Patient Centered Medical Home Welcome Guide
**Using this guide**

This guide is an interactive PDF, with active hyperlinks and bookmarks which are functional on both Apple and Android applications, or the Adobe Reader application, or Adobe Reader software on laptop or desktop computers.

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**On tablets, slide your finger across the screen from side to side to scroll between pages. Some tablets may require sliding from top to bottom instead of side to side.**

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**Lines of blue text like this, or boxes with glowing blue outlines are hyperlinks and will open an internet link in your device’s default web browser. Some links may also open an e-mail program, to allow you to send an email from your device. Hyperlinks require an internet connection to work.**

**fbch.capmed.mil/About/home.aspx**

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**Lines of purple text like this are bookmarks and jump to another page within the guide.**

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**These icons are not links, but mark the location of key information or an address, phone number, or website.**

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Click left side of page for previous page

Click right side of page for next page

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**Patient Centered Medical Home**

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Problems with hyperlinks or bookmarks in this guide? Let us know!

Send an e-mail to dha.belvoir.ncr-medical.mbx.fbch-marketing@mail.mil.
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1.0 Hospital Map

Click map to view in high resolution. (Internet access required)

Hospital Directions
fbch.capmed.mil/patients/directions.aspx
2.0 Who We Are

2.1 Mission, Vision, and Values

Mission
Committed to outstanding patient experience through safe, quality, compassionate care for all we serve.

Vision
The premier Community Health System leading the nation in innovative healthcare and well-being.

Values
- Members and Partners
- Organizational and Personal Learning
- Patient and Family-Centered Excellence
- Valuing Workforce
- Engaged Leadership
- Stewardship

Our History
fbch.capmed.mil/about/history.aspx
2.0 Who We Are

2.2 Official Symbol

The Fort Belvoir Community Hospital logo is the official symbol of our organization. The logo honors our heritage while representing the world class, joint service culture of our organization today.

The emerging medical cross symbolizes innovation in our thinking and our care.

Symbolizing unity, the logo shield is shared with all military medical facilities of the National Capital Region Medical Directorate.

The image of the U.S. Capitol building represents the region we serve.

The shield shape symbolizes strength and steadfast commitment.

Our purple color represents joint military medicine, and our commitment to provide the highest level of care regardless of uniform color.

This color is derived from The Badge of Military Merit announced in Gen. George Washington's general orders to the Continental Army issued on Aug. 7, 1782. Designed by Washington in the form of a purple heart, the badge was intended to recognize not only unusual gallantry in battle, but also extraordinary fidelity and essential service in any way.
2.0 Who We Are

2.3 Facility Logos

Each patient-care facility of Fort Belvoir Community Hospital has a unique logo which reflects not only the colors used in wayfinding, but also the nature and patriotic themes which are central to the healing environment we work diligently to maintain. Facilities whose primary focus is Warrior Care have a patriotic logo theme, representing our principal mission of providing care to Warriors.

Main Campus

Warrior Care

Branch Health Clinics

DiLorenzo TRICARE Health Clinic
2.4 Colors & Themes

Finding the way in Fort Belvoir Community Hospital is simple, thanks to a wayfinding system designed with patients in mind. Each building and outlying clinic is identified by a unique nature- or patriotic-themed logo and color, shown here:

**Pavilions**

<table>
<thead>
<tr>
<th>Pavilion</th>
<th>Logo</th>
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<tbody>
<tr>
<td>MEADOWS Pavilion</td>
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<tr>
<td>SUNRISE Pavilion</td>
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<td>RIVER Pavilion</td>
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<td>DUMFRIES Health Center</td>
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<td>FAIRFAX Health Center</td>
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**Outlying Clinics**

To locate a clinic or department, simply use the location information provided in the hospital directory in section 16.0 of this booklet. In the hospital, patients will be able to use directories along with the directional signs which use the logos and colors shown above. The information in the directory provides the location, and signs throughout the hospital will guide patients there using the logos and colors shown above.
2.5 Clinic & Department Identification

The location of clinics and departments is identified by building, floor number, and reception or room number. For example, the location of Family Medicine is listed as “Eagle Pavilion, Floor 1, Reception 2.” Patients going to Family Medicine would simply follow directional signs throughout the hospital to Eagle Pavilion, and then use easily identifiable signs within Eagle Pavilion to find the clinic.

If a room number has been provided, once again using Eagle Pavilion as an example, simply follow the building and floor signs, and then look for the specific room sign.

Building, floor and reception number

![Diagram showing eagle pavilion, floor 1, reception 2]

Building, floor and room number

![Diagram showing eagle pavilion, floor 1, 2.02]

Please let someone know if assistance is needed to find the way in the hospital. Ambassadors and Information Desk staff are available to provide personal assistance at each main entrance, and patients are invited to request assistance from any staff member at any time. The phone numbers for each clinic are included on the directory in this booklet as well – please use them to reach the clinics for additional personal assistance.

A hospital campus map is also available in section 1.0 of this booklet. This map provides an overview of the main campus, along with the locations of the Warrior Pavilion, Intrepid Pavilion (NIcoE Satellite), Fisher House, and more.
3.0 Commitment to Excellence

3.1 Healthcare Quality & Safety

Fort Belvoir Community Hospital has earned The Joint Commission’s Gold Seal of Approval.

The Joint Commission is an independent, not-for-profit organization which sets the standards by which healthcare quality is measured in America and around the world, and evaluates the quality and safety of care for more than 15,000 healthcare organizations.

Approximately 80 percent of the nation’s hospitals are currently accredited by The Joint Commission.

To maintain and earn accreditation, organizations must have an extensive on-site review by a team of The Joint Commission healthcare professionals, at least once every three years. The purpose of the review is to evaluate the organization’s performance in areas which affect patient care. Accreditation may then be awarded based on how well the organization met The Joint Commission standards. This on-site review at Fort Belvoir Community Hospital took place in March 2015.

The Joint Commission standards address the hospital’s performance in specific areas, and specify requirements to ensure that patient care is provided in a safe manner and in a secure environment.

Patients with patient care and safety concerns which have not been addressed by the hospital may contact The Joint Commission by calling 800.994.6610.
3.0 Commitment to Excellence

3.2 Patient Rights

Medical Care
Patients can expect and have the right to quality care and treatment that is consistent with available resources and generally accepted medical standards in a safe environment, including access to specialty care, and to pain assessment and management.

Respectful Treatment
Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

Privacy and Security
Patients can expect privacy concerning their own medical care programs and information. Case discussions, consultation, examination, and treatment are confidential. Patients have rights, in accordance with and defined by *Federal law, to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other Personally Identifiable Information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

*DOA 5400.11-R (Reference (g)), Public Law 104-191 (Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i))
3.0 Commitment to Excellence

Confidentiality of Health Information
Patients have the right to communicate with healthcare providers and can expect that all communication and records pertaining to their care will be considered confidential and that their healthcare information is protected. Patients also have the right to review, copy, and request amendments to their medical records. The release of such medical information shall be only as authorized by current law, military regulations and is protected by Department of Defense policy and Health Insurance Portability and Accountability Act (HIPAA) requirements determine how your medical information can be used.

Identity
Patients have the right to choose and know, at all times, the identity, professional status, and professional credentials of their healthcare providers and personnel. This effort ensures sufficient access to appropriate high-quality healthcare in a Culture of Excellence.

Communication
Patients have the right of access to people outside of the healthcare facility by means of visitors, and by verbal and written communication when such visitations and communications will not interfere with their treatment.

Informed Consent
Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.
3.0 Commitment to Excellence

**Refusal of Treatment**
Patients have the right to refuse treatment to the extent permitted by law and existing government regulations, and to be informed of the medical and administrative consequences of their refusal.

**Transfer and Continuity of Care**
When medically permissible, a patient may be transferred to another medical facility only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

**Charges for Care**
Patients have the right to understand the charges for their care and their obligation for payment.

**Rules and Regulations**
Patients can expect to be informed and / or directed to the healthcare facility rules and regulations that relate to visitor and patient conduct. Patients are entitled to information about the hospital’s mechanism for the initiation, review, and resolution of patient complaints.
3.3 Patient Responsibilities

Providing Information
Patients are responsible for providing accurate and complete information about complaints, pain, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know when they do not understand the diagnosis, treatment plan, and expectations.

Respect and Consideration
Patients are responsible for being considerate and respectful of the rights and property of other patients, hospital personnel, and of the medical treatment facility.

Understanding Treatment
Patients have the responsibility to be involved in health care decisions and disclose all relevant information and clearly communicating and / or alerting their wants and needs. Patients must work with their healthcare providers and / or healthcare staff, to develop and carry out their agreed-upon treatment plan.

Compliance with Prescribed Treatment
Patients are responsible for adhering to the medical and nursing treatment plans, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying medical treatment facility when appointments cannot be kept.

Refusing Treatment
Patients are responsible for their actions if they refuse treatment or do not follow the practitioner’s instructions.
3.0 Commitment to Excellence

**Medical Records**
Patients are responsible for returning medical records promptly to the medical treatment facility for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any medical treatment facility are the property of the U.S. Government.

**Rules and Regulations**
Patients are responsible for following the hospital’s rules and regulations affecting patient care, visitors, and conduct.

**Financial Obligations**
Patients are responsible for making a good-faith effort to meeting financial obligations incurred for their healthcare as promptly as possible.

**Patient Comments**
Patients have the responsibility to assist the Hospital Director in providing and promoting a Culture of Excellence, Patient and Family Centered Care, by ensuring the best possible care to all beneficiaries. Patient recommendations, questions, compliments, and / or complaints should be reported to the Patient Relations at 571.231.4141. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 800.994.6610.
3.0 Commitment to Excellence

3.4 Medical Home and Neighborhood

Medical Home Team responsibilities are to:

- Explain diseases, treatments, and results in a way that is easy to understand
- Listen to questions and concerns which will help make decisions about care
- Keep treatments, discussions, and records confidential
- Provide same day appointments when needed
- Provide instructions on how to meet healthcare needs outside normal clinic hours through after-hours care
- Give clear directions about medicine and care plan
- Refer specialty care if needed
- End every visit with clear instructions about expectations, treatment goals, and plans
4.1 Patient- and Family-Centered Care

PFCC is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare providers, patients, and families. Patient- and Family-Centered Care is included in the hospital’s Culture of Excellence – providing world-class healthcare to all those for whom we are honored to provide care. It redefines the relationships in healthcare and provides the tools necessary to deliver quality, safe, and compassionate care. Within the framework of PFCC, the focus is to work with the patient and their family members rather than doing to, or for them.

Four Core Concepts

• People are treated with respect and dignity.
• Healthcare providers will communicate and share all information with patients and families in ways that are affirming and useful
• Individuals and families build on their strengths through participation in experiences that enhance control and independence
• Collaboration among patients, families, and providers occurs in policy and program development, professional education, and in the delivery of care

Access to Care

• Timely response – help patient and family at point of contact
• TRICARE Online Patient Portal and Secure Messaging
• Appointments
• Phone
• Email
5.1 Patient and Family Advisory Council

Our Mission
The Patient Family Advisory Council is comprised of patients, family members, and healthcare professionals dedicated to promoting a Culture of Excellence in the delivery of healthcare services at Fort Belvoir Community Hospital. As a council, we provide a patient and family-centered perspectives to the organization to strengthen the collaborative relationships among patients, families, and professionals within Belvoir Hospital.

What PFAC Does for the Healthcare Team
• Review plans, policies and regulations
• Raise awareness of issues pertaining to patients and families
• Participate in committees such as Patient Safety, Performance Improvement, and Patient Education
• Propose ideas for new programs or innovations that improve care for patients and families

Individual Concerns
We understand that patients and families may have individual concerns unique to their healthcare situations. Please feel free to visit Patient Relations in Oaks Pavilion, Floor 1, Room O1.202, or call at 571.231.4141.
6.1 Patient Centered Medical Home

Fort Belvoir Community Hospital’s primary care team launched the Patient Centered Medical Home in November 2012 as part of our continuous effort to provide the 92,000 beneficiaries in our medical community with the best possible care. Currently available in our Family Medicine, Internal Medicine and Pediatrics clinics, PCMH is a team-based model built around the premise that the best healthcare begins with a strong primary care foundation.

PCMH improves the care our patients receive by offering enhanced access to care and increased Primary Care Manager continuity, and by promoting patient- and family-centered evidence-based healthcare.

**Access to Care**
We expect PCMH to deliver shorter waiting times for urgent needs and increased access to a member of your health care team. The medical home practice is responsive to patients’ preferences regarding access, offering appointments when patients need one, and not when we happen to have an opening in the schedule.

**PCM Continuity**
We know that having our patients consistently see a Primary Care Manager or team member who knows them is essential for effective healthcare. It makes more sense to both patients and providers to establish a relationship, and our goal is to deliver greater PCM continuity.

- continued next page
Patient- and Family-Centered Care

PCMH allows providers and patients to take a more proactive approach to healthcare, with a stronger focus on prevention. The medical home can reduce the percentage of specialty referrals and result in a PCMH team providing the needed care in one visit. Patient Centered Medical Home allows for better coordination of care, improved communication among team members and beneficiaries, emphasis on preventive care and chronic care management, and empowered, active patient participation.

Realizing these goals is a primary focus for us at Fort Belvoir Community Hospital, and we are confident the PCMH model is good for our patients and providers. Please read through the information provided in this brochure, and talk to any member of your healthcare team if you have questions about PCMH.

As we continue through this phase of our life as a medical community – the medical home and the medical neighborhood – caring for our military families takes on new meaning while reinforcing our commitment to provide you world-class healthcare in a culture of excellence.
7.1 DiLorenzo TRICARE Health Clinic

DiLorenzo TRICARE Health Clinic (DTHC) provides compassionate, quality outpatient and preventive medical care to our beneficiaries and first echelon emergency medical support at this national landmark while promoting the personal and professional readiness of the DTHC team.

Our goal at DiLorenzo TRICARE Health Clinic is to create the DoD's premier Patient Centered Medical Home, embracing a culture of excellence in wellness, healthcare, and professionalism. Our highly-credentialed and qualified clinical and administrative staff members are focused on providing world-class healthcare services to all our patients, and we are proud to be a part of the support Fort Belvoir Community Hospital provides for our nation’s warriors (active and retired) and their families.

Services
- Primary Care (Acute Care, Medical Readiness, Behavioral Health)
- Rehabilitations & Wellness (Fit-to-Win, Physical Therapy)
- Ancillary Services (Optometry, Pharmacy, Laboratory, Radiology)
- Cardiology
- Podiatry
- Defense Stress Management
- Allergy / Immunizations
- Minor Surgery
- Civilian Employee Health Services

DLorenzo TRICARE Health Clinic
The Pentagon, Corridor 8
Washington, D.C. 20310
703.692.8810

Hours
Weekdays: 7:30 a.m. to 4 p.m.

dthc.capmed.mil
7.2 Dumfries Health Center

Dumfries Health Center is a family clinic of Fort Belvoir Community Hospital which serves the communities of Dumfries, Woodbridge, Lake Ridge and other areas south of the Occoquan River, as well as the southern parts of Burke, Fairfax Station, Clifton and Springfield. Patients must be registered with Dumfries Health Center prior to seeking care at the clinic.

The goal at Dumfries Health Center is to create a patient-centered, healing environment for all enrolled and eligible military beneficiaries. Highly-credentialed and qualified clinical and administrative staff members are focused on providing world-class healthcare services to all patients, and are proud to be a part of the support Fort Belvoir Community Hospital provides for the nation’s warriors (active and retired) and their families.

Member Services / External Program Referral Operations (EPRO) Office

Patients who need assistance or information regarding healthcare benefits, TRICARE Online, Prime Travel, debt collections, or the TRICARE Plus program should call 571.231.4126.

Services

- Behavioral Health
- Laboratory
- Nutrition
- OB/GYN
- Occupational Therapy
- Optometry
- Orthopedics
- Pharmacy
- Physical Therapy
- Primary Care
- Radiology

Dumfries Health Center
3700 Fettler Oak Drive
Dumfries, VA 22025
703.441.7500

Hours
Weekdays: 7 a.m. to 8 p.m.
Saturday: 7 a.m. to 2 p.m.
Training Holiday:
Third Thursday each month
Closed Noon to 2 p.m.

fbch.capmed.mil/about/dumfries.aspx
7.3 Executive Medicine

Fort Belvoir Community Hospital’s Col. Kenneth Block Executive Medicine Department brings world-class medical care to the nation’s top leaders, while ensuring availability, security, and confidentiality at all times. The Executive Medicine Health & Wellness Clinic is available for authorized individuals, general officers of the armed services, and their eligible family members. Executive Medicine staff are proud to provide leaders the same exceptional care as all of Belvoir Hospital patients with a sensitive approach to the extraordinary constraints on their time.

Services

- Primary Care
- Assistance with the Specialty Referral process
- Coordinate the planning and follow-up of all visits and appointments
- expedite administrative paperwork
- Coordinate eligible patients’ physical exams and Periodic Health Assessment (PHA)
- Coordinate clinical results and documentation through case management services
- Ensure secure and confidential care
- Access to health benefits advisor

Executive Medicine
River Pavilion, Floor 1, Emergency Department Entrance
571.231.3110

Hours
Weekdays: 7:30 a.m. to 4 p.m.

fbch.capmed.mil/healthcare/executive_medicine.aspx
Fairfax Health Center is a family clinic of Fort Belvoir Community Hospital which serves the communities of Annandale, Centreville, Fairfax, and Vienna, as well as parts of Burke and West Springfield. Patients must be registered with Fairfax Health Center prior to seeking care at the clinic.

The goal in the Fairfax Health Center is to create a patient-centered, healing environment for all enrolled and eligible military beneficiaries. Highly-credentialed and qualified clinical and administrative staff members are focused on providing world-class healthcare services to all patients, and are proud to be a part of the support Fort Belvoir Community Hospital provides for the nation’s warriors (active and retired) and their families.

**Sick Call**
Active-duty service members enrolled at Fairfax can call 571.432.2700, Monday through Friday beginning at 6 a.m. to schedule same day military medicine appointments.

**Member Services / External Program Referral Operations (EPRO) Office**
Patients who need assistance or information regarding healthcare benefits, TRICARE Online, Prime Travel, debt collections, or the TRICARE Plus program should call 571.231.4126.

**Services**
- Behavioral Health
- Laboratory
- Nutrition
- Optometry
- Pharmacy
- Physical Therapy
- Primary Care
- Radiology
7.5 Family Medicine

As one of Fort Belvoir Community Hospital’s Patient Centered Medical Homes, the Family Medicine Clinic aims to improve the health of military members, retirees, and their families by providing world-class, family- and community-oriented healthcare to patients.

Family Medicine also prides itself in furthering the education of medical students, physician assistants, residents, fellows, and faculty in the principles of family medicine. The department staff seeks to discover new knowledge that will contribute to the processes and outcomes of military healthcare.

Services
- Obstetric care (including prenatal and postpartum)
- Pediatric care (including neonates and infants)
- Adult care (including vasectomies)
- Geriatric care
- Additional services include patient education, disease management, and case management for special populations at highest risk of adverse outcomes and utilization
7.0 PCMH Clinics

7.6 Internal Medicine

The Internal Medicine Clinic is well known for the quality and compassionate care it provides patients, having received awards for patient satisfaction. Serving as one of Fort Belvoir Community Hospital’s Patient Centered Medical Homes, Internal Medicine provides primary, consultative, and preventive care for adult enrolled and non-enrolled (space-available basis) beneficiaries.

The clinic’s goal is to help patients enjoy their quality of life through prevention and treatment of illness. To achieve this, patients work closely with their clinic health team to develop strategies to treat various medical conditions.

Services

- Outpatient treatment of acute and chronic conditions
- Routine physicals
- Physical Therapy
- Minor procedures such as skin biopsies and joint injections
- Patient education
- Suture and staple removal, pregnancy tests, UTI, strep throat, common cold and flu on walk-in basis

- Acute/same day appointments
- Social work services / Behavioral Health
- RN coordinator assigned to complex cases
- Battlefield Acupuncture for pain management
- Wellness services
- Clinical pharmacist
- Case Management

Internal Medicine
River Pavilion, Floor 1,
Reception 1
571.231.1022

Hours
Weekdays: 7:30 a.m. to 4 p.m.

fbch.capmed.mil/healthcare/internal_medicine.aspx
7.0 PCMH Clinics

7.7 Pediatrics

As one of Fort Belvoir Community Hospital’s Patient Centered Medical Homes, the focus is to create an optimal healing environment while working as a team with military families. By focusing on the patient first through a partnership approach with the family, the clinic aims to provide primary healthcare that is accessible, family centered, coordinated, comprehensive, continuous, compassionate, and culturally effective.

The Pediatric Clinic consists of two medical home teams – Pink Team and Blue Team – and has Pediatricians and Nurse Practitioners who care for infants, children, and adolescents enrolled to TRICARE Prime at Fort Belvoir Community Hospital.

Services

- Well baby examinations
- Newborn follow-up
- Daycare / preschool physicals
- School / sports / camp physicals
- Acute / same day appointments
- Routine care
- Pediatric immunization on walk-in basis
- Wart, suture, and staple removal on walk-in basis

- Nursing telephone and in-person triage
- Pediatric asthma clinic
- Exceptional Family Member Program coordinator
- Lactation Consultant
- Behavioral Health consult

Pediatrics
River Pavilion, Floor 1, Reception 3
571.231.1015

Hours
Weekdays: 7:30 a.m. to 4 p.m.

fbch.capmed.mil/healthcare/pediatrics.aspx
8.1 Wellness Coordinator (IBHC)

Wellness Specialists are available to help! Also called Integrated Behavioral Health Consultants, the Wellness Specialists are a part of the primary team who participate in the routine care of patients. They are able to assist with multiple issues such as hypertension management, diabetes management, weight management, smoking cessation, and chronic pain in addition to providing support for anxiety, depression, grief, insomnia, and many other concerns. Their focus is on education, coaching, and teaching self-management skills.

Key Information
Appointments can be booked directly with the Wellness Specialist through the clinic front desk.

Family Medicine
571.231.1803

Internal Medicine
571.231.1022
Clinical Pharmacists within the medical home team work in collaboration with primary care providers to improve medication regimens and achieve therapeutic goals. Clinical Pharmacists are trained to provide direct patient care services which include: providing comprehensive medication evaluations, using evidence-based and cost-effective treatments, and educating patients about medication use.

A Clinical Pharmacist can:
- Change medications and/or dosages to improve health or reduce side effects
- Provide education about medications
- Provide disease specific medication management (such as diabetes, high blood pressure, etc)
8.3 Physical Therapy

The PCMH Physical Therapy Clinic specializes in diagnosing and treating musculoskeletal injuries. Patients can seek care from a Doctor of Physical Therapy without a referral from their primary care provider.

Who may access the PCMH Clinic directly? Patients 10-100 years old that have a musculoskeletal complaint (neck, back, shoulder, elbow, hip, knee, ankle, or foot pain) that has not lasted longer than 6 weeks.

A Physical Therapist can:
- Request appropriate imaging studies (i.e. X-rays, MRIs, CT, EMG, etc.)
- Assign patients to quarters for up to 72 hours
- Refer patients to specialty clinics
- Write temporary limited duty profiles
- Write prescriptions for selected medications to treat musculoskeletal conditions (to include but not limited to Acetaminophen, NSAIDs, Muscle relaxers)
8.4 Case Management

Case Management addresses the medical, educational, financial, and social need of the patient and their family members in order to achieve optimal health outcomes.

**Population Served**

- Beneficiaries assigned to the Fort Belvoir Community Hospital Medical Homes
- Patients with multiple clinic visits per year (more than 10 visits per year) for same condition / diagnosis
- Patients with multiple in-patient admission and Emergency Room visits within a year with same or related diagnosis
- Patients following up after in-patient hospitalization to outpatient setting whose level of care at time of discharge required in-home nursing care or admission to rehab facility
- Patients with chronic illness and / or complex cases that are stable but continue to require assistance with care coordination
- Patients requiring assistance with referrals to specialty areas, durable medical equipment, or navigating healthcare system

**Key Information**

Services can be received through self referral or by requesting a referral from your PCM or other member of the healthcare team.

**Family Medicine Case Management**
571.231.1802

**Internal Medicine / Pediatrics Case Management**
571.231.2755
9.1 Joint Medical Readiness Center / Aviation Clinic

Flight Medicine promotes the health and functional well-being of our Navy, Air Force, and Army aviation community in a timely and flexible manner. The following services are available to active duty service members, civil servants on flight status, and personnel assigned to Davison Army Airfield.

All components of the Flight Physical must be completed through the Aviation Clinic under the direction of the Aviation Nurse Consultant.

NOTE: Any exception to this policy is at the discretion of the Officer-In-Charge of Aviation Medicine.

Services

- Sick call
  - Limited to those currently on flight status assigned to Fort Belvoir
- Urgent and routine management of medical problems
9.2 Warrior Clinic

The Warrior Clinic provides primary care, consultative, and continuing care for enrolled Warriors. Services include adult medicine services and patient education.

The clinic provides primary care management to the Warrior in Transition by collaboration, coordination, and communication with all disciplines involved with the Warrior’s care and well being using, the enhanced access to care model.

It’s the clinic’s vision to offer Warriors seamless synchronized primary care that ensures continuity of care in an environment fostering healing and timely disposition to duty or civilian life.

Services
- Acute care
- Minor procedures
- Wound care
- Physical exams
- Medication education
- Electronic medication
- Plan of care follow-up
- Referrals to specialty services
- Pain management
- Periodic Health Assessments, or PHA
- Smoking cessation
- Management Assistant, or EMMA

Warrior Clinic
9501 Farrell Road, Building 808
Fort Belvoir, VA 22060
Warrior Pavilion, Room NE147
703.805.9181 / 9182

Hours
Weekdays: 7 a.m. to 4 p.m.
Training Holidays:
7 a.m. to 2 p.m.

fbch.capmed.mil/healthcare/warrior_clinic.aspx
10.0 Healthcare Services

10.1 Healthcare Services

- Adolescent Inpatient Behavioral Health
- Adult Outpatient Behavioral Health
- Allergy and Immunology
- Anesthesia Services
- Audiology
- Breast Care Center
- Cardiology
- Child & Adolescent Partial Hospitalization
- Dermatology
- Emergency Department
- Endocrinology
- ENT / Otolaryngology
- Exceptional Family Member Program
- Executive Services Health & Wellness
- Gastroenterology
- Hematology Oncology
- Infectious Disease
- Inpatient Behavioral Health
- Integrated Surgical Services
- Laboratory / Blood Draw
- Medical Readiness
- Neurology
- Occupational Health
- Occupational Therapy
- Ophthalmology
- Optometry
- Overseas Suitability Screening
- Pain Clinic
- Pediatric Sub-Specialty Services:
  - Developmental Clinic,
  - Gastroenterology Clinic, Hematology / Oncology Clinic, Pulmonology Clinic,
  - Cardiology Clinic, Neurology Clinic,
  - Nephrology Clinic, Endocrinology Clinic, Rheumatology Clinic, Genetics Clinic, and Synagis Clinic
- Periodic Health Assessment
- Pharmacy
- Physical Exams
- Pulmonology & Respiratory Therapy
- Radiation Oncology
- Refractive Eye Surgery / Research Center
- Residential Treatment Center
- Rheumatology
- Sleep Medicine
- Social Work
- Speech Pathology
- Sports Medicine
- Traumatic Brain Injury
- Urology
- Women’s Health

fbch.capmed.mil/healthcare/home.aspx
10.2 Laboratory / Blood Draw

The Laboratory / Blood Draw section plays an important role in guiding the healthcare a patient receives at Fort Belvoir Community Hospital. Roughly 80 percent of the information used by physicians to make important medical decisions is obtained by clinical laboratories. Belvoir Hospital’s goal is to safely perform timely and accurate laboratory testing in a customer-oriented environment.

Services

- Blood Bank
- Chemistry / Serology
- Cytology
- Hematology
- Microbiology
- Urinalysis
- Surgical Pathology and Autopsy

Laboratory Process

- Select ticket from kiosk located inside laboratory entrance
  - Active Duty / WTB (duty uniform only)
  - Retirees / Dependents / Civilian Employees / Active Duty not in uniform
  - Specimen drop-off
  - Non-Military Treatment Facility provider requests (Aetna, BCBS)
  - 1-5 Hour Glucose Testing
- When ticket is called, proceed as directed
  - Reception desk A-C for check-in or specimen drop-off
  - Station 1-6 (located to the right of reception desk) for Phlebotomy
10.3 Nutrition Services

Nutrition Services provides medical nutrition therapy to active-duty service members, retirees and dependents. Services are provided in both the outpatient and inpatient setting and range from general education to specific nutrition advice for medical conditions and athletic performance.

Outpatient appointments are offered as either individual appointments, in a group setting, or a combination of both, depending on medical diagnosis and need. Access to appointments is available by provider referral, or self referral.

Classes Offered
- Fit For Performance (active duty weight management)
- Diabetes and pre-diabetes education
- Gestational Diabetes education
- Bariatric support group
- Heart healthy nutrition
- Fast and health cooking demonstration
- Weight management for beneficiaries (adult dependents and retirees)

Other services available in the facility include Subway, Starbucks, the Dining Facility, and Grab’n’Go.
10.4 Pharmacy

The Fort Belvoir Community Hospital Department of Pharmacy strives to be a compassionate healthcare team, committed and responsive to the needs of the beneficiaries we serve.

The pharmacies deliver quality pharmaceutical care services while maintaining a high state of readiness in a workplace of excellence and safety.

**Outpatient Pharmacy**
This location offers a full range of pharmacy services to all beneficiaries, and is located on the main campus at Fort Belvoir Community Hospital in Oaks Pavilion, Floor 1, Room O1.700.

**Exchange Pharmacy**
This is the preferred location for hard-copy (paper) prescriptions and is the only location for refill pickups, and is located in the Fort Belvoir Exchange at 8651 John J. Kingman Road, Fort Belvoir.

**Warrior Pharmacy**
This pharmacy offers services to Wounded Warriors and their families only, and is located in Warrior Pavilion at 9501 Farrell Road, Fort Belvoir.

**Fairfax Health Center Pharmacy**
This location offers a full range of pharmacy services to all beneficiaries, and is located at 10580 Arrowhead Drive, Fairfax.

**Dumfries Health Center Pharmacy**
This location offers a full range of pharmacy services to all beneficiaries, and is located at 3700 Fettler Park Drive, Dumfries.
10.5 Radiology

The Department of Radiology provides the full spectrum of medical imaging to beneficiaries. Belvoir Hospital strives to provide the most accurate diagnoses from the highest quality images in a professional and patient-friendly environment.

Services include Nuclear Medicine, Interventional Radiology, Radiation Oncology, Mammography, MRI, CT scan, Ultrasound, Fluoroscopy and Radiography. We perform more than 10,000 studies per month and touch many lives every day in the National Capital Region.
10.6 Active Duty & Family Readiness

Physical Exams
The objective of the military medical exam is to determine service member fitness for duty in accordance with Air Force Instruction 48-123, Navy Manual of the Medical Department Chapter 15 and Army Regulation 40-501.

Service members are expected to maintain medical and physical fitness.

In order to assist the examining provider and staff during the physical, please follow the instructions provided below. Please do not hesitate to contact the clinic for any questions or concerns regarding the physical exam process.

All who are enrolled at Fort Belvoir Community Hospital, including Fairfax Health Center and Dumfries Health Center:
- Retirement, ETS
- Military school physicals
- Special forces, SERE, dive, airborne, and ranger accession
- Officer candidate (OCS), warrant officer (WOC)
- DoD Medical Examination Review Board (DODMERB)
- Deployment Health Assessments (pre-, post-, and re-assessment)

NOTE: Reserve and National Guard soldiers must be on active-duty orders for 31 days or more in order to be eligible for medical services (AR 40-400).

- continued next page
The Exceptional Family Member Program serves military families by coordinating with other military and civilian agencies to provide medical, dental, mental health, developmental, educational, and community support to families with special needs. It can also assist with housing, adaptive equipment, assistive technology devices and wheelchair accessibility.

The EFMP is a mandatory enrollment program for service members with qualifying family members. All branches of the military have EFMP, and use the same enrollment process. Enrollment in the EFMP ensures maximum provision of services to the family throughout the sponsor’s career.

The goal is to have the service member work and live in a community that can accommodate his or her family members’ special medical or educational needs.

Some conditions that warrant enrollment to EFMP include (but not limited to):

- Medical care above the level normally provided by a family practitioner in an outpatient clinic setting
- Any potentially life threatening condition, such as asthma, sickle cell disease, epilepsy, or insulin-dependent diabetes
- Mental health services currently or chronically within the last five years
- Intensive care follow-up for high risk / premature newborns, or cancer patients
- Children who require early intervention services from birth to 3 years of age as specified on an Individualized Family Services Plan
- Children who need special education services from 3-21 years of age such as specified on an Individualized Education Program (IEP)
Periodic Health Assessment
Directions for completing the Periodic Health Assessment at Belvoir Hospital:

1) Call the Integrated Referral Management and Appointing Center at 855.227.6331 to book an appointment for the PHA:
   • Patients enrolled to the Family Medicine Clinic should call that clinic directly at 571.231.1803 and press option 4 to book a PHA appointment
   • Patients enrolled to the Internal Medicine Clinic should call the Integrated Referral Management and Appointing Center at 855.227.6331 to book a PHA appointment

2) Prior to appointment patients must complete the online PHA questionnaire appropriate for their branch of service. Print a copy and bring it to your appointment.

3) Next, call the clinic where the PHA is scheduled for instructions on completing the required lab tests any other required medical tests:
   • Do not eat anything for 12 hours prior to going to the laboratory
   • Patients may drink water

4) Then, report to the clinic where the PHA is scheduled on the day of the appointment. Also, for the appointment:
   • Do not wear contact lenses to the appointment; patients must bring their eyeglasses
   • Patient should bring a copy of their physical profile or any light-duty chits if they have one

The results from the electronic health / risk assessment should be available in the AHLTA medical record within one week of completion. If the results have not correctly transferred one week after completion, please call 571.231.6713 to investigate the delay. Primary Care Manager should not be contacted.
Overseas Suitability Screening

The purpose of an Overseas Suitability Screening is to identify medical, dental, educational and potential duty-limiting conditions or requirements of both service and family members. Completing a screening will ensure that both the family and service member are qualified for overseas, operational duty, and remote duty assignments. For the best medical care or education, sometimes an overseas tour is not in the service or family member’s best interest.

Prior to scheduling an OSS appointment please ensure the following:

Active Duty
- Periodic Health Assessment and Flight Physical (if applicable) are up to date
- Dental classification 1 or 2 (dental classes 3 and 4 are non-deployable)
- For females, pap smear needs to be current within one year, with normal results
- Females 40 years or older require a mammogram

Dependents
- For children a well-child visit needs to be current within a year of transferring date
- For females a pap smear needs to be current within two years of transferring date
- Females 40 years or older require a current mammogram
- If dependents are seen by a civilian provider, patient needs to provide a copy of the last annual exam, current copy of immunizations, results of last pap smear, last mammogram results (only if dependent is 40 years or older) and notification stating there are no medical or mental health concerns that require mandatory Exceptional Family Member Program enrollment
- If dependents are currently enrolled in the EFMP program, enrollment must be current within the last 3 years
10.7 Worship Services & Support

The Department of Pastoral Care facilitates spiritual support, counsel and ecclesiastical ministry for patients, their family members and for staff members of the hospital.

The chapel is a space for prayer and meditation for all, and is open 24 hours a day. The schedule of worship services is listed below.

Belvoir hospital chaplains serve in a variety of faith traditions. If the services listed below do not include your faith tradition, please contact chaplain staff to assist in meeting specific religious needs.

To schedule an event in the chapel, or to make an appointment with a chaplain, call 571.231.4178 or visit the chapel.
10.8 Fitness Facilities – Body Wellness

Fort Belvoir has a vast selection of recreation and fitness options to choose from. Modern fitness centers offer a pleasant atmosphere to help stick to a personal workout program. MWR also maintains tennis courts, softball fields and a running track at Pullen Field. Runners will enjoy choosing from any of the running trails with a variety of distances on Fort Belvoir’s North and South Post.

**Graves Fitness Center**
2116 Abbot Road
Fort Belvoir, VA 22060

**Phone**
703.806.5368

**The Body Shop**
1023 12th Street
Fort Belvoir, VA 22060

**Phone**
703.806.3100

**Kawamura Human Performance Center**
9250 Gunston Road
Fort Belvoir, VA 22060

**Phone**
703.806.4655

**Specker Field House**
1182 12th Street
Fort Belvoir, VA 22060

**Phone**
703.806.5368

**Wells Field House**
1810 Goethals Road
Fort Belvoir, VA 22060

**Phone**
703.806.5093
11.1 Emergency Services

Patients must go to the ER if they believe that they are having life-threatening emergencies, such as a heart attack, serious head injury, stroke, severe pain, or bleeding.

**What is considered an Emergency?**

An emergency condition is one that can permanently impair or endanger the life of an individual. Some examples of conditions that require emergency medical care include:

- Severe chest pain or difficulty breathing
- Compound fracture (bone protrudes through skin)
- Convulsions, seizures or loss of consciousness
- Fever in newborn (less than 3 months old)
- Heavy, uncontrollable bleeding
- Deep knife wounds or gunshot wounds
- Moderate to severe burns
- Poisoning
- Serious head, neck or back injury
- Pregnancy-related problems
- Severe abdominal pain
- (Signs of) Heart attack (i.e., chest pain lasting longer than two minutes)
- (Signs of) Stroke (e.g., loss of vision, sudden numbness, weakness, slurred speech, or confusion)
- Suicidal or homicidal feelings
11.2 Urgent Care

When you have a problem, do not wait too long to get medical care. If your problem is not life threatening or risking disability, but you are concerned and you cannot see your doctor soon enough, go to an urgent care clinic.

The kinds of problems an urgent care clinic can deal with include:

- Common illnesses, such as colds, the flu, earaches, sore throats, migraines, low-grade fevers, and limited rashes
- Minor injuries, such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries

If You Are Not Sure, Talk to Someone

You may call your medical home during duty hours and talk to your team nurse or call the Nurse Advice Line if your medical home is closed and you believe that you are sick and need to see a provider urgently. You must call 911 or go to the nearest Emergency Room if you believe that your condition is a medical emergency. The dedicated staff at Belvoir Hospital Emergency Department will see patients with urgent care medical needs, when the clinic is closed, to ensure timely quality care. You are encouraged to contact your medical home during duty hours if you need a same day appointment.
12.0 Nurse Advice Line

12.1 TRICARE Nurse Advice Line

You may contact the TRICARE Nurse Advice Line at 1.800.TRICARE (874.2273), Option 1.

Talk to a registered nurse who can:

- Answer your urgent care questions and medical inquiry. Urgent care is not the same as emergency care. You’ll need urgent care to treat a condition that doesn’t threaten life, limb or eyesight, but needs attention before it becomes a serious risk to health. (i.e. high fever, sprained ankle). You’ll make a “same day” appointment with your primary care physician, family doctor or urgent care clinic for urgent care services or questions
- Give you healthcare advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

If you have an emergency, call 911 or go to the emergency room.

Do you have a sick child?

- You can talk to nurses with specialized pediatrics training
- We will call you back after a few hours to check on your child
- If you still need an appointment, we can help

If you have other health insurance and visit an Urgent Care Clinic or ER.

You can call us for help. But if you need to see a doctor, remember:

- You must follow the rules of your other health insurance plan first
- Your other health insurance is the primary payer
- If we help you find a doctor, make sure they’re in your other plan’s network or your care may not be covered
13.1 TRICARE Online Patient Portal

**Appointments**
- Make, change, and cancel military hospital or clinic PCM and select self-referral appointments
- View future and past appointments
- Set up email and text reminders

**Blue Button**
- Securely view, download, print or share Personal Health Data such as lab results, radiology results, medication profile allergy profile, encounters, problem lists, immunizations, and vital signs
- View immunizations for your family members under the age of 12

**Prescription Refills**
- Refill your prescriptions for military hospital or clinic pick-up
- Check your prescription status
- Access the TRICARE Mail Order Pharmacy

**Secure Messaging**
- Communicate securely with the healthcare team
13.2 Secure Messaging

- Provides standard and customizable templates for patients to communicate securely with their health care team about chronic and minor medical issues, prescription renewals, appointment scheduling requests and notification of test results
- Provides the health care team the ability to send broadcast messages for patient education and clinic administrative notifications
- Allows the patient to access a large, peer reviewed patient education library
- Allows the patient to record medical history in his / her personal health record and grant access to the health care team
14.1 Red Cross

Through the American Red Cross Hospital Outreach Program, we are able to provide volunteer and material support to America’s wounded, ill and injured service members, veterans and their families.

**Volunteer**

You can help! Serve your country through a gift of yourself – become a Red Cross Volunteer at the Fort Belvoir Community Hospital. Here you will find an outlet for your available time, interests, and talents. Your niche is waiting for you.

Your preferences and the hospital’s needs are considered in assigning you a position. The Red Cross will provide training to help you feel comfortable in your new role.

To begin the volunteer process, please click here. Please note that a background check and medical clearance are required.
New Patient Orientation

Click the image below to view information for upcoming or most recent New Patient Orientation. (Internet access required)

Patient Relations
fbch.capmed.mil/patients/advocacy.aspx
Click the directory image below to view an alphabetical directory of hospital clinics, departments and offices. (Internet access required)
Click map to view in high resolution. (Internet access required)
Click map to view in high resolution. (Internet access required)

NCR Facilities

capmed.mil/CapMedServices/SitePages/NCRLocations.aspx
19.1 Frequently Asked Questions

What is the phone number to the hospital information desk?
Information: 571.231.FBCH (3224), TTY: 571.231.1799
Appointments: 855.227.6331

What are Advance Directives?
Advance Directives are legal documents which permit you to appoint another to act on your behalf when you are ill or cannot make decisions for yourself. Due to various laws and regional preferences, the same document may have a different title elsewhere.

Types of Advance Directives: Healthcare / Medical Powers of Attorney, note there are other types Powers of Attorney, and Living Wills.

Can I get a new ID card at the hospital?
Please contact the identification card and DEERS Enrollment department on Fort Belvoir at:

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>5815 20th Street</td>
<td>703.805.5578</td>
<td>Monday-Friday, 8 a.m. to 4 p.m.</td>
</tr>
<tr>
<td>Fort Belvoir, VA 22060</td>
<td>703.805.5573</td>
<td>Must be in by 3:45 for processing</td>
</tr>
</tbody>
</table>

belvoir.army.mil/dhr/idcard.aspx

Where do I get information on staying well, losing weight etc.?
See TRICARE Health and Wellness site and discuss specific questions and / or concerns with your medical home team.

hnfs.com/content/hnfs/home/tn/bene/wellness.html

- continued next page
Where do I go for information if I want to stop smoking?
To register with Public Health for the Tobacco Cessation Program call 571.231.QUIT (7848). Provider referrals can be sent to Public Health Nursing. Click to see the Tobacco Cessation Flyer for more detailed information.

TRICARE is dedicated to helping you quit tobacco and live a healthier life! Call the TRICARE North Region Quitline toll-free at 866.459.8766. This resource is available 24 hours a day, seven days a week where you can:
- Speak with a trained tobacco cessation coach
- Get a customized quit plan
- Request educational materials

tricare.mil/HealthWellness/Tobacco

Does the hospital have OB classes?
Contact Women’s Health at 571.231.3442 or Family Medicine at 571.231.1803 for information about OB classes.

Do you have diabetes classes?
Contact Endocrinology at 571.231.1403 for information about diabetes classes.

How do I get a mammogram?
To self-refer, call 571.231.3224, Option 3, then Option 4, to schedule a routine mammogram screening. Please bring the correct spelling of your doctor’s first and last name when you come to the hospital for the appointment. Please see your PCM if you are having breast pain or other breast problems.
19.0
Frequently Asked Questions

What are the hours for Primary Care?
Family Medicine hours of operation are 7:30 a.m. to 8 p.m., Monday-Thursday and 7:30 a.m. to 4:30 p.m., Fridays. The clinic is closed Weekends and Federal Holidays.

Pediatrics and Internal Medicine hours of operation are 7:30 a.m. to 4:30 p.m., Monday-Friday, and closed Weekends and Federal Holidays.

How do I change my PCM?
There are three ways to change your PCM through TRICARE:
1) Call the North regional contractor Health Net at 1.800.TRICARE (874.2273) for the quickest, most convenient way to change your PCM.
2) Submit your change through the online Beneficiary Web Enrollment (BWE). The change will take effect six business days from the time the request was submitted.
3) Complete a TRICARE Prime Enrollment and PCM change form with the new provider’s name and location.

How do I get a same day appointment?
The best way to make a same day appointment is to call your clinic. You can also schedule appointments online with the TOL Patient Portal.

How do I get a walk-in appointment?
All patient appointments need to be scheduled. Please call the clinic to obtain a same day / acute appointment. The clinic schedule ensures that there are several acute appointments available each day for unexpected illnesses.

Note: If you walk-in for an appointment, you will be given the next available appointment time, which could be several hours later.
Can I bring children to my appointment?
Please contact your clinic before bringing children when it is not their appointment. The answer may be based on the scheduled appointment type and patient safety.

What do I do if there are no acute appointments remaining in the clinic and I need to be seen for an acute illness?
We will make all attempts to accommodate acute issues. If we are unable to see you, call the Nurse Advise Line at 1.800.TRICARE (874.2273), Option 1.

What options do we have for medical care when the clinic is closed?
If it is after hours or you are not sure if you need to see a doctor, call TRICARE's Nurse Advise Line at 1.800.TRICARE (874.2273) and select Option 1, 24 hours a day, 7 days a week. If an urgent care visit is required, you must receive a referral from the clinic or Nurse Advice Line prior to your visit. In the event of an emergency you should report to the Emergency Department or call 911.

How do I renew my medications?
To refill your prescription you can call, come by the clinic to place a request, or contact your provider via TRICARE Online Patient Portal Secure Messaging. We will fill your prescription within 72 hours (3 business days). If your prescription is expired, you will need a new prescription. You can come in or call the clinic for renewal of your medications also. The staff will let you know if you need an appointment or whether this can be handled without being seen.

Request Pharmacy Refills Online
How do I get test results?
You may request and receive most test results, medication refills, and other information from your provider through the TOL Patient Portal. TOL is the current secure patient portal for you to access online healthcare information and services at military hospitals and clinics.

How do I obtain a copy of my medical records?
You may request copies of your medical records by completing a DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) and submitting it by mail, fax, or by visiting Medical Records reception, located in Oaks Pavilion, Lower Level, Room OL.400, during normal hours of operation, Weekdays, 7 a.m. to 5 p.m.

How do I get information from another Military Treatment Facility or civilian hospital to my local medical record?
For continuation of care within Fort Belvoir Community Hospital, Medical Records will retrieve records from a civilian hospital or another MTF at your request. You may request copies of your medical records by completing a DD Form 2870. Once these records arrive you will be contacted and the documents will be filed into your outpatient record. All information filed into outpatient records become property of the Department of Defense.

How do I share my concerns or compliments?
Contact Fort Belvoir Community Hospital Patient Relations at 571.231.4141. Patient Relations, located in Oaks Pavilion, Floor 1, Room O1.202, is open during normal hospital business hours, Weekdays, 7:30 a.m. to 4 p.m. They can also be reached by email at dha.belvoir.ncr-medical.mbx.fbch-patient-relations@mail.mil. We also encourage feedback through the Vital Signs program in the hospital.
How do I obtain TRICARE Information if I get a bill from a network doctor? Visit Member Services in Oaks Pavilion, Room O1.328 or call 571.231.4126.

What is HEDIS?
Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by more than 90 percent of America’s health plans to measure performance on important dimensions of care and service. Because so many plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an “apples-to-apples” basis. Health plans also use HEDIS results themselves to see where they need to focus their improvement efforts. HEDIS measures address a broad range of important health issues including:

- Asthma Medication Use
- Comprehensive Diabetes Care
- Breast Cancer Screening
- Antidepressant Medication Management
- Childhood and Adolescent Immunization Status
- Colon Cancer Screening

See our Performance Reports and how Belvoir Hospital is committed to providing each beneficiary with an outstanding patient experience through safe, quality, and compassionate care.