patients, making them feel better, is an honor and extremely rewarding to me. I get to help people breath better, look better, and hear better."





# REST assured with Remote Surgical Tracking

By John Brooks, General Leonard Wood Army Community Hospital

**Fort Leonard Wood, Mo.** -- Family members and friends can now follow their patient's progress through surgery from start to finish on a large-screen display located in the Surgical Services waiting room at General Leonard Wood Army Community Hospital.

With Remote Surgical Tracking, family and friends can even use REST online, assured that they are following progress of their loved one through all six stages of surgery, with a computer or smart phone through a link located on the hospital website at <http://glwach.amedd.army.mil>.

"As a mom, I know I would be glued to the screen if my child was in surgery," said Maj. Susan Keegan, clinical nurse officer in charge of the GLWACH Operating Room. "This system allows friends and family to know when their loved one goes from pre-op, to surgery, to recovery, and lets them know when they're ready to be picked up to go home."

To protect patient right to privacy, a unique patient identification number is provided only to the patient during check-in. The ID number is displayed on the system's waiting room screen in place of the patient's name. ID numbers of all surgical patients and their current stage of progression through the surgery process are displayed.

Surgical Service Patient Tracking Board								
ID	Surgeon	Check-In	OR PreOp Hold	Anesthesia PreOp Hold	OR Suite	PACU	Ready For Escort	Discharged
47532	ROAM	7:47	8:04	8:09	8:24			
54533	ROAM	6:48	6:58	7:14	7:38	8:09	8:16	
69533	ROAM	8:43						
73530	DOELLMAN	6:15	6:40	6:59	7:30			
85530	DOELLMAN	7:10	7:45	7:48	8:50			
86530	DOELLMAN	7:12	7:45	7:54				
88532	ROAM	8:01	8:37	8:52				

Match the number in the ID column and the number you were given at check-in to track your patient's progress. Green indicates arrival at each location.

The SURGICAL SERVICE PATIENT TRACKING BOARD is brand new.

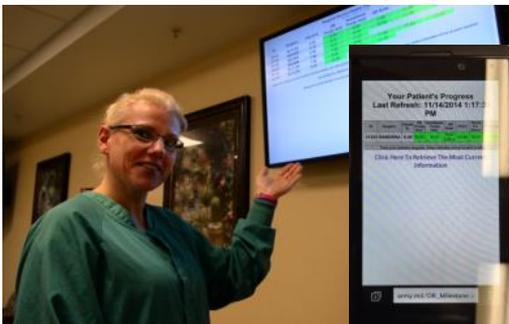
Please fill out the Survey Form you were handed and turn into Post Anesthesia Care Unit Staff

When logged in, only the status of the patient to whom the ID number corresponds is visible. A timestamp appears in a box which turns green as each patient enters a new stage from check-in to discharge.

"I'm excited and very proud to be part of the caring and diverse team that came together so well to make this happen so quickly," Keegan said. "It only took about four months to go from concept to reality."

The surgical services patient tracking system concept originated with Keegan.

"When I first thought about developing a way for us to make this happen, I took the idea to my boss and we sat down with our computer folks and began brainstorming to develop the system we have today," Keegan said. "This is the only Army Military Treatment Facility with this type of service that we are aware of."



The surgical services patient tracking system went into full operation at GLWACH Nov. 5 and is available to all surgical patients and those to whom the patient authorizes access.

Maj. Susan Keegan, clinical nurse officer in charge of the Operating Room/Sterile Processing Department at General Leonard Wood Army Community Hospital describes the benefits of her Surgical Services Patient Tracking Board concept, now a reality, located in the Surgical Services waiting room here. (Photo by John Brooks)



# Warrior Care Month Video Series

By John Brooks, General Leonard Wood Army Community Hospital



**Fort Leonard Wood, Mo.** -- A four-part video series shows the strength of a local boy from Licking, Missouri who flew through the ranks to great heights as a Chief Warrant Officer 5 and successfully transitioned back to duty flying choppers after an injury brought him down.

CW5 Roby Sisk, a personnel recovery officer and Blackhawk pilot with the Missouri Army National Guard, shares the keys to his personal recovery, reconditioning, reintegration, and how to remain strong--showing strength through resilience.

The four short videos were uploaded, one each week, throughout November to the General Leonard Wood Army Community Hospital Facebook page at <http://facebook.com/glwach>.

“How do we stay alive?” Sisk asks.

“As the personnel recovery officer for the brigade,” Sisk said, “if a guy gets shot down and they are in hostile territory, my job is to work to secure them and get them back, by working with the (available) assets.”

When Sisk was injured, the Army’s WTU team worked for nearly a year to help him secure flying status and return to duty again.

(Editor’s note: John Brooks is the Marketing and Public Affairs Officer at General Leonard Wood Army Community Hospital)



## Get your health care at GLWACH

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

- Get enrolled at General Leonard Wood Army Community Hospital: call TRICARE/UHC at 1-877-988-9378.

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 healthcare provider at Truman VA about the care and services available to you right here at Fort Leonard Wood.

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,” and he also speaks & answers questions at Fort Leonard Wood’s monthly town-hall-type community information meeting held at the USO on the last Tuesday of each month at 10:30 a.m. Everyone is invited!

Questions?

- Call our Patient Representative at 573-596-0418.

Return to the Army Team!

- Team-based health care, 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.





## Have you gotten a flu shot yet?

Protect yourself and those around you — get a flu vaccine—and take the pledge at [www.CDC.gov](http://www.CDC.gov):

- ⇒ I pledge to get my flu vaccine in for the 2014-2015 season.
- ⇒ I pledge to get my flu vaccine and take a friend or family member to get theirs for the 2014-2015 season.
- ⇒ I pledge to get my flu vaccine and take my family to get theirs for the 2014-2015 season.
- ⇒ I have already received my flu vaccine but will encourage my friends and family to do so for the 2014-2015 season.

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

DoD civilian employees are authorized to receive the flu vaccination at the hospital Immunization Clinic, 8 a.m. and 4 p.m., Monday through Friday, except Thursdays when vaccinations are available from 7:30 a.m. to noon.

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.





# Pharmacy wait times—satisfaction increase!

By John Brooks, General Leonard Wood Army Community Hospital

**Fort Leonard Wood, Mo.** -- Pharmacy wait times have taken a nose dive at General Leonard Wood Army Community Hospital pharmacies over the last year.

It used to take over an hour to get a prescription filled--but now, with two full-service pharmacies and cutting edge technology, most customers are in and out in less than 20 minutes.

Not surprisingly, beneficiaries are happy with this change.

Statistics gathered by the Army Office of the Surgeon General show that patient satisfaction with Fort Leonard Wood pharmacy service has increased 27.7 percent from 58.7 percent positive satisfaction rating in Oct., 2013, through Sept., 2014.

"We aren't surprised at all that our customers are happy about this," said Stephanie Gilbert, assistant pharmacy chief at General Leonard Wood Army Community Hospital. "We can see it in all of their happy faces every day."



Both the main outpatient pharmacy and the PX pharmacy on Fort Leonard Wood have upgraded to robotic pill dispensing machines and new elaborate sorting systems, as well as improving and refining pharmacy procedure and policy.

"The state-of-the-art new electronic machinery and software we're using have increased safety right along with satisfaction," Gilbert said.

Gilbert was previously selected as the Western Region Medical Command Employee of the Year for her accomplishments serving as a Supervisory Pharmacist from January through December, 2011.

"I'm so proud to be a member of this military treatment facility. The accomplishments this team has achieved over the last few years are significant and far reaching, affecting dramatic increases in safety and service in Army Medicine," Gilbert said.

Capt. Gregory Hare, inpatient pharmacy chief, was another contributor to laying the foundation of this pharmacy success story. Hare was awarded 1st place at the Joint Forces Pharmacy Seminar in Oct. 2012, for his project entitled "The Medication Management Minute."

Medication management is the process used to oversee the purchasing, storage and administration of all medications for patient care.

"Maj. Dauda, our Pharmacy Chief, Sgt. 1st Class Reyes, our Non-Commissioned Officer in Charge, and I attribute this success to each member of our pharmacy teams who go above and beyond every day to ensure that our patients receive the safest and highest quality care and service possible," Gilbert said.

General Leonard Wood Army Community Hospital pharmacies fill more daily prescriptions than all local pharmacies combined.

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at General Leonard Wood Army Community Hospital)





## 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.



## 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](mailto:john.d.brooks12.civ@mail.mil).

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



# Winter weather appointment policy and guidelines

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

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

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 Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation road-way 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 SNAIR 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 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 health care.
- 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-glwwach.list.csd@mail.mil](mailto:usarmy.leonardwood.medcom-glwwach.list.csd@mail.mil) or at (573) 596-0727 or 596-0451.



# Pets and Eyeballs!

**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.

**Optometry Clinic services are open to all enrollees** (active duty, family members, retirees, and their family members) can be seen for appointments in the Optometry clinic at the hospital. Book online, call (573) 596-0048, or call the TRICARE appointment line for an appointment!



## 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.



**Keep Your Child from Getting and Spreading ENTEROVIRUS D68**

Avoid close contact with sick people



Wash your hands often



Cover your coughs & sneezes



Clean & disinfect surfaces



Avoid touching your face with unwashed hands



Stay home when you're sick



[www.cdc.gov/non-polio-enterovirus/EV68/](http://www.cdc.gov/non-polio-enterovirus/EV68/)

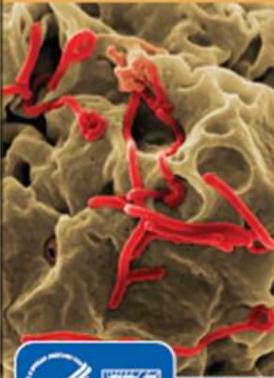
There are no confirmed cases of EV-D68 at General Leonard Wood Army Community Hospital at this time. GLWACH remains ready to take exceptional care of any patients who may contract EV-D68.

# What You Need to Know about Ebola

## The 2014 Ebola epidemic is the largest in history

This outbreak is affecting multiple countries in West Africa. One imported case and associated locally acquired cases in healthcare workers have been reported in the United States.

CDC and its partners are taking precautions to prevent the further spread of Ebola within the United States.



Centers for Disease Control and Prevention  
Office of the Director

CS3R 13676

## A person infected with Ebola can't spread the disease until symptoms appear

The time from exposure to when signs or symptoms of the disease appear (the incubation period) is 2 to 21 days, but the average time is 8 to 10 days. Signs of Ebola include fever and symptoms like severe headache, muscle pain, vomiting, diarrhea, stomach pain, or unexplained bleeding or bruising.

## Ebola is spread through direct contact with blood and body fluids

Ebola is spread through direct contact (through broken skin or through your eyes, nose, or mouth) with

- Blood and body fluids (like urine, feces, saliva, vomit, sweat, and semen) of a person who is sick with Ebola.
- Objects (like needles) that have been contaminated with the blood or body fluids of a person sick with Ebola.

Ebola is **not** spread through the air, water, or food.

## Protect yourself against Ebola

There is no FDA-approved vaccine available for Ebola. Experimental vaccines and treatments for Ebola are under development, but they have not yet been fully tested for safety or effectiveness.

### To protect yourself from Ebola

- **DO** wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Do **NOT** touch the blood or body fluids (like urine, feces, saliva, vomit, sweat, and semen) of people who are sick.
- Do **NOT** handle items that may have come in contact with a sick person's blood or body fluids, like clothes, bedding, needles, or medical equipment.
- Do **NOT** touch the body of someone who has died of Ebola.

24/7 Army Medicine Ebola Information Line: 1-800-984-8523; DSN 421-3700

Ebola Virus Disease (EVD) eResources Page available via the AMEDD Virtual Library (AVL) categories include: links to News & Announcements; General Reference/Overview; Databases, Websites & Portals; eJournals; Training & Education; and Associations/ Government/Organizations:  
<https://medlinet.amedd.army.mil/evd.htm>

United States Africa Command Preventing and Understanding Ebola webpage:  
<http://www.africom.mil/preventing-and-understanding-ebola>

World Health Organization (WHO) Ebola Virus Disease:  
<http://www.who.int/csr/disease/ebola/en/>

[http://www.cdc.gov/vhf/ebola/index.html?s\\_cid=cdc\\_homepage\\_feature\\_001](http://www.cdc.gov/vhf/ebola/index.html?s_cid=cdc_homepage_feature_001)

US Army Public Health Command's Ebola Virus Disease webpage:  
<http://phc.amedd.army.mil/topics/discond/diseases/Pages/EbolaVirusDisease.aspx>

December 2014/Community Health Resource Center

To schedule a class or for more information call: (573) 596-0491/0518. All classes held in Room #111. Informed Childbirth class also held in room # 111 \*

To get a self-care card: Go to <http://glwach.amedd.army.mil> click on “self-care” under “hot topics” and see our Facebook page

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>December is HIV/AIDS Awareness Month</i>	1 Informed Childbirth #1* 1730-1930 Labor	2 PPPT Education 0730-0830 Tobacco Cessation 0800-1000	3 PMD Training 1300-1400	4	5 Diabetes Mgt. 0800-1100 Gestational DM 1300-1400	6
7	8 Informed Childbirth #2** 1730-1930 Infant Safety	9 PPPT Education 0730-0830	10	11	12 Asthma Awareness 0900-1100	13
14	15 Informed Childbirth #3** 1730-1930 Breast/Bottle fdg	16 PPPT Education 0730-0830 Tobacco Cessation 0800-1000	17	18	19	20
21 Self-Care Class: Take the quiz online at above website	22 Informed Childbirth #4** 1730-1930 MBU Tour	23 PPPT Education 0730-0830	24	25 Christmas Holiday	26 GLWACH Training Holiday	27
28 Pregnant? Need your car seat inspected? Call 573-596-0491/0518	29	30 PPPT Education 0730-0830	31			Updated 20 Nov 14/ PJ

January 2015

Community Health Resource Center

To schedule a class or for more information contact CHRC at: 573-596-0491/0518

All classes held in CHRC classroom, room # 111, down hallway past pharmacy

Call us for your training needs: STI, self-care, & tobacco cessation classes

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>January is Operation Supplement Safety (OPSS)</i>				1 Holiday	2 GLWACH Training Day- Clinic closed	3
4	5	6 PPPT Education 0730-0830 Tobacco Cessation 0800-1000	7 Informed Childbirth #1/Labor 1730-1930	8	9 Diabetes Mgt. 0800-1000 Gestational DM 1300-1400	10
11	12	13 PPPT Education 0730-0830	14 Informed Childbirth #2/ Safety/Rescue Techniques 1730-1930	15	16 GLWACH Training Day- Clinic closed	17
18	19 Holiday	20 PPPT Education 0730-0830 Tobacco Cessation 1200-1400	21 Informed Childbirth #3/Breastfdg/ Pumping/Bottlefdg 1730-1930	22	23 Asthma Awareness 0900-1100	24
25 Pregnant? Need your infant car seat inspected? Call: 596-0491 to make an apt.	26	27 PPPT Education 0730-0830	28 Informed Childbirth #4/Wellness/MBU tour 1730-1930	29	30	31 Developed 11/03/14 PJ



## 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](mailto:john.d.brooks12.civ@mail.mil).



## Hospital Ambassador Program!

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# 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

