



Sept. 2015

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

**INFLUENZA**



### Staff member enjoys flu shot

Rhonda Hill, a Licensed Practical Nurse at GLWACH's Ortho/Podiatry clinic, joyfully receives her flu shot. Rhonda understands that, though she'd rather not have to get a flu shot, she'd much rather not get the flu!

Flu shots will be available for dependents who are six years old and older, retirees, and pregnant service members, at the General Leonard Wood Army Community Hospital Immunizations clinic, starting October 5.

The GLWACH Immunizations clinic operates on a walk-in basis only from 7:30 a.m. to 4 p.m., Monday-Wednesday and Fridays, and is located in room 107 of the hospital's north wing.

The flu vaccine for children 6-36 months is not yet available but is expected to arrive by the end of October.

Non-pregnant active duty service members will receive their flu vaccine during their units' scheduled immunizations event.

For more information, please call the Immunization Clinic at 596-1768.

# GLWACH *Pharmacy*

## **Oct. 1, 2015:** **Maintenance Medications Changes**

TRICARE will begin implementing the Expanded MTF/Mail Pharmacy Initiative that requires all eligible covered beneficiaries generally to fill select, non-generic prescription maintenance medications at the TRICARE mail order pharmacy or a military treatment facility pharmacy beginning Oct. 1, 2015.

### **IMPACT:**

195,000 beneficiaries are estimated to meet the criteria. Beneficiaries who begin a targeted medication and fill it at a retail pharmacy after implementation will also be impacted. Active duty service members and beneficiaries with other health insurance are not subject to this requirement. Beneficiaries do NOT have the option to opt-out of participation in the program. This program is estimated to save the government \$88 million dollars and beneficiaries \$16.5 million dollars in copayments per year.

### **TIMELINE:**

- Oct. 1, 2015: Program begins, beneficiaries are allowed first 30-day fill at a retail pharmacy
- November, 2015: Beneficiaries are allowed second 30-day fill at a retail pharmacy
- December, 2015: Beneficiaries who fill prescriptions at a retail pharmacy will be subject to 100% cost of the medication

### **BASIC FACTS:**

- All non-active duty beneficiaries living in the United States must obtain all prescriptions for select maintenance medications from TRICARE Pharmacy Home Delivery or a military pharmacy.
- Maintenance drugs are those taken regularly for a chronic condition (i.e., drugs to control blood pressure or cholesterol).
- This program does NOT apply to short-term medications for acute needs (i.e., antibiotics or pain medications).
- A list of affected medications is listed on the TRICARE website.
- Beneficiaries who do not convert to TRICARE Home Delivery or the military pharmacy have two 30-day courtesy refills at a retail pharmacy for an affected prescription before they become responsible for the full cost of their medication.

### **EXCEPTIONS:**

- Active Duty Service Members
- Short-term or acute medications
- Generic medications
- Beneficiaries with "Other Health Insurance" that includes a prescription drug benefit
- Beneficiaries living overseas



# GLWACH gets most advanced CT scanner!

By John Brooks, General Leonard Wood Army Community Hospital



**FORT LEONARD WOOD, Mo.** -- The most advanced Computerized Tomography system in the world--and the only one in the Army today--is now installed and running at General Leonard Wood Army Community Hospital.

The new Toshiba Aquilion One CT scanning system is so advanced that it is able to produce a 3D image of the brain in less than a 1/3 of a second.

"This has tremendous positive implications for our patients," said Lt. Col. (Dr.) Shahin Nassirkhani, GLWACH's chief of Radiology. "It is like having four of our previous CT scanners in one machine. It can take a 3D image of the heart in less than one heartbeat."

"Patients with potential heart disease will see enormous benefit," said Col. (Dr.) Peter Nielsen, GLWACH commander.

"A patient who presents with chest pain is likely to be scheduled for a complete stress test, a CT angiography and a catheterization procedure," Nielsen said. "A cardiac image with our new scanner will replace all three steps," Nielsen said.

The ability to perform such complete structural and functional studies will not only improve patient care but also reduce overall healthcare costs by minimizing the need for multiple tests and invasive procedures, such as cardiac catheterizations, while reducing the amount of contrast material needed and the amount of radiation exposure by 65 percent, Nassirkhani said.

"This system allows greater accuracy and diagnostic confidence through reduction of artifacts such as motion or stitching artifacts. With less advanced CT scanners, these artifacts limited the evaluation of heart disease because the heart had to be imaged in separate parts as it went through its beating motion and then the images had to be stitched together.

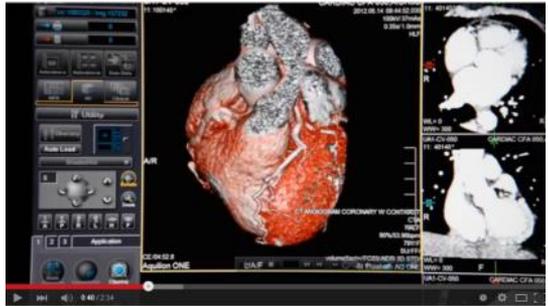
"Now we can get an accurate 3D image of the entire heart in a single rotation as the machine's internal components spin at high speed to produce 640 image slices all at once to form the 3D image. This opens the door to safe and accurate imaging even in patients with irregular heartbeats. This CT system also allows almost real-time imaging of organ and blood flow motion--so called 4D imaging--which can be immensely helpful to patients with heart attack or stroke," Nassirkhani said.

"No other CT system on the planet can do this," Nassirkhani said.

The Aquilion One can also accommodate a wide range of patients from pediatric to bariatric with its table capacity of 660 pounds and its 30 inch wide bore through which patients pass.

"Beyond the hardware, there are numerous software advances such as Single Energy Metal Artifact Reduction (SEMAR) algorithm which greatly reduces metal streak artifact seen increasingly in patients with prosthetic devices after Orthopaedic surgery. Also, with Toshiba's latest Adaptive Iterative Dose Reduction (AIDR) technique, the least amount of radiation dose is delivered to the patient while maximizing image quality.

"GLWACH leads the way in Army Medicine--again--this time in terms of advanced radiology CT capability which fits perfectly well with our goal of providing safe and quality healthcare to DOD and VA beneficiaries," Nassirkhani said.



*This image shows the human heart, imaged in 3D on the Aquilion One CT scanner, in less time than it takes to beat just once! Watch the video on our Facebook page to see the Aquilion One in action. (Photo credit John Brooks)*

# September is Suicide Prevention Month

## Remember phrase, "IS PATH WARM"

FORT LEONARD WOOD, Mo. -- It is good that more and more service members are pursuing behavioral health care. Much of this change is a result of the concerted efforts to destigmatize seeking help, constant encouragement by fellow service members and family members, and increased Command emphasis. In the course of providing behavioral health care at General Leonard Wood Army Community Hospital, Behavioral Health Service Line professionals see a number of service members and family members who are at risk for suicide.

Anytime a suicide attempt results in death, there are family members, battle buddies and friends who are left wondering what more they could have done to prevent it. Suicide is complicated and there is seldom an obvious or definitive explanation for ending one's life.

There are, however, signs that concerned individuals can pay attention to in order to provide assistance to the person at risk.

The American Association of Suicidology recommends using this easy-to-remember phrase: "IS PATH WARM."

**"I"** is for ideation. Has the individual become more intrigued by death or simply talking about it more frequently than he or she has in the past?

**"S"** is for substance abuse. Family and friends need to pay attention to a person's increase in alcohol consumption or perhaps engaging in the use of recreational drugs.

**"P"** is for purposelessness. Does the person express a sense of not knowing where his or her life is leading or perhaps questioning whether that life has meaning at all?

**"A"** is for anxiety. Is there a person in your life who is noticeably more anxious than usual? Has he or she changed from a person who is normally calm and under control to one who is on edge and feeling out of control? Increased sleep or lack of sleep may also be a characteristic of increased anxiety.

**"T"** is for trapped. Is the person indicating that solutions to life's problems are either limited or non-existent? This in turn often escalates to...

**"H"** is for hopelessness. Once a person loses hope, that person is far more likely to view suicide as a solution to a perceived unsolvable dilemma.

**"W"** is for withdrawal. Has your fellow service member, family member or friend become disengaged? Does he or she spend more and more time alone? Is this person giving away cherished items?

**"A"** is for anger. Does this person have a noticeable short fuse? Does this person get angry about everything because nothing seems too small to just let go?

**"R"** is for recklessness. The reckless person either exhibits or actually engages in behavior that suggests a total indifference to whether he or she lives or dies.

**"M"** is for mood changes. Does your battle buddy or family member move at "super speed" from one mood to another, perhaps not even being aware of the abrupt changes?

Walk-in services are available at the GLWACH BHSL, located in the southwest corner of the main hospital's basement floor, Monday through Friday, 7:30 a.m. to 4:30 p.m., any time a soldier or family member experiences or observes "IS PATH WARM" signs.

An at-risk individual can also be escorted to the GLWACH Emergency Room where an on-call BHSL professional will provide assistance during the duty day as well as after duty hours, 24/7/365.

Other resources include:

- GLWACH Emergency Room: 573-596-0456
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255), <http://www.suicidepreventionlifeline.org>
- Military OneSource: 1-800-342-9647, <http://www.militaryonesource.com>
- Military Pathways: 1-877-877-3647, <http://www.militarymentalhealth.org>
- Signs of Suicide (SOS): <http://www.mentalhealthscreening.org/military/index.aspx>
- Military and Family Life Counselors: <http://www.fortleonardwoodmwr.com/mflc.php>, <http://www.mhngs.com>
- Unit Family Readiness Groups
- Real Warriors Campaign: 1-866-966-1020, <http://www.realwarriors.net>
- Wellness resources for the military community: <http://www.afterdeployment.org>
- Tragedy Assistance Program for Survivors (TAPS): 1-800-959-TAPS (8277), <http://www.taps.org>
- TRICARE: 1-800-600-9332 (CONUS), <http://www.tricareonline.com>
- Army Reserve Family Program: 1-800-345-8248, <http://www.arfp.org/WFAC>
- The National Guard Psychological Health Program: <http://www.realwarriors.net/guardreserve/treatment/NGPHP.php>
- Defense and Veterans Brain Injury Center: <http://dvbic.dcoe.mil>



(Editor's note: David M. Ramsey is a psychology technician with the General Leonard Wood Army Community Hospital's Behavioral Health Service Line) 4



## Employee & Soldier Wellness Program pilot starts soon

By John Brooks, General Leonard Wood Army Community Hospital



Another new General Leonard Wood Army Community Hospital pilot program, this one is called the “Employee & Soldier Wellness Program” or ESWP, is slated to kickoff this fall for GLWACH hospital employees & Soldiers.

MEDCOM and the Army want employees and Soldiers to feel empowered to improve their whole-person wellbeing. Pending successful program outcome, the ESWP is expected to be offered more widely throughout the Army.



GLWACH’s Health Promotion Team was rewarded an Army Medicine System for Health grant from the Army Office of the Surgeon General to promote health and wellness in the workplace by cultivating a healthy and supportive work environment.

GLWACH staff members who sign-up for the Wellness Inventory pilot program will cash in on some expensive swag in the form of “wellness starter kits” which include pedometers, high-dollar resistance bands, water bottles, portion plates, activity trackers, measuring cups, etc.—all provided free of charge to help eliminate barriers to wellness and lifestyle changes for a clear path to achieve their health and wellness goals.

Employee wellness programs have numerous benefits for both the employer and employee such as improved employee health and energy levels, decreased stress levels, reduced turnover, increased presenteeism, and increased productivity.

GLWACH employees and Soldiers completed a wellness survey last year that revealed many were interested in improving their health and wellness—and GLWACH leadership took interest. The System for Health grant will allow 100 GLWACH employees and Soldiers the opportunity to participate in the Wellness Inventory online program. Visit the WellPeople website at <http://www.wellpeople.com> for more information about the 3-step Wellness Inventory.

The Wellness Inventory is a whole-person self-evaluation solution that helps create a personalized action plan and sets up reminders to make healthy lifestyle changes.

“During the event kick off, ESWP committee members will review the use of the WellPeople Wellness Inventory and there will be additional sign-up slots available to GLWACH employees and Soldiers,” said Molly Lautzenheiser, ESWP committee member and project lead at GLWACH and Fort Leonard Wood’s new Army Wellness Center which is set to open in the coming weeks.

The ESWP committee will also provide onsite health and wellness resources for ESWP participants and hold monthly interactive wellness sessions focusing on nutritional, physical, and behavioral wellness.

GLWACH employees and Soldiers interested in participating must sign up in the main lobby or hospital dining facility Oct. 9 during the hospital training day, and must attend the kickoff events scheduled for Oct. 27 and 29.

Meet Lautzenheiser and her AWC staff members in this video: <https://www.facebook.com/GLWACH/videos/961396187214560/> and on their AWC Facebook page here: <https://www.facebook.com/FLWAWC>.



# 8 reasons to choose Army Medicine at GLWACH

General Leonard Wood Army Community Hospital



## 1. Veteran specialty health care offered here at GLWACH!

Veterans can receive specialty healthcare here at GLWACH once approved by their Primary Care Manager at their VA clinic or hospital. Listen to the GLWACH Commander, Col. Peter Nielsen, explain what's available to our veterans here: <https://www.facebook.com/GLWACH/posts/922983994389113.0>.



## 2. Most advanced CT Scanner on the Planet!

<https://www.facebook.com/GLWACH/videos/978547948832717/>

The new Toshiba Aquilion One CT scanning system is so advanced that it is able to produce a 3D image of the brain in less than a 1/3 of a second!



## 3. Army Wellness Center coming soon to Ft Leonard Wood!

Watch the new GLWACH Wellness Center InfoVideo: <https://www.Facebook.com/GLWACH/videos/961396187214560/>

## 4. "STEMI-Hot load" story:

[Facebook.com/GLWACH/posts/862204777133702.0](https://www.Facebook.com/GLWACH/posts/862204777133702.0)

The STEMI-Hot load protocol saves lives by reducing the amount of time it takes to transfer a patient with cardiac issues by chopper to another facility by 68 PERCENT!



## 5. GLWACH staff and community members fulfill a patient's last wishes (video story):

[Facebook.com/GLWACH/videos/897676920253154.](https://www.Facebook.com/GLWACH/videos/897676920253154.)

**6. "REST Assured!"** The Remote Surgical Tracking system (Rest Assured!) allows family members and friends to follow their patient through all five stages of an operation online or on a large screen monitor in our OR waiting room. Story: <http://www.army.mil/article/139558/>, video: <http://Facebook.com/GLWACH/videos/840622559291924>



**7. "BIPASS"** The Beneficiary Instant Provider Scheduling System (BIPASS) can allow Emergency Room visitors to bypass waiting in the ER waiting room. BIPASS is available online and displayed on large screen monitors in the ER for patients to see primary care appointments available 24 hours out. And the system even shows new appointments available as a result of patient appointment cancellations. "Pick an appointment, pick up the phone!" Story: <http://www.army.mil/article/148899/>, video: [Facebook.com/GLWACH/videos/930651786955667/](https://www.Facebook.com/GLWACH/videos/930651786955667/)



# BIPASS

**8. "Serenity room"** Folks may not know that a stress-free environment is a requirement for moms to produce milk. Now we've got a nice, new, comfortable room for patients and staff to enjoy feeding their babies and producing milk. Story: <http://www.army.mil/article/147539/>



## We care ... Whoops—that's 9 reasons! ;-/



# GLWACH's BIPASS catches fire Army-wide

By John Brooks, General Leonard Wood Army Community Hospital



**FORT LEONARD WOOD, Mo.** – An appointment scheduling system that meets patients’ needs to the maximum degree possible, in concert with maximum potential use of hospital resources, was bound to spread like wildfire throughout Army Medicine.

Key leaders from the Army Office of the Surgeon General, Army Medical Command and General Leonard Wood Army Community Hospital met recently to begin planning and development for Army-wide system implementation.

The Beneficiary Instant Provider Appointment Scheduling System (BIPASS) allows Emergency Room visitors to be seen by any provider in the facility with an open appointment, bypassing a long wait in the Emergency Room waiting room.

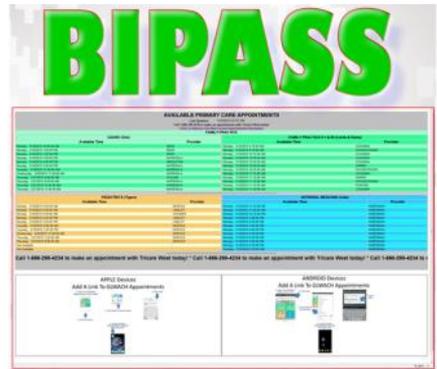
As patients enter the GLWACH ER, a large screen monitor mounted outside the ER doorway displays all primary care appointments available in real-time, 24-hours out. New appointments appear instantly onscreen two minutes after patients cancel. At GLWACH, there are about 20 appointment cancellations every day.

“Pick an appointment, pick up the phone” reads a sign on the wall between the display screen and a black phone ready to autodial a TRICARE appointment clerk.

BIPASS is also available online for all TRICARE beneficiaries to use from home or anywhere using a smart phone. Visit the GLWACH website at <http://glwach.amedd.army.mil> and click on the BIPASS link near the upper right corner of the screen. Watch the BIPASS video to learn more about BIPASS here: <http://www.Facebook.com/GLWACH/videos/930651786955667/>

News of GLWACH's BIPASS spread quickly through the Army's web-based "Communicate for Effect" (CORE) platform, developed for publication and sharing of traditional newspaper stories and photos, radio spots and video throughout the network of CORE Army journalists.

Read more about BIPASS here: <http://www.army.mil/article/148899/>



GLWACH's Beneficiary Instant Provider Appointment Scheduling System . (Photo credit John Brooks)



The Main Outpatient Pharmacy and the PX Pharmacy are slated to observe the following [training and holiday hours](#):

## Friday, Oct. 9

- Main Outpatient Pharmacy – 8 a.m. to 5 p.m.
- PX Pharmacy – Closed for training

## Saturday, Oct. 10

- Main Outpatient Pharmacy – 8 a.m. to 5 p.m.
  - Closed noon to 1 p.m. for lunch
- PX Pharmacy – Closed Saturdays

## Monday, Oct. 12

- Both pharmacies are closed





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

### 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

## Regular Pharmacy Hours:

### Main Outpatient Pharmacy:

- Monday through Friday – 7 a.m. to 6 p.m.
- Saturday – 8 a.m. to 5 p.m.
- — Closed noon to 1 p.m. Saturdays

### PX Outpatient Pharmacy:

- Monday through Friday and training holidays – 9 a.m. to 6 p.m.
- Closed Saturdays



## Next Healthcare Consortium meeting: Oct 13

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!



## New To The Area? TRICARE Enrollment is Easy!

General Leonard Wood Army Community Hospital



New to the area? Transfer your TRICARE Prime enrollment to GLWACH today.

Enroll in TRICARE Prime by calling 1-877-838-7532. You must be age 18 or older, registered in DEERS and have your sponsor's Social Security Number to enroll.

Hours of Operation are Monday—Friday 7:00 AM to 7:00 PM. Questions? Call the TRICARE Customer Service line at 1-877-988-WEST (9378).



## MEDCOM's GLWACH Ambassador Program

General Leonard Wood Army Community Hospital



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

The Army Medicine's 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 email at [john.d.brooks12.civ@mail.mil](mailto:john.d.brooks12.civ@mail.mil).



## GLWACH and TRICARE team Ambassadors!

General Leonard Wood Army Community Hospital



Now, both GLWACH and TRICARE Ambassadors are available to speak to your organization or unit—even at the same time!

Our Ambassador representatives will visit and explain topics such as Pharmacy policy and procedures, Mother Baby Unit services, retirement medical benefits, or TRICARE/UHC services, to your organization or unit.

Call or email either John Brooks, GLWACH's Ambassador representative, or Kathy Lucero, TRICARE/UHC's representative to schedule a visit:

•John Brooks (for GLWACH Ambassadors): 573-596-0131, ext. 6-9632 or email at [john.d.brooks12.civ@mail.mil](mailto:john.d.brooks12.civ@mail.mil)

•Kathy Lucero (for TRICARE Ambassadors): 800-772-2960, or email at [Kathy\\_lucero@uhc.com](mailto:Kathy_lucero@uhc.com).



## Helpful websites:

General Leonard Wood Army Community Hospital



Visit the United Healthcare M&V/TRICARE West Region website at <http://www.uhcmilitary.west.com> or speak to a representative at 877-988-9378.

MilConnect is a web application that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location: <http://milconnect.dmdc.mil>.

Register today as a user with your Regional Contractor for United Healthcare Military & Veterans at <http://www.uhcmilitarywest.com>. DoD Self-Service (DS) Logon is available to those without a CAC or myPay PIN such as family members to allow access to secure health care information.

View your TRICARE claims online at <http://myTRICARE.com>.



## 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



# 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.

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 in-patient here. An in-patient 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 in-patient 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.



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.

# <https://app.relayhealth.com>

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>**

a. 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.

b. 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.



## **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 Woodworks Community 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 573-596-0418.

### **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.