

PATIENT GUIDE

FEBRUARY 2025

MOJAVE HEALTH

Weed Army Community Hospital

Anytime, Anywhere

Convenient care options when you need it. Browse our patient guide for resources, how-tos, guidelines, and more. Discover a full suite of Telehealth options for urgent care, mental health, and specialty care.



WELCOME

Welcome to Weed Army Community Hospital (WACH), where we proudly serve you and your family as one of our valued TRICARE-eligible beneficiaries. Our commitment is to provide high-quality, responsive healthcare tailored to your unique needs. Whether you are an active-duty service member, retiree, or a family member, we are dedicated to supporting your health and wellness with respect and compassion.

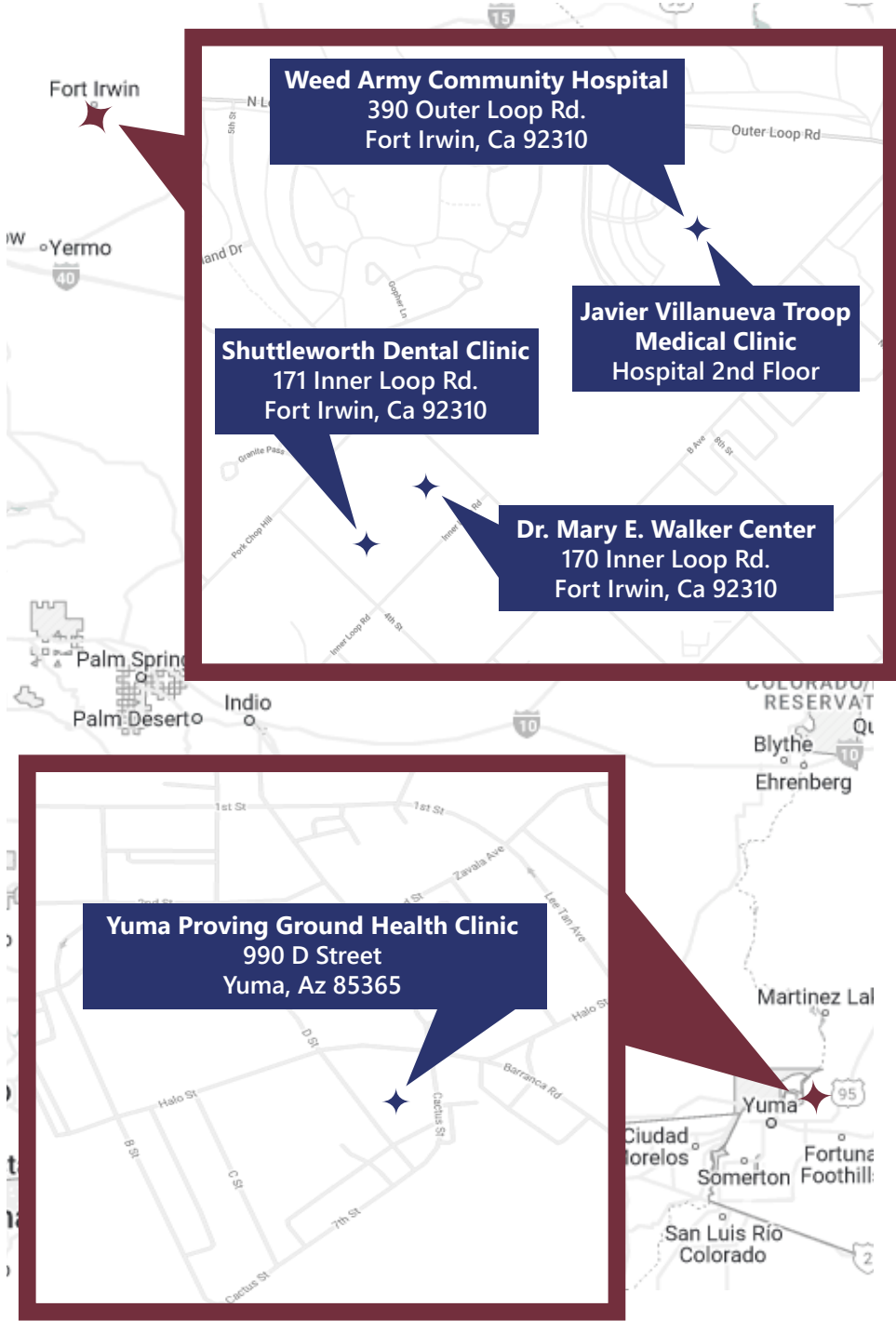
WACH is more than just a hospital—it's an integrated healthcare system designed to make your care experience as seamless as possible. With over 400 team members across three medical facilities and one dental clinic, we offer a comprehensive range of services to meet your health needs. Our skilled professionals work with you to develop personalized care plans, ensuring that your health goals are met with the highest standard of care. Our mission extends beyond routine healthcare. As the primary medical support for the National Training Center's rotational combat training units, and the soldiers and families stationed at Fort Irwin, we provide 24/7 critical care in one of the most remote military training locations in the world.

Completed in 2017, our state-of-the-art facility combines patient-centered care with cutting-edge green technology. Our hospital's LEED-certified design harnesses the power of the Mojave Desert sun through photovoltaic and solar thermal arrays, making us a leader in sustainable healthcare. Inside, you'll find an environment designed to heal, with advanced technology supporting efficient patient care, from robotic systems in our operating rooms to digitized radiological equipment.

This guide is your resource for navigating our healthcare system, whether you're scheduling an appointment, refilling a prescription, or seeking emergency care. We encourage you to take full advantage of the resources available to you, and we welcome your feedback through JOES, TRISS, or ICE surveys, to help us better meet your needs.



OUR LOCATIONS



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ACRONYMS

- DEERS** - Defense Enrollment Eligibility Reporting System
- DHA** - Defense Health Agency
- DTF** - Dental Treatment Facility
- EHR** - Electronic Health Record
- ICE** - Interactive Customer Evaluation
- JOES** - Joint Outpatient Experience Survey
- JVTCM** - Javier Villanueva Troop Medical Clinic
- MHS** - Military Health System
- MTF** - Military Treatment Facility
- PCMH** - Primary Care Medical Home
- TRISS** - TRICARE Inpatient Satisfaction Surveys
- WACH** - Weed Army Community Hospital



ENROLLING IN CARE

KEEPING YOUR DEERS UP-TO-DATE

Your DEERS account is where you need to update all of your personal information to ensure your TRICARE eligibility stays up to date for you and your family! Keep your information updated as your life changes to maintain your TRICARE benefits. Your address and contact information in DEERS is what goes into your electronic health record. Log in at <https://milconnect.dmdc.osd.mil>.

DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors. TriWest Healthcare Alliance administers the benefit in the West Region; and Humana Military, administers the benefit in the East Region. Explore health care plans at the link below to find the right fit for you.


NAVIGATE YOUR HEALTHCARE JOURNEY

As you navigate your journey as a military health beneficiary, a great first step is to enroll to a Primary Care Medical Home (PCMH). Call TRICARE WEST at 1-888-TRIWEST to enroll or update your plan.

Visit <https://tricare.mil/Plans/Enroll> to enroll in care today!


CHOOSING THE RIGHT BENEFITS


Enrolling in Tricare Prime ensures you and your dependents get the maximum benefits of services offered at WACH and our clinics. There are several other plan types.



TRICARE®


Enrollments






TRICARE®


Compare Plans





TRICARE®

Dental Enrollment



PRIMARY CARE

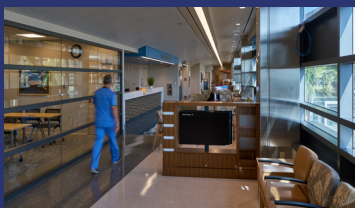
After you're enrolled in your PCMH, our providers will work with you in a team-based approach. Providers and patients partner together to focus on preventive care that includes health screenings, immunizations, and chronic care management. We also offer urgent care virtually for your convenience!

IMMUNIZATIONS

Walk-in services are available at WACH. See page 29 for hours.

APPOINTMENTS ONLINE

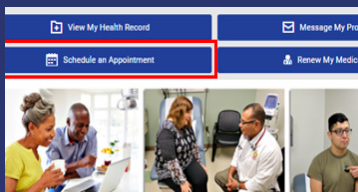
Log into your MHS Genesis Patient Portal account at <https://my.mhsgenesis.health.mil> to schedule or manage your appointments anytime!



APPOINTMENTS BY PHONE

Our appointment lines are your first point of contact when arranging health care appointments. The appointment lines are open Monday - Friday: 7:00AM - 4:00PM.

**Weed Army Community Hospital &
Javier Villanueva Troop Medical Clinic**
1-866-957-9224
Yuma Proving Grounds Health Clinic
1-928-328-2666





DS Logon: <https://myaccess.dmdc.osd.mil/identitymanagement>

DS LOGON

To ensure MHS GENESIS can confirm your identity and provide the highest levels of cyber security and safeguards, you will be required to complete a brief verification process. You will be provided 3 minutes to complete a 4-question quiz to verify your identity. Responses may include providing your DoD ID number (found on your military ID Card), and some personal information including financial questions, past addresses, etc. You will create your MHS GENESIS Patient Portal password in the online registration process. A new password will need to be created every 180 days.

How to
Create
a DS Logon



Once you have successfully created your DS Logon, click on Upgrade To Premium Account. This will upgrade your account to Premium Access at no cost. You can control access to your health care, and you may choose to allow other individuals access to your patient portal. This access may be granted or removed by each patient, on the DS Logon page, by selecting Change Relationships. If you need assistance creating a DS Logon or have other questions call 1-800-538-9552.

MHS GENESIS

Once you're registered for the MHS GENESIS Patient Portal, you will have 24/7 access to view health records, schedule appointments with your PCM, complete pre-visit questionnaires, see your lab and radiology results, communicate with your primary and specialty providers, order prescription refills, and access a health library. Access the portal: <https://my.mhsgenesis.health.mil>

COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your provider via the portal about any non-urgent health care needs. It's as easy as e-mail but incorporates stronger security to ensure your privacy. Even if your primary care provider is away, your messages can go to their team.

FEATURES

- View your health information
- Request prescription renewals
- Exchange secure messages with your care team
- View notes from your clinical visits and certain lab or test results
- Request medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Look up information related to health concerns and medications

How to Schedule an Appointment



How to Cancel an Appointment




Printing Vaccination Records



MHS Genesis Features Walkthrough



 MHS GENESIS Patient Portal

Home

Health Record

Messaging

Appointments

View and Schedule Appointments

Upcoming Appointments

CARE WHEN YOU NEED IT

When you are sick or injured, you want to get relief quickly. But should you go to the emergency room (ER), urgent care, or make an appointment with your primary care doctor? Let our guide or the Nurse Advice Line help you decide.

EMERGENCY ROOM

Chest pain, acute onset illness, mental health crisis, or severe injuries that need more care than your PCP or an urgent care center can offer. This is when you should go to the emergency room or call 911.

URGENT CARE

A condition or injury that does not threaten life, limb, or eyesight but needs care soon. Visit the nearest urgent care facility or use our two telehealth options listed on page 12. To schedule an appointment at WACH, call the appointment line. You will be seen within the next 24 working hours at our primary care clinic.

PRIMARY CARE

For non-urgent or chronic conditions, start with your primary care provider.

PEDIATRIC CARE

If your baby or child is suffering a life-threatening condition, call 911 or go to an emergency room immediately.



ER or 911

"I feel like I need medical care now and do not feel safe to wait. If I do not get care now, my condition will worsen. It is a serious or life-threatening injury."

- Abdominal pain (severe)
- Anaphylaxis (severe allergic reaction)
- Animal bite (severe)
- Bleeding (severe)
- Breathing difficulty
- Broken bone(s)
- Burns (severe)
- Chest pain / pressure
- Deep open wounds
- Diabetic emergency
- Eye or head injuries
- First time seizure
- Heart attack symptoms
- Maternity emergency
- Mental health crisis, suicide attempt
- Overdose or poisoning
- Severe / sudden pain
- Sexual assault
- Stroke symptoms
- Sudden change in vision or coordination
- Vomiting blood



Urgent Care

"I feel like I need medical care today and feel safe it is safe to wait several hours to 24 hours. My condition is not life-threatening."

- Accidents / falls
- Allergic (minor)
- Animal or insect bite
- Bleeding (severe)
- Broken fingers or toes
- Burns (minor)
- Cold / flu / covid symptoms*
- Cuts requiring stitches
- Diabetic emergency
- Ear pain
- Eye infections
- Fever over 101.5 degrees
- High blood pressure
- Infections
- Nausea / vomiting
- Pregnancy test*
- Rash / poison ivy
- Sprains / strains
- Strep throat symptoms*
- Urinary tract infection*

* Walk-Ins Welcome



Primary Care

"I feel like I need medical care soon and feel safe it is safe to wait one or two days. This is a new or chronic condition which is not life-threatening."

- Cold / flu symptoms*
- Chronic aches & pains
- Cuts requiring stitches
- Diabetic (routine care)
- Earache
- Eye infections
- High blood pressure
- Immunizations / vaccines*
- Medication refills / questions
- Rash / poison ivy
- Routine / preventative care
- Sore Throat
- Sprains / strains
- Wellness screenings

* Walk-Ins Welcome

MHS NURSE ADVICE LINE

Not sure where you should be seen? Contact the MHS Nurse Advice Line to determine the appropriate level of care (e.g. home care, PCMH, urgent care, or emergency room). The MHS Nurse Advice Line (NAL) is free and available 24 hours a day, 7 days a week. When you call the NAL, you'll speak to a registered nurse who can help you decide if you should see a health care provider or if self-care at home is appropriate. If an appointment is needed, the NAL can often assist with finding and scheduling the right appointment. The NAL is unable to renew prescriptions, order tests, labs or radiology studies.

- Call 800-874-2273, Opt. 1
- Online at <https://mhsnurseadvice.com>



EMERGENCY SERVICES

If you have an emergency, please call 911, or go to the nearest emergency room. As a military health beneficiary, you do not need a referral before going to an emergency department. However, with all medical emergencies, you should notify your primary care provider and TRICARE within 24 hours to coordinate ongoing care.

URGENT CARE SERVICES

Prior to seeking urgent care at non-military urgent care centers, active duty service members must receive prior authorization, or be responsible for any costs incurred. To receive authorization, please contact the Nurse Advice Line.



988 Suicide & Crisis Lifeline

If you or someone you know is struggling or in crisis, call or text 988 now.

Call 911

If you have a life-threatening medical emergency.

TELEHEALTH OPTIONS

Explore the convenience of Tri-West's Telehealth options, bringing healthcare right to your fingertips. You can connect to an urgent care or mental health provider from the comfort of your own home, avoiding travel time or need for babysitters.



Doctor on Demand

24/7 urgent care and telemental health care services, including psychiatry.

Go to: <https://www.doctorondemand/hnfs>



Teledoc

Virtual urgent care, mental health, psychiatry and dermatology

Go to: <https://www.teladochealth.com>



Telemind

Telemental health care services, including psychiatry.

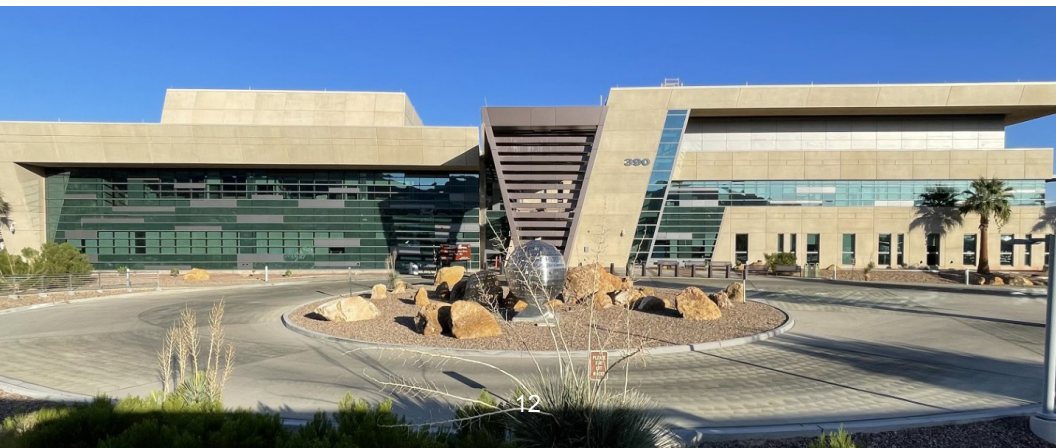
Go to: <https://www.telemind.com/hnfs>



Scheduled Virtual Visits

Meet with your military hospital or clinic for primary care, urgent care, mental health, psychiatry, and medical and surgical specialty appointments

Go to: <https://tricare.mil/Plans/SpecialPrograms/MyMilitaryHealth/Virtual-Visits>

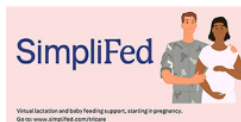


SPECIALTY SERVICES



Great Speech

Virtual speech therapy for kids, adults and seniors. Go to: <https://www.greatspeech.com/tricare>



SimpliFed

Virtual lactation and baby feeding support. Go to: <https://www.simplifed.com/tricare>



Aeroflow Breastpumps

Virtual lactation support with breast pumps, supplies, and more.

Go to: <https://aeroflowbreastpumps.com>



MyDiabetesTutor

Comprehensive diabetes management solutions to help you take control of your diabetes. Go to:

<https://www.mydiabetestutor.com/contact-us>

ADDITIONAL TELEMENTAL & PSYCHIATRY

- Forefront Rosenzweig Medical Service
<https://forefronttelecare.com>
- NVelUp
<https://nvelup.care>
- Open Mind Health
<https://www.openmindhealth.com>
- Sky Therapist
<https://portal.skytherapist.io/directory-search/start>

**Active Duty Service Members require a referral for all 3rd party telemedicine.*

MENTAL HEALTH 101

Your mental health and well-being are critical to your overall health. Mindfulness, resilience skills, spiritual fitness, nutrition, and sleep are all critical components.

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Our facility offers the following mental health and substance abuse services:

- Individual Counseling
- Group Counseling
- Intensive Outpatient Program (IOP)
- Medication Management
- Triage/Walk-In Services
- Advance Military School Evaluations
- Command Directed Behavioral Health Evaluations

Fort Irwin Beneficiaries and All Other Units

Behavioral Health, WACH 3rd floor, Call 760-383-5440

11th ACR Soldiers

Embedded Behavioral Health, Building 190, 760-380-7171

Yuma Proving Ground

YPG Health Clinic, Bldg. 990, 928-328-2666

PARTNERS IN WELLNESS

Social and family support programs, chaplains, non-medical counseling, and wellness centers exist to help guide you and your family through any difficult time.

Programs include:

- Fort Irwin Performance Center (Ready and Resilient–R2)
- Employee Assistance Program (EAP)
- Prime for Life
- Armed Forces Wellness Center
- Military and Family Life Counselor
- Chaplain and Spiritual Services
- Army Community Service



For contact information, hours, and locations of additional services visit <https://weed-irwin.tricare.mil/Health-Services/Mental-Health-Substance-Abuse> or scan the QR Code.

COUNSELING OPPORTUNITIES



Military One Source: 800-342-9467

<https://militaryonesource.mil> Provides confidential non-medical counseling to service members and their loved ones with resources and support to address a variety of issues and build important skills to tackle life's challenges.



Military/Veterans Crisis Line: Text 988

<https://veteranscrisisline.net>

All service members, including National Guard, Reservists, Veterans, and their loved ones can call, text, or chat. You do not have to be enrolled in VA benefits or a health care plan to use.



DOD Safe Helpline: 877-995-5247 <https://safehelpline.org>

Provides confidential and anonymous crisis support specially designed for members of the Department of Defense community affected by sexual assault. Call 877-995-5247; chat online or join the anonymous support group.



inTransition: 800-424-7877

Free, confidential program that offers specialized coaching and assistance for active duty service members, National Guard members, reservists, veterans and retirees who need access to mental health care.



National Resource Directory: <https://nrd.gov>

Provides a comprehensive directory of services for military members, veterans, and their families.



Psychological Health Resource Center: 866-966-1020

Trained mental health consultants provide 24/7 support to help beneficiaries access mental health care and local community support.



StrongBonds: <https://bsrt.army.mil>

Provides offsite family and marriage retreats to strengthen relationships and help families manage the pressures of deployment and reintegration.



Substance Abuse & Mental Health Services Administration:

<https://samhsa.gov>

A branch of the U.S. Department of Health & Human Services that helps connect individuals to substance use treatment.

WOMEN'S HEALTH SERVICES

WACH provides comprehensive women's health care, including reproductive health care and gender-appropriate care associated with cardiovascular health, mental health, and musculoskeletal injuries.

WELL-WOMAN EXAM

Well-woman exams are covered annually for women under age 65. They may include breast exams, pelvic exams, mammograms and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment.

CONTRACEPTIVE SERVICES

Visit WACH's Walk-in Contraception Clinic every Wednesday (see our website for hours). For other Women's Health Clinic services, including routine check-ups and pap smears, please schedule an appointment with your established care provider or obtain a referral from your Primary Care Manager. Plan B is available as a no-cost, over-the-counter walk-in pharmacy item.



DECIDE + BE READY APP

This app provides an interactive way for service members to learn about birth control options and help them think through what is important to them about the method they choose. Download it from your mobile app store.

LABOR AND DELIVERY

The Mother Baby Unit at WACH is part of a 5-bed mixed inpatient unit covering Med-Surg, labor, delivery, recovery, postpartum (LDRP), and a 4-bed Post-Anesthesia Care Unit. An average of 20 deliveries and 100 outpatient/triage visits are performed each month. The unit has open visitation hours and family members are welcome to remain in the birthing suite during the delivery of the infant, if desired.

EXPECTING?

This Pregnancy & Childbirth Guide will guide you each step of the way through your pregnancy.



LAB & IMAGING

LABORATORY

Our laboratory is accredited by the College of American Pathologist (CAP) and the Advancement of Blood and Biotherapies. It is also registered with the Food and Drug Administration (FDA). Our lab offers a broad range of laboratory testing including chemistry, hematology, coagulation, urinalysis, microbiology, and transfusion medicine. Some orders may require you to have an appointment, special timing, or certain preparations prior to visiting. Please follow any instructions provided to you by your provider and call your local lab for any questions regarding your upcoming test.



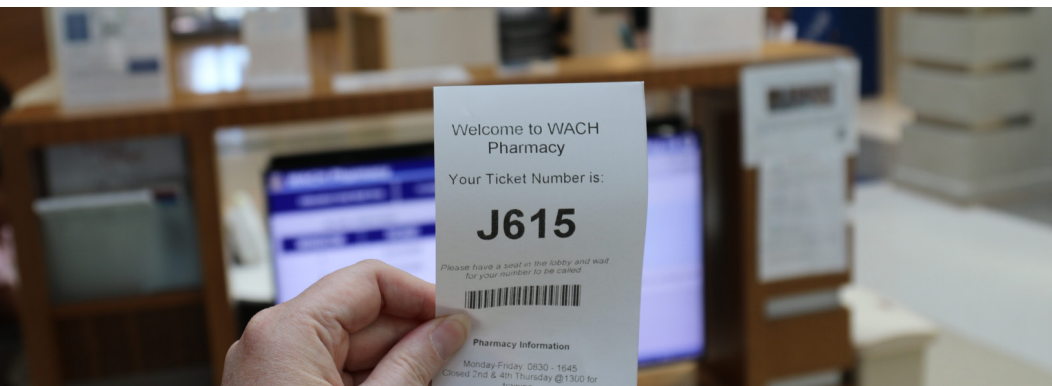
RADIOLOGY

WACH offers multiple imaging options to fit your needs. X-rays are generally performed on a walk-in basis without needing an appointment. However, you will need an appointment for all CTs, MRIs, Ultrasound, and Fluoroscopy exams. Yuma Proving Ground Health Clinic only offers X-rays at this time. If you have questions about your exam or appointment, please call the radiology department or clinic you're visiting prior to your appointment.



SIMPLIFY YOUR PHARMACY EXPERIENCE

Our facilities offer a variety of convenient options for getting your prescriptions. MTF Pharmacies also offer a walk-in self service program for over the counter medications and supplies.



NEW PRESCRIPTIONS & RENEWALS

Q-ANYWHERE (Fort Irwin Only)

Activate your prescription with a simple text message from your phone.

To use Q-Anywhere for new prescription or provider renewal:

- Text "Get in line" to 833-327-9228
- Be sure to read and respond to all texts and questions from pharmacy
- Please allow about 2 hours for your medications to be ready for pickup

MHS GENESIS

To renew a prescription, you can send a secure message to your military health care team through your MHS GENESIS Patient Portal. You may also need to talk to your provider prior to approval.

- For renewals only, click on "Medications" at the top menu bar of the homepage
- Choose which prescriptions you want to request a renewals for
- Use the dropdown to pick the location you want to get your renewals from

REFILL PRESCRIPTIONS

AUTOMATIC REFILL LINE

Call the automatic refill phone number at 760-280-6309.

MHS GENESIS

You can refill a prescription when you've used 75% of your last fill. The Patient Portal will show you which prescriptions are ready for refill. To refill prescriptions, log into your account then:

- Click on the "Refills" tab at the top menu bar of the homepage
- Choose which prescriptions you want to refill
- Use the dropdown to pick the location you want to get your renewals from

For WACH patients only: all refill prescriptions are stored in our ScriptCenter Kiosk located inside the hospital main entrance. In most cases, they are ready after 1 duty day. Kiosks are available 24/7.



SELF-CARE PROGRAM

Requests for over-the-counter items can be made at pharmacy and you can even get your questions and concerns answered by a pharmacist. For a list of medications, please visit our website.

HOME DELIVERY

The TRICARE Pharmacy Home Delivery is least expensive way to fill prescriptions after military pharmacies. Ask your provider to submit your prescription electronically to the Express Scripts mail order. Your order will come with free shipping and have an estimated delivery of 2-4 days. You can also register by downloading the Express Scripts app.

MEDICATION DISPOSAL

Proper Drug Disposal is an important part of keeping our loved ones and the environment safe from unintentional poisonings. You can drop medications off in the blue MEDSAFE located in pharmacy's waiting area.

CONTACTING THE PHARMACY

An additional way to reach the WACH pharmacy is by texting 833-327-9228. You may ask questions or even request a call back if you consider it difficult to explain via text. For YPG, see page 24.

SPECIALTY CARE

PHYSICAL THERAPY & ORTHOPEDICS

The physical therapy and orthopedic department evaluates and provides treatments for a variety of problems including surgical care, pre/post-operative care, chronic or acute injuries to the spine, muscles, and joints. Patients must be referred to the clinic by a health care provider. Referrals generally take 2-3 days to be approved.



OPTOMETRY

The vision care services at WACH provide a spectrum of specialty and surgical eye care, education, and counseling regarding the eyes and services. Active Duty Military, TRICARE Prime, and TRICARE Plus over the age of 4 years old are able to be seen. Walk-ins are available for MEDPROS updates, short flight physicals, school/DL physicals, eyewear pick-up, repairs, and adjustments.

DENTAL

The Shuttleworth Dental Clinic on Fort Irwin performs examinations, cleanings, preventive services, fillings, root canals, crowns, and extractions. In February 2025, the clinic will begin serving adult dependents with TRICARE dental insurance. Appointments can be made by calling 760-380-9266.

NUTRITION SERVICES

Nutrition Care Division (NCD) on Fort Irwin provides comprehensive nutrition information and outreach in support of Fort Irwin Soldiers and beneficiaries to include safe, wholesome food production, nutrition education and counseling, and nutrition consultation to installation commanders and the community in support of readiness.

SURGICAL SERVICES

Weed Army Community Hospital (WACH) offers a range of surgical services to active duty service members, retirees, and their families. The Department of Surgery is accessible by referral from a Primary Care Manager or another specialty clinic. If a required service isn't available at WACH, the department facilitates external referrals.

GENERAL SURGERY

Management of conditions such as gallbladder, appendix, intestines, anorectal/hemorrhoid, and hernia surgeries via laparoscopic or open, as well as removal of skin lesions.

ORTHOPEDIC SURGERY

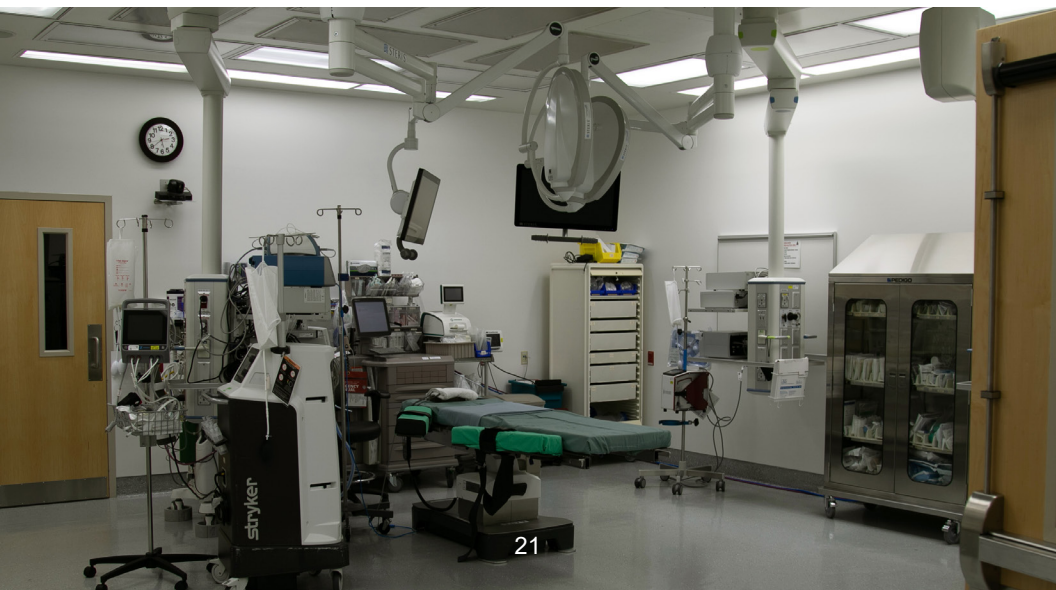
Procedures include knee/shoulder arthroscopy, ACLs, biceps tenodesis, carpal/cubital tunnel, hardware removals, ORIF (open reduction, internal fixation) of broken limbs, and percutaneous pinning.

GYNECOLOGY PROCEDURES

Services include salpingectomy, D&C, oophorectomy, hysteroscopy, polypectomy, and hysterectomy.

DENTAL SURGERY

We also offer pediatric dental surgeries: extractions, crowns, x-ray, sealants, and fillings as well as oral and maxillofacial surgeries like wisdom teeth extractions, hardware removal, TMJ injections, and dental bone grafting.



JAVIER VILLANUEVA TROOP MEDICAL CLINIC

JVTMC is our Soldier Centered Medical Home for 11th Armored Cavalry Division soldiers located inside Weed Army Community Hospital on the 2nd Floor next to Primary Care.

OUR SERVICES

Periodic Health Assessment

Schedule a virtual appointment through appointment line or use the MHS Genesis Patient Portal (virtual only) after completing online portion (see FAQs).

ETS, Chapter, Schools Physical

Walk-in to the JVTMC (PM ONLY).

Schedule Appointment

Call appointment line at 866-957-9224 or use MHS Genesis (see pg 8).

Renew Profile

Schedule an appointment before your profile expires.

Medpros Labs

Conducted in PM only at JVTMC, excluding designated holidays and DONSA's.

Well Women Exam

Call appointment line at 866-957-9224 or use MHS Genesis (see pg 8).

STI Screening

Walk-in and talk with the front desk at the JVTMC.



HOSPITAL SERVICES

11th ACR Embedded Behavioral Health (see page 12)

Mary Walker Center, Bldg. 170
760-380-7171

Audiology/Hearing (see page 19)

Mary Walker Center, Bldg. 170
760-383-5812

Optometry (see page 18)

2nd Floor | 760-383-5333

Pharmacy (see page 16)

2nd Floor

Lab (see page 15)

2nd Floor | 760-383-5083

Radiology (see page 15)

2nd Floor | 760-383-5030/5031

SICK CALL

All Squadrons

Building 185, 0530-0600

Rotational Weekends

Building 185, 0730-0830

Dental

Shuttleworth Dental Clinic

Building 171, 0730-1000

Optometry Clinic

Bldg. 390, 0730-0900

APPOINTMENT CANCELLATION

Call the appointment line at 866-957-9224 or log into your patient portal at <https://my.mhsgenesis.health.mil>. Please cancel your appointment at least 24 hours prior.

NO SHOW POLICY

Arrive at least 15 minutes early. If you are more than 10 minutes late for an appointment, we will call your command team. All "No-Shows" are reported weekly to Soldiers' chain of command.

URGENT OR EMERGENCY CARE

For emergency involving life, limb or eyesight or for care outside of clinic hours, please immediately proceed to the Emergency Department. If you were seen by a health care provider outside of Fort Irwin, make a follow up appointment with us and turn in a copy of your medical treatment record provided by the provider off-post to medical records at hospital. If you were seen at WACH Emergency Department, you must follow up the following business day at sick call.

FREQUENTLY ASKED QUESTIONS

How can I complete my physicals for chapter, schools and ETS?

Pick up physical packets in the afternoon only at the JVTMC. Chapter 9, 10, 13 and 14 physicals require an escort. Your Unit may also mandate the need for escort for other chapters not mentioned. Escorts must have a MFR stating they are an authorized escort.

How can I schedule my Periodic Health Assessment?

All Soldiers must complete part 1 of their PHA online at <https://www.mods.army.mil> prior to making an appointment for part 2.

How can I renew my profile?

Make an appointment with your squadron provider before it expires.

How do I update Medpros?

Visit each department listed below. Bring proof of what you need from Medpros.

- Vision: WACH Optometry, 0730-0900
- Vaccines: Visit JVTMC first. If vaccines are not available, you will be instructed to visit the WACH Immunizations Clinic, 0800-1100 (M-F), 1300-1500 (M,T,W,F)
- Labs: JVTMC 1300-1530

HOURS

Mon-Fri: 0730-1200 & 1300-1530

(closed every 2nd & 4th Thurs at 1200 for training)

Rotational Weekends: 0730-1200 (scheduled appointments only)

DONSA's & Non-Roational Hours: Closed, NO Sick Call

Note: JVTMC operates in conjunction with the NTC's Rotational Schedule.

YUMA PROVING GROUND HEALTH CLINIC

Our Arizona facility is a community-based clinic which provides accessible, high quality, cost-effective and customer focused interdisciplinary health care for TRICARE Prime Active Duty Service Members, Tricare Prime Retirees, and their dependents. The scope of comprehensive services includes chronic and acute illness care, preventive health maintenance, health promotion and wellness, education and counseling, specialty consultation, and referrals.

There are no after-hours care available at YPG, so please call 911 or proceed to the nearest urgent care center or emergency room if you have an emergency after hours.

SCHEDULING OPTIONS

Call the appointment line at 928-328-2666 during business hours or log into your patient portal, MHS Genesis to schedule an appointment.

HOURS

Monday-Thursday 0830-1630
(Closed 1200-1300 for Lunch)

Friday 0830-1200
*(Closed on Federal Holidays and
Selected Training Days)*

LOCATION

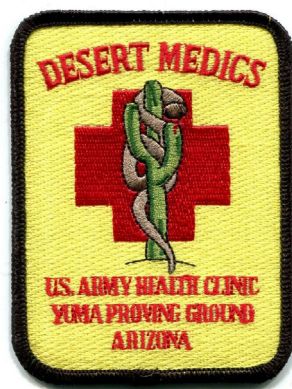
990 D Street
Yuma, AZ 85365

CLINIC DIRECTORY

Pharmacy 928-328-2345
Laboratory 928-328-3765
Referrals 928-328-2792
Medical Records 928-328-3206
Occupational Health 928-328-2236
Flight Physicals 928-328-3864

URGENT CARE

Prime Care Urgent Care: 928-345-6830
Onvida Urgent Care: 928-344-2000



For emergencies visit
the nearest emergency
room or:

Yuma Regional Medical
Center Foothills Medical
Plaza Emergency
Department
11351 S. Frontage Road
Yuma, AZ 85367
928-336-4000

DR. MARY E. WALKER CENTER

PUBLIC HEALTH DEPARTMENT

Offers services such as STI contact tracing and counseling, LTBI consultation, and animal bite investigations, with a focus on disease reporting and consultation for CYS and unit-level flu vaccination coordination. Provides health promotion events, newcomer and spouse orientation briefs, and support unit-led initiatives.

OCCUPATIONAL HEALTH

Pre-placement assessments coordinated with CPAC, annual health exams for civilians, medical surveillance for workers exposed to hazards, pregnancy medical surveillance, tinnitus counseling, hearing profiles for active duty, and workplace safety reviews.

HEARING CONSERVATION

Hearing conservation tests and non-hearing conservation exams for civilians, retirees, and recruits, MEDPROS hearing updates, hearing profile initiation, otoscopy, hearing protection fittings, hearing aid batteries, and hearing education.

ENVIRONMENTAL HEALTH

Potable water testing, food service inspections, facility sanitation inspections, pest control, disease vector monitoring, field water container inspections, and field sanitation classes.

INDUSTRIAL HYGIENE

Provides worksite hazard surveys, worker exposure monitoring, and manages the MEDDAC Respiratory Protection Program. Supports installation safety offices and DPW, as well as offer technical oversight to YPG Health Clinic.



MANAGED CARE

Our office serves as the primary liaison with the TRICARE Managed Care Support Contractor, TriWest Healthcare Alliance.

TRICARE ENROLLMENT

To request enrollment to a Primary Care Manager, call TriWest at 1-888-TRIWEST or visit the Managed Care office on the 3rd floor. You may also utilize the TRICARE Beneficiary Web Enrollment (BWE) by visiting <https://milconnect.dmdc.osd.mil> and selecting "Manage Health Benefits".

NEWBORN ENROLLMENT

You must register your newborn in DEERS within 90 days of birth (stateside) to retain TRICARE coverage. If you do not register your child in DEERS within 90 days, your child will no longer show as TRICARE eligible and claims for your child will begin to deny starting when the child is 91 days old (stateside). For more information contact Enrollments at 760-383-5491.

CHANGING YOUR PRIMARY CARE MANAGER

To request a Primary Care Manager change, beneficiaries must call TriWest at 1-888-TRIWEST. Soldiers assigned to JVTMC requesting a PCM change not based on UIC assignment must make their request through the Patient Advocate 760-383-5480.

REFERRAL MANAGEMENT

Referral related issues can be managed by contacting TRICARE at 1-888-TRIWEST or visiting <https://tricare.triwest.com>.

BENEFICIARY COUNSELING

We have staff to educate and help you with TRICARE-related inquiries or aid in resolving debt collections due to unpaid TRICARE claims.



DEPENDENT PRIME TRAVEL BENEFIT

The Prime Travel Benefit reimburses reasonable travel expenses for a qualified trip by a dependant TRICARE Prime enrollee. Reasonable expenses are the amounts you pay when traveling to and from your appointment. This includes mileage, meals, tolls, parking, lodging, local transportation, and tickets for public transportation. For more information or to initiate a reimbursement, visit our website.

PATIENT RECORDS

The Patient Administration Division is responsible for providing administrative oversight, coordination and support to patients and staff members for inpatient and outpatient affairs, medical evaluation boards, inpatient and outpatient medical documentation and records, and record analysis and coding.

SERVICES PROVIDED

- Assistance with Patient Registration
- Birth Registration and Certificates
- Eligibility Verification
- Integrated Disability Evaluation System (IDES)
- Language Interpretation Support
- Legal Correspondence
- Medical Coding Services & Coding Guidance
- Medical Records
- Medical Warning Tags

Patient Forms
& Information



Medical Records

760-383-5170
760-383-5131 (FAX)

Admission and Dispositions (A&D)
760-383-5293

A&D On-Call/After-Hours
760-964-4304

IDES
760-383-5273

HIPAA Privacy/Compliance Officer
760-383-5174

Legal Correspondence:
760-383-5166
760-383-5711 (FAX)



PEDIATRIC SCREENING

2-3 Days	Well-baby exam, Newborn screen (heel stick), Maternal depression screen
2 Weeks	Well-baby exam, Newborn screen (heel stick), Maternal depression screen
2-4 Months	Well-baby exam, Scheduled Immunizations, Maternal depression screen
6-9 Months	Well-baby exam, Scheduled Immunizations
12 Months	Well-baby exam, Scheduled Immunizations, Anemia and lead screen (blood test)
15-18 Months	Well-baby exam, Scheduled Immunizations
24 Months	Well-baby exam, Newborn screen (heel stick), Maternal depression screen
30 Months	Well-baby exam
3-10 Years	Well-child exam, Annual Physical, Scheduled Immunizations
11 Years & Older	Annual Physical, Scheduled Immunizations, Cholesterol check (9-11 yrs. & 17 yrs.)

PEDIATRIC VISION AND HEARING TESTS

Vision is recommended yearly at ages 3-10. Hearing is recommended at ages 4, 5, 6, 8, 10, and once between 11-14, 15-17, and 18-21 years old unless there are additional concerns.

IMMUNIZATIONS

We offer immunizations at WACH on a walk in basis, serving children aged 4 years and older. For children under 4 years old, immunizations can also be provided if instructed by their PCM.

WHAT TO EXPECT

To ensure efficient service, please remember to bring your child’s shot records with you. After receiving immunizations, all patients are required to remain in the clinic for 20 minutes to monitor for any adverse reactions. We recommend factoring this into your visit to ensure a smooth experience. Walk in hours are from 8am-11am (M-F) and 1pm-3pm (M,T,W,F). For YPG information, please see page 24.

SCHOOL, SPORTS, AND DAYCARE ENROLLMENT REQUIREMENTS

Be sure to check Silver Valley Unified School District’s website or Child & Youth Services’ (CYS) website for up-to-date information on immunization and medical requirements for enrollment. Staying informed will help ensure a smooth registration process and keep your child ready to learn and grow.



ADULT SCREENING GUIDELINES

COVID-19	Primary series and per CDC guidance
Influenza (Flu)	Annually
Human Papiloma Virus	Ages 18-45 if childhood series not complete
Meningococcal	Prior to college or residential living e colleges require meningitis B
Pneumococcal	At age 65 or age 19-64 years with
Tetanus (Td/Tdap)	Every 10 years
Zoster (RSV)	Considered at age 65 but should be discussed with your provider

PROACTIVE ADULT HEALTH

CHRONIC CONDITION SCREENING

Abdominal Aortic Aneurysm

- Males age 65-75 who ever smoked should consider a 1 time ultrasound
- Requires abdominal US order for scanning performed in radiology via scheduling

Depression

- Will be screened at most appointments, please report symptoms at any healthcare appointment

Diabetes

- Screening HbA1C lab for ages 35-70 with risk factors (overweight, family history, diabetes during pregnancy, polycystic ovarian syndrome)
- Testing is generally every 3 years
- Requires a lab order, most labs are drawn on a walk-in basis

Hypertension

- Annual blood pressure starting at age 18 with risk factors
- Every 3-5 years for ages 18-39 without risk factors

Osteoporosis

- **Bone density testing to prevent fractures is recommended for postmenopausal women and all women starting at age 65**
- **Bone density testing is performed every 4-8 years depending on prior results and treatment**
- **Requires DEXA order from PCM or Women's Health Team**

Cardiovascular Disease

- Several tests (EKG to cholesterol labs to imaging) are available. Talk with your provider about your risk level or symptoms to determine if screening is appropriate for you.
- There is potential benefit for checking cholesterol level once for males at age 35 and females at age 45 regardless of risk factors.
- There is potential benefit for checking cholesterol levels for those with risk factors (high blood pressure, diabetes, smoking history and family history) in males 25-30 and females 30-35

CANCER SCREENING

- Biannual screening mammography for women age 40-74
- Orders and referrals are not needed for screening mammograms

Breast
Cancer

- Pap tests recommended every 3 years age 21-29 (unless abnormal)
- Pap tests recommended every 5 years age 30-65 with negative HPV testing
- After age 65 or after hysterectomy discuss your needs with your provider

Cervical
Cancer

- Start screening at age 45. You have multiple options.
- Colonoscopy every 10 years is the preferred method, referral to GI required
- Flexible sigmoidoscopy every 5 years is an option, referral to GI required
- FIT-DNA every 1-3 years, lab order from your PCM or provider is required

Colorectal
Cancer

- Recommended for those age 50-80 who have smoked 20 pack years (1 pack per day for 20 years or 2 packs per day for 10 year), talk to your provider
- Requires low dose CT order for scanning performed in Radiology

Lung
Cancer

- Oral and pharyngeal cancers should be screened for annually starting around age 18.
- If using tobacco products, screening should begin at the age of first use.

Oral
Cancer

- Consider testing between ages 55 and 69
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

Prostate
Cancer

- Annual full body skin exam starting at age 50 with risk factors.
- A referral is required if you need to see a Dermatologist

Ovarian,
Pancreatic,
Skin Cancer

PREPARING FOR YOUR VISIT

A FRIEND OR FAMILY MEMBER

Consider bringing someone with you who can provide moral support and help advocate for you. If you are unable to bring someone with you to your appointment, you may request a staff chaperone.

ACCOMODATIONS

If you have a service animal please register them with the Patient Advocate prior to your first appointment. If you need interpreter services or sign language please contact the Patient Advocate to assist with arrangements.

LIST OF QUESTIONS

Come to your visit with a list of prioritized questions for your provider. This will optimize your time with your provider and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on page 33 to guide the conversation with your provider.

MEDICAL & IMMUNIZATION RECORDS

Bring any important medical records you have from your previous health care provider. Also bring any recent records from civilian providers to review with your care team. Having a summary document with health history including chronic conditions, medications, immunizations and previous illnesses or surgeries will help guide the conversation with your new provider.

PERSONAL IDENTIFICATION

Bring your government-issued photo ID and your military ID.

PRESCRIPTIONS

It is helpful to have either your prescription bottles with you, or a list of prescriptions and dosage information with you at your appointment, including any over-the-counter vitamins or supplements you are taking. Be sure to tell your provider if you have changed prescriptions or dosage.

FOLLOW UP

You may not be able to address everything on your list during a single appointment. Be sure to schedule a follow up appointment to ensure that all your concerns are addressed. It is not unusual to run out of time during an appointment. However, it is important that each issue is given appropriate time and scheduling another appointment is the best way to ensure that this occurs.

Collaborative care is the safest and most effective care. Healing requires partnering with your provider. Keep in touch with your provider using the secure messaging in your MHS Genesis Patient Portal. When you receive your JOES Survey, please complete it. Alternatively, we welcome feedback using the ICE system.

DISCUSSION GUIDE

BEFORE YOUR VISIT

Consider bringing someone with you who can provide moral support and help advocate for you. If you are unable to bring someone with you to your appointment, you may request a staff chaperone.

For new patients:

- » Past health contact information
- » Medical records
- » Medications and prescriptions
- » Previous illnesses and surgeries
- » Insurance information

For existing patients:

- » Medications and prescriptions
- » Third-party insurance information
- » Any major life changes that could affect your wellbeing

Prepare for your appointment:

- » Write down and prioritize questions or talking points you have
- » Have a list of your medications (including supplements) prepared and know what medications need refills so that you can ask for these during your appointment.
- » Arrive 15-20 minutes early to give you plenty of time to check in and allow for unpredictable delays, and help you feel less stressed or rushed.
- » Arriving early will also allow you to have as much time as possible with your provider.

TELL YOUR PROVIDER

Are there any concerns, feelings, or questions you have about your health and care?

Regarding your health, discuss:

- » Progress you have made
- » Pain, discomfort, or unusual feelings
- » Changes to your environment
- » Any potential risks
- » Your long-term goals

Regarding your care, discuss:

- » Tasks you have completed
- » Plans or preferences for your care
- » Timing and expectations
- » Procedures, treatments, or tests
- » People who support you

ASK YOUR PROVIDER

- » What do I need to do and why?
- » What can I expect going forward?
- » What should I be aware of?
- » Who can I contact with questions or concerns?
- » What are the risks, benefits, and alternatives of the treatment?



GUIDELINES FOR YOUR COMFORT AND SAFETY

All persons are expected to foster behaviors respectful to the rights and safety of others. Anyone subjected to or who witnesses disrespectful behaviors are encouraged to report it to facility staff.

SPEAK WITH COURTESY AND RESPECT

Patients and visitors may not display behaviors or communication (written, verbal or electronic) that is aggressive, disrespectful, or inconsiderate. Unacceptable forms of communication include: harassing, offensive, or intimidating statements, shouting or yelling at patients or staff, threats of violence or destruction of property, or derogatory remarks based on race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), and national origin.

BEHAVE RESPECTFULLY TOWARDS OTHERS

WACH follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include: physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.

BE RESPECTFUL OF PROPERTY

Guests must be respectful and courteous of patients, facility staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must supervise their children at all times.

DRESS APPROPRIATELY

Please avoid wearing apparel with obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.

USE ELECTRONIC DEVICES COURTEOUSLY

Please be courteous with the use of your cell phone and other electronic devices. Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos, videos, and other recording devices are not permitted except by authorized personnel.

TOBACCO, ALCOHOL, ILLEGAL SUBSTANCES, WEAPONS

WACH facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the facility. Possession and use of illicit drugs and alcoholic beverages are not allowed. Firearms and dangerous weapons are illegal and prohibited, except for persons authorized to be in possession of the weapon while on duty. Any weapons are considered contraband and will be confiscated.

INFECTION PREVENTION PROTOCOLS

All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to, wearing a mask, washing hands regularly, and limiting movement outside of your assigned facility room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk.

RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

- Receive care and treatment in a safe environment including having a chaperone present during exams & procedures.
- Accurate, easily understood information so you can make informed decisions about your diagnosis, treatment option, procedures, providers, and facilities. This includes providing information about risks and benefits of treatment in nonclinical terms (informed consent), if a clinical trial is available, and if you qualify to be in a research project.
- A choice of health care providers that ensures your access to high-quality health care in a timely fashion including specialty care. This includes inpatients transferring to other military hospitals and private sector hospitals and facilities.
- Emergency health care services when and where you need it. Coverage of emergency services is available without authorization.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member, healthcare power of attorney or conservator.
- Considerate, respectful care from all members of the health care system. This includes recognition of your personal dignity, belief systems and your psychosocial, spiritual and cultural values.
- Communicate confidentially with your health care team and know your confidential information is protected by federal laws and regulations.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan & health care providers via Patient Relations.

PATIENT RESPONSIBILITIES

- Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.
 - Be involved in your health care. You should work with your medical and dental providers to develop and carry out treatment plans, share relevant and accurate information, and clearly communicate your wants and needs.
 - Learn about TRICARE health plans and coverage.
 - Be respectful of health care workers and staff rights.
 - Follow military facility and clinic rules and regulations. Responsibly use the property and facilities.
 - Pay your applicable deductibles and cost sharing to your provider, hospital, pharmacy, or supplier.
- Follow the claims process and disputed claims process.
- Disclose any other health insurance you may have to each provider, hospital, pharmacy, or supplier who takes care of you.
 - Cancel or rebook any appointment you can't make. Be on time for appointments. You are responsible for your actions if you refuse treatment or don't follow your provider's instructions.
 - You should report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.

Contact Us

#WALKTHEWACH

WACH & JVTMC Appointment Line
866-957-WACH (9224)

WACH Front Desk
760-383-5155

YPG Appointment Line
928-328-2666

Patient Advocate
760-383-5480

Healthcare Resolutions
760-719-3207

Joint Commission
800-994-6610

TRICARE
888-TRIWEST
<https://tricare.triwest.com>

For additional phone numbers and
department hours, please visit our website.
<https://weed-irwin.tricare.mil>

Give Us Your Feedback

Your feedback makes a difference! If you receive the Joint Outpatient Experience Survey (JOES) or the TRICARE Inpatient Satisfaction Survey (TRISS) by email or text, we encourage you to complete it. These surveys are quick and your responses help us understand how we're doing and how we can improve to better serve you and your family. Alternatively, we welcome DOD Interactive Customer Experience (ICE) Feedback as well at <https://ice.disa.mil>.