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REYNOLDS

Army Community Hospital

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*Named in Honor of Charles Ransom Reynolds
Surgeon General June 1935 – May 1939*

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WELCOME TO REYNOLDS ARMY COMMUNITY HOSPITAL



We, the military and civilian medical and support staff at Reynolds, are always striving to provide you and your family the best healthcare available. The hospital staff and I look forward to assisting you and ensuring the care you receive is of the highest quality. We are pleased to serve you and will do our very best to ensure all your experiences with us are good ones!

This health care guide is to familiarize you with the hospital. In it you will find important information about services offered, hours of operation and contact information for our health clinics and programs. We're proud of each of these!

If there is anything we can do to improve your healthcare experience, please contact the Patient Advocate's Office by calling (580) 458-2389/2503 or E-mail us at www.rach.sill.amedd.army.mil.

For your convenience our TRICARE Service Center (TSC) operates as a one-stop shop. There you can enroll in TRICARE, check on a referral and speak to an expert about your health care benefits. The TSC is located near the south entrance of the hospital; hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. To learn more about TRICARE services, plans and programs please see Chapter eight.

A special 'thank you' to everyone in uniform who is defending our country and to all the veterans who have given so much to our nation. We also thank the families who support all of you.

Ellen E. Forster
COL, U.S. Army



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OUR MISSION

To deliver quality health care services while maintaining a high state of readiness in a workplace of excellence and safety.

OUR VISION

The Premier Federal Model of a community healthcare system adaptable to the Future Force.

HIPAA STATEMENT

“In order to comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and out of respect for our patients and their families, I am unable to release any information at this time.”



Chapter 1



PRIMARY CARE SERVICES

Primary Care Services are composed of clinics that provide comprehensive medical care. All clinics operate under the daily hours of 7:30 a.m. to 4:30 p.m., Monday through Friday unless noted otherwise. The clinic's healthcare focus is:

- Acute problems
- Routine care
- Preventive health services
- Women's health services
- School and sports physicals
- Immunizations
- Periodic/special physicals for active-duty
- Minor surgical procedures

APPOINTMENT SYSTEM

To make an appointment in Primary Care please call the Central Appointments line at 458-2000 from 7 a.m. to 4 p.m., Monday through Friday.

The primary care team consists of physicians, physician assistants, nurse practitioners, nurses and administrative staff. Your Primary Care Manager (PCM) will be located in one of the five following clinics:

Family Practice Clinics 1 and 2:

Family Practice Clinics are designed for patients of all ages.



Internal Medicine Clinic:

The Internal Medicine Clinic is designed for patients 18 and older. Internal Medicine also takes referrals from other physicians to evaluate patients and/or perform selected procedures such as EKGs, treadmills and holter monitors.

Fires Center Clinic:

The Fires Center Clinic Provides Soldier Centered Care to soldiers of 75th Fires Brigade, 214th Fires Brigade and 31st ADA Brigade. The clinic is staffed and operated by medical assets assigned to those units. Sick call starts at 5:30 a.m., Monday through Friday. After being triaged by their unit medics, patients will report to the Fires Center Clinic with a status of **Red**—report to the clinic immediately, **Amber**—report to the clinic at 7:30 a.m., or **Green**—call Central Appointments at 458-2000 to schedule a routine appointment.

Pediatrics:

The Pediatric Clinic is designed for patients from birth to 16 years of age. The Pediatric Clinic accepts referrals from other physicians to evaluate patients and/or perform selected procedures. Pediatrics also has an asthma clinic. The goal of the asthma clinic is to help educate children and parents on the symptoms, trigger avoidance and proper use of inhalers and spacers.

Additional Services in Primary Care

Allergy and Immunization Clinic:

Immunizations are available on a walk-in basis 7:30 a.m. to 4:30 p.m., Monday through Friday. Whenever an immunization is given, the patient must be observed for 15 minutes before they are released. Therefore the last immunization will be administered at 4:15 p.m. Flu shots will be issued when the vaccine becomes available. Patients are asked to bring their yellow shot record and ID card.



Allergy shots are administered only to beneficiaries whose PCM is at Reynolds. Walk-in services are on Monday mornings, Tuesday afternoons, all day on Wednesday, Thursday mornings and Friday afternoons only. As with immunizations, the patient must be observed for 15 minutes after administration of an allergy shot.

Schools age shots are typically given from the middle of June to the middle of August. The child's shot records and/or any documentation of shots/immunizations is required. The child's medical record is not required.

Exceptional Family Member Program (EFMP):

EFMP is a mandatory enrollment program for Active Duty families with special medical needs. The EFMP program was designed so that branch assignment managers would be aware when a Soldier had a family member with special needs. Special needs include physical, emotional, developmental, intellectual or chronic medical

problems. EFMP files need to be updated and validated every three years. A nine minute video highlighting the EFMP program is available at <http://www.myarmylifetoo.com>. Select EFMP at the drop down arrow. For more information call 458-3460.

Population Health Clinic (PHC):

The PHC is staffed by credentialed clinical pharmacists and a registered nurse. The PHC is designed to have a positive impact on patient outcomes by educating patients and providers, monitoring medications and providing cost-effective therapy. Patients are referred by their PCM for education and/or management by the Clinical Pharmacist in the following areas: anticoagulation, asthma, diabetes, high cholesterol and high blood pressure. Patients using 10 or more medications (prescription, over-the-counter, herbal or vitamins) can request a referral for a medication review. The clinic is open 8 a.m. to 4 p.m., Monday through Friday. For assistance call 458-3142.

TRICARE ONLINE

TRICARE Online (TOL) is a Department of Defense web based tool that allows TRICARE Prime and Plus beneficiaries the option to book same day and follow-up appointments with their primary care manager (PCM) through the internet. It also provides access to an on-line drug interaction checker, a tool to create a personal journal and access to valuable TRICARE related information.

TRICARE Online is available to all beneficiaries who are enrolled to RACH. Beneficiaries can access appointments anytime, anywhere, securely, privately, from any laptop or personal computer.

To get started go to www.tricareonline.com and follow the easy on-line instructions to register. Once logged in, click on "appointments" and schedule an appointment with your PCM.



Chapter 2



SOLDIER MEDICINE

SGT David B. Bleak Troop Medical Clinic (TMC):

The TMC provides healthcare for Initial Entry Training Soldiers starting at 7 a.m., Monday through Saturday. Care for Advanced Individual Training Soldiers, Marines, students of the Basic Officer Leadership Course and Warrior Transition Course starts at 6:30 a.m. The TMC is open on all holidays except Christmas Day and New Years Day. The TMC is closed on Sunday. The clinic is located in Building 6039 and staff can be reached at 442-5566.

Medical Soldier Readiness Processing (SRP):

The SRP site provides Pre-Deployment Health Assessment (PDHA), Post-Deployment Health Assessment, Post-Deployment Health Reassessment (PDHRA) and the annual Periodic Health Assessment (PHA) services. Unit PHA's, PDHA's and PDHRA's require advanced scheduling, call 442-1007. Walk-ins are seen 7:30 to 8 a.m., Monday through Friday. The SRP site is located in the basement of Building 4700. For additional information please call 442-0006.

Mobilization & Deployment Medicine Clinic (MDMC):

This clinic provides health care services, mobilization/pre- and de-mobilization screening to Reserve Component and National Guard. Soldiers may walk-in for health care problems 7 to 7:30 a.m., Monday through Friday. The clinic is located in the Hospital. For questions please call 458-2244.

CHAPTER 2: SOLDIER MEDICINE



requiring greater than six months or more of treatment or rehabilitation. Fort Sill's WTU is located in Building 3709. For assistance call 442-2140.

Emergency Room (ER) Services:

The ER is designed and staffed to provide emergency medical care and is open 24 hours a day, seven days a week. The ER is not a substitute for Sick Call or routine health care needs. Patients are encouraged to call Central Appointment System (CAS), 458-2000; to schedule a same day appointment with their PCM for non-emergent conditions.

One Station Training OST:

OST is the initial medical screening/immunization site for all initial entry Soldiers arriving at Fort Sill. For assistance call 442-6876.

Physical Exams/Aviation Health Care:

Aviation health care is conducted at the Physical Exam Clinic along with multiple types of military physicals, i.e., periodic, retirement, separation, etc. Phase 1 and 2 of a physical can be scheduled by calling 458-2228 1 to 3 p.m., Monday through Wednesday and Friday. Phase 1 information sheets may be picked up at the clinic. Physicals are for all military components: Active Duty, National Guard and Army Reserves.

Wounded Soldier
and Family Hotline - 1-800-984-8523
Overseas DSN - 312-328-0002
Stateside DSN - 328-0002

Warrior Transition Unit (WTU):

The Warrior Transition Unit is for Active or Reserve Component Soldiers who meet the qualifications for Medical Hold, Medical Holdover, or Active Duty Medical Extension. It also includes Active Component Soldiers who require a Medical Evaluation Board (MEB) or have complex medical needs

EMERGENCY DEFINED

Emergency: 911

Emergency Room: 458-2770/2772

An emergency is defined as a condition or injury that would lead a person to believe that the absence of immediate medical attention could result in a threat to his/her life, limb, or sight. We recognize that a person may not know whether their condition or their child's condition is emergent and urge patients to call the ER at 458-2770 for assistance.





Chapter 3



SPECIALTY CARE SERVICES

Initial access to specialty care service requires a referral or provider order (see question four in Chapter 10). To schedule a follow-up appointment call Central Appointments at 458-2000.

All clinics are open 7:30 a.m. to 4:30 p.m. unless otherwise noted.

Audiology Clinic:

Soldiers in need of a hearing test should coordinate with their unit Hearing Conservation Officer to schedule an appointment. Results are provided on a same day basis. Routine audiology testing is available on a referral basis.

Physical Therapy Clinic:

The Physical Therapy Clinic provides the following services: rehabilitation, pre and post operative physical therapy and therapeutic evaluation.

Chiropractic Clinic:

Chiropractic services are limited to Active Duty Soldiers only, by mandate from the Department of Defense. The clinic is located on the first floor by the west entrance, inside the Physical Therapy Clinic.

CHAPTER 3: SPECIALTY CARE SERVICES

General Surgery Clinic:

The General Surgery Clinic provides comprehensive care, pre-operative evaluation, operative and post-operative care, for a number of disease processes to include but not limited to breast disorders, endocrine disorders, abdominal disorders, hernias, pancreatic disorders, pediatric surgery and surgical endoscopy.

Same Day Surgery:

This unit offers services to all patients referred by specialty care clinics. Same Day Surgery provides pre-operative teaching and after surgery instructions, post-anesthesia care and discharge teaching. Clinic hours are 6 a.m. to 6:30 p.m., Monday through Friday. For questions call 458-3400.

Dermatology Clinic:

This clinic offers full medical and surgical dermatologic services and provides diagnosis and treatment for both malignant and non-malignant conditions of the skin. Telemedicine practice is available in this clinic. Teledermatology, a form of telemedicine, improves patient's access to dermatology services and eliminates delays in receiving care by the use of special computers and cameras.



Neurology Clinic:

The neurology clinic provides comprehensive, non-surgical treatment of diseases and disorders of the central and peripheral systems, EEG's are performed in this clinic.

Sleep Disorders Clinic: This clinic evaluates and provides diagnosis and treatment of patients referred by their PCM for sleep disorders. Patients attend a group clinic to obtain information on the sleep study and be screened by the physician prior to scheduling the study. Follow-up services for patients previously diagnosed with sleep disorders are also provided by the clinic. For more information call the sleep lab, located in the Internal Medicine

Urology Clinic:

The Urology Clinic provides comprehensive examination, diagnosis and treatment of urologic conditions.

Sleep Disorders Clinic:

This clinic evaluates and provides diagnosis and treatment of patients referred by their PCM for sleep disorders. Follow-up services for patients previously diagnosed with sleep disorders are also provided by the clinic. The Sleep Clinic is located within the Internal Medicine Clinic and can be reached by calling 458-3554.



OB/GYN Clinic:

This clinic provides family-centered care for pregnant moms and comprehensive women's healthcare services. Patients may walk-in for complimentary pregnancy tests during clinic hours from 7:30 a.m. to noon and 1 to 4 p.m. GYN appointments are by referral only.

Occupational Therapy Clinic:

Occupational therapy is a rehabilitative service encompassing screening, evaluating, treatment and education of persons who suffer from orthopedic problems, neurological conditions and physical or psychological dysfunction relating to general and surgical conditions. Services include clinical assessment and treatment, life skills training and therapeutic exercise. Walk-ins are seen as schedules permit.

Ophthalmology Clinic:

This service provides a broad spectrum of eye care and surgical procedures. When complex or unusually serious eye diseases are encountered, the Ophthalmologist works with TRICARE sub-specialists located in Oklahoma City to provide the best care possible for our patients.

Optometry Clinic:

Active Duty Soldiers can self-refer for routine eye exams by calling 458-2000 or walking into the clinic. Glasses take two to four weeks to produce. This clinic does not provide initial fittings for contact lenses but will renew contact lens prescriptions. Corrective laser surgery is not offered at Reynolds; however, Active Duty may obtain information at this clinic about the Army's Refractive Surgery Initiative. Information about self-referral to a network optometrist for family members and retirees can be obtained at the clinic or the TRICARE Service Center.

Oral Surgery:

The Oral Surgery Clinic provides surgical correction of developmental jaw deformities for Active Duty Soldiers. Surgeries include but are not limited to head and neck trauma management, facial reconstruction, dental and facial implants.

Orthopedics/Podiatry/ Physical Medicine Clinic:

This clinic provides care for routine orthopedics, general podiatry, physical medicine, chronic pain management, rehabilitation, sports medicine, casting, acute trauma and emergencies. The Orthopedics/Podiatry/Physical Medicine Clinic also provides operative care for knees, shoulders, hands and feet, hips, soft tissue and orthopedic injuries.

Otolaryngology/Head and Neck (ENT):

This service provides medical and surgical treatment for patients with diseases and disorders of the ear, nose, throat and related structures of the head and neck. The Otolaryngologist's special skills include diagnosing and managing diseases of the sinuses, larynx (voice box) oral cavity and upper pharynx (mouth and throat) as well as structures of the neck and face, such as the thyroid and parathyroid glands. Facial reconstructive surgery and the repair of facial bone structures are also performed.





Chapter 4



ANCILLARY CARE SERVICES

Pharmacy:

The Pharmacy provides comprehensive pharmaceutical services to all eligible inpatients and outpatients. There are two facilities that dispense medications to our patients: The Main Pharmacy is located just inside the hospital's clinic entrance and the Refill Pharmacy or "Pharmissary," is located adjacent to the Fort Sill Commissary. Only prescription refills are dispensed at the Pharmissary. The Main Pharmacy is open from 8 a.m. to 6 p.m., Monday through Friday and 9 a.m. to 1 p.m., Saturday. The Pharmissary is open 9 a.m. to 6 p.m., weekdays.

Prescription refills for either Pharmacy can be phoned in by dialing 458-2442/2443. Refills called in by 7 a.m. and they will be ready the same day after 11 a.m. Refills called in after 7 a.m. will be ready after 11 a.m. the next day. Hand-written prescriptions from network providers can be filled at the Pharmissary.

A list of medications carried by the Pharmacy can be found online by logging onto www.rach.sill.amedd.army.mil and clicking "Drug List." To speak with a pharmacy representative at the Main or Refill Pharmacy, please call 458-2442/2443.



Radiology:

Radiology provides routine X-rays and examinations as ordered by a provider. The following examinations are conducted by appointment only: MRI, CT Scans, Mammograms and Ultrasounds. Call 458-2780 for assistance.

Respiratory Therapy/ Pulmonary Function Testing:

The Respiratory Therapy Clinic provides several types of tests including Pulmonary Function Tests (PFT), exercise challenge tests, home oxygen studies and saturation studies. Call 458-2642/2643 for assistance.

Community Health Nursing, Preventive Medicine:

The Community Health Nursing, Preventive Medicine, conducts many regular classes on an “as needed” basis including reproductive health, tobacco cessation, men’s health, personal hygiene and classes for hot and cold weather injuries. All classes are open to Soldiers and their families. Soldier appointments and classes can be arranged by calling 442-2061.

Pathology:

Pathology includes a full-service laboratory. The laboratory operates seven days a



week, 24 hours a day with limited service during non-duty hours. Clinical lab services include hematology, coagulation, blood gas analysis, urine analysis, chemistry, microbiology, serology and transfusion services. Call 458-2835 for assistance.

Specimen Collection:

Located in the clinic mall, this service is a satellite of Pathology. In-house providers submit lab orders electronically; Network providers hand write orders and patients bring the request to the lab. Patients must contact the ordering provider for test results. The lab is open 7 a.m. to 4:30 p.m., Monday through Friday. For questions call 458-2305.





Chapter 5



BEHAVIORAL HEALTH AND CHAPLAIN SERVICES

Community Mental Health Services (CMHS):

CMHS provides services to Active Duty service members only. This includes members of the National Guard and Reserve who are in an active status. Soldiers can self-refer to this clinic. CMHS specializes in treating combat-related symptoms such as sleep, mood and sexual dysfunction. Various assessment and psychotherapeutic interventions are available. CMHS is located in Building 2442 and can be reached at 442-4832/4833/4351.

Family Mental Health Services (FMHS):

Spouses and children of Active Duty service members are eligible for full mental health services. Patients must be referred by a PCM. Psychiatric medication management, individual therapy, play therapy, group therapy and bio-feedback are available. FMHS is located in Building 2442 and staff can be reached at 442-4832/4833/4351.

Social Work Services (SWS):

SWS offers services that promote healthy families and relationships. Soldiers, retirees and family members can self-refer to this clinic for individual, marital and family counseling. Anger management, relationship enhancement, conflict resolution and parenting skill groups are available on a limited basis. SWS provides comprehensive services for individuals

CHAPTER 5: BEHAVIORAL HEALTH AND CHAPLAIN SERVICES

and families referred to the Army Family Advocacy Program. SWS is located on the third floor of Reynolds and is open 7:30 a.m. to 4:30 p.m., Monday through Friday. For information call 458-3600.

Care Managers:

The care manager is a licensed clinical social worker and a first line help agent for Soldiers and their families. The care manager assists those about to deploy, those who have deployed and the families of deployed Soldiers. In addition to screening Soldiers and directing the level of care, care managers perform crisis intervention and assist the Chaplain at reunion briefings. Hours are 7:30 a.m. to 4:30 p.m., Monday through Friday on a referral or walk-in basis. Care managers are available to speak to Family Readiness Groups and/or individual units after hours. The care managers are located with SWS on the Third Floor of the hospital. For more information call 458-2393/2395/3603.

Army Substance Abuse Program (ASAP):

The ASAP Clinic is located on Koehler Loop Road in Building 3445. Drug and substance abuse counseling and treatment are available for Active Duty service

members only. Self-referrals and Command referrals require an Army Substance Abuse Program (ASAP) Enrollment form, DA Form 8003. Walk-ins are accepted during clinic hours on an emergency basis. Appointments start at 8 a.m. The type of treatment is determined on a case-by-case basis. Soldiers and civilians needing a urinalysis or a drug screen report to the Post ASAP in Building 2777. ASAP provides education programs for new commands and new soldiers including prevention education. Hours of operation are 7:30 a.m. to 4:30 p.m., Monday through Friday. For more information please call 442-4205/6069.

Chaplain Services:

The Chaplain and Pastoral Care are available 24 hours a day to in-patients, soldiers and their loved ones. Protestant worship is held in the Chapel at 11:45 a.m., Tuesday. The Chapel and adjoining Meditation Room are open 24 hours a day. The Chapel is located near the south entrance of Reynolds. All denominations are welcome. The Chaplain's office may be reached by calling 458-2615/2616. After 5:30 p.m. the chaplain on call can be reached by calling the Staff Duty Officer at 458-2800.





Chapter 6



INPATIENT SERVICES

2 West:

2 West is a 24 hour Medical/Surgical/Pediatric Ward. The visiting hours are 10 a.m. to 8 p.m., daily. Visitors must first check in at the Nurses' station. The phone number is 458-2605.

Intensive Care Unit (ICU):

The ICU is for pediatric and adult care for those with complex medical/surgical needs. The visiting hours are from 10 a.m. to 8 p.m., daily. Visitors must first check in at the Nurses' station before visiting the ICU. The phone number is 458-2600.

Clinical Dietetics Branch:

Clinical Dietetics provides inpatient nutrition screening for all patients, medical nutrition therapy by a registered dietitian for patients at high nutritional risk, nutrition education and meal services. The phone number is 458-2823.

MATERNAL CHILD UNIT

The Maternal Child Unit (MCU) offers 16 Labor, Delivery, Recovery and Post-Partum (LDRP) Suites. This style of obstetrical care allows the patient to labor, deliver, recover and room-in, all in the same area.

MCU FREE prenatal classes are offered Tuesday, 5:30 to 7 p.m.

Prenatal Class I: An overview of the childbirth process to include anatomy, physiology, plan of care and phases of labor.

Prenatal Class II: Obstetrician/Anesthesia Services.

Prenatal Class III: Helps prepare moms for early stages of labor. Couples bring pillows and a blanket to do practical exercises on the floor.

Prenatal Class IV: Postpartum, length of stay, self care for mom and baby and infant security.

The Breastfeeding Class is offered 5:30 to 7 p.m., the third Thursday of the month.

Sibling Classes are offered 5:30 to 7 p.m., the first and second Thursday of the month. Call 458-2662 to schedule classes.

RACH is committed to providing outstanding, family-centered and safe maternity care for all of our patients. Our providers understand the unique needs of military families, especially in today's climate of increasing deployments. We have highly trained, dedicated professional staff who is **"Proudly Delivering America's Future."**

The MCU visiting hours are 10 a.m. to 8 p.m., daily. Fathers, or support persons, may stay 24 hours. Visitors must first check-in at the Nurses' station before visiting the MCU. The phone number is 458-2662.





Chapter 7



ADMINISTRATIVE SERVICES

TRICARE Services Center (TSC):

TSC offers walk-in service for assistance and information on the following:

- TRICARE programs
- Medical Claims Payment
- Benefits
- Referral Assistance
- Eligibility questions
- PCM changes
- Enrollment
- Pre-authorizations

TSC is located on the first floor at the south entrance of the hospital. The hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. For any questions call (800) 444-5445.

Beneficiary Counseling Assistance Coordinators (BCAC) and Debt Collection Services:

BCAC's support beneficiaries by providing information and assisting with enrollment, claims processing, eligibility queries and travel entitlement. They provide TRICARE briefings and serve as the point of contact for debt collection cases. Staff is located at the south entrance next to the TRICARE offices. Call 458-2483/3161 for assistance.



Medical Correspondence/
Release of Information:

This office assists patients who need copies of their medical information. Patients must present an ID card and complete the release form. If the requestor is someone other than the patient, a medical power of attorney will be needed. The office is located in room 1H130 near the main entrance to the hospital. Contact staff at 458-2103 or fax to (580) 458-2756.

Patient Affairs Branch:

Patient Affairs is responsible for processing all medical boards for Soldiers whose military career has been interrupted by an injury or illness. They arrange fit-for-duty physicals for all Guard Soldiers as well as line of duty preparation for Soldiers who

acquire an injury while on Active Duty. Soldiers placed on Temporary Disability Retirement List (TDRL) are scheduled for appointments and processed through Patient Affairs. Hours are 7:30 a.m. to 4:30 p.m. For assistance call 458-3149/2747/2746. Patient Affairs Branch and the Chief of Patient Administration Division are located on 3rd floor of the hospital.

Medical Evaluation Board (MEB):

Your primary care doctor recommends possible medical board evaluation. The soldier is referred to and evaluated by the Medical Board Physician who initiates a permanent profile as necessary. After the profile is issued, the Soldier reports to Patient Affairs, Medical Board Section where a briefing and appointments for



Phase I and Phase II of a physical exam are scheduled. A medical board packet is prepared by the Soldier's command and submitted to the Medical Board Section within seven days. The Soldier's packet is forwarded to the Physical Evaluation Board for a final decision. Once results are received, the Soldier is counseled on his/her elective options. Medical Boards Office is located on the third floor of the hospital. For assistance call 458-3149/3468/2748/2322.

Outpatient Records:

Clinics use electronic medical records. However, at the request of a provider, paper records are pulled and given to the clinic prior to appointment. Soldiers must bring a copy of their orders to Outpatient Records when clearing for a permanent

change in duty. Records are no longer hand-carried and will be mailed to the new Military Treatment Facility except when the Soldier is going out of country. Hours are 7 a.m. to 4:30 p.m., Monday through Friday. Call 458-2101/2105 for assistance.

TRICARE ONLINE

Register at
www.tricareonline.com

- Immediate access and convenience
- Read all the latest information you need to stay healthy
- Schedule routine and follow-up appointments with your PCM using any laptop or PC



Chapter 8



ADDITIONAL SERVICES

American Red Cross:

Volunteers are important members of the RACH Team. They serve in various areas of both the hospital and dental clinics. Individuals interested in volunteering should contact the American Red Cross at 458-2132/3052 or visit their office on 3-West. Some prerequisites for volunteering include a 3-hour orientation to the Red Cross and hospital, a health screening and completion of privacy training. In addition to an adult volunteer program, VolunTEENs (ages 14-18 years) provide service at RACH and other areas on post during the summer months.

Dental Sick Call:

The Hospital Dental Sick Call hours are 7:30 to 9 a.m., Monday through Friday. For questions or to schedule an appointment call 458-2710. Outlying clinics, Cowan and Allen, conduct Dental Sick Call hours are 7:30 to 9 a.m., Monday through Friday. The Cowan Dental Clinic phone number is 442-2991 and the Allen Dental Clinic phone number is 442-6106/5544.

Nutrition Division Classes:

The following classes are held in the Nutrition Outpatient Clinic on the third floor of the hospital. Attendance for the “WEIGH-TO-STAY” class is on an appointment basis only. All Active Duty service members are welcome to attend. The “DIABETES CLASS” is for patients with diabetes. Patients need to bring both a glucometer and a list of current medications to the class which is held the first and third Tuesday of every month at the Nutrition Outpatient Clinic.

The “CHOLESTEROL CLASS” is by appointment. Patients with high cholesterol or in need of cholesterol maintenance are encouraged to attend. For more information please call 458-2152/2825.



Dining Facility:

The Dining Facility is located on the first floor of the hospital. Hours of operation Monday through Friday are as follows: full service breakfast hours are 6 to 8 a.m. and continental breakfast hours are 8 to 10 a.m. Full service lunch is reserved for hospital staff and patients only, 11 a.m. to noon. Full service lunch is open to all customers noon to 1 p.m. The “Grab and Go” lunch hours are 11 a.m. to 2 p.m. and self-service is 1 to 3 p.m. Dinner is served 4 to 6 p.m. The Dining Facility is closed on weekends and Federal holidays.

Operation Wheels:

“Operation Wheels” is a unique service of the Armed Services YMCA and offers FREE TRANSPORTATION for necessary services such as medical appointments, dental appointments, SJA/legal appointments and commissary trips. Reservations must be made 24 hours in advance. Junior enlisted Soldiers and their family members have priority. Call 355-5520 for more information.

Women, Infant and Children (WIC) Program:

The WIC Program is a nutrition and education program based on income level and for children under the age of five. The office is located inside the Comanche County Health Department, 1010 South Sheridan Road, Lawton and is open 7 a.m. to 5 p.m., Monday through Friday. For assistance call 585-6625 or (800) 788-3628.

Patient Advocate Office:

The Patient Advocates assists patients and family members resolve their healthcare concerns, by serving as a liaison between the patient and staff. They also welcome compliments about any quality service you received. This helps Reynold’s Managers identify the good that our staff are doing

and ways to improve service as needed throughout the facility. You can contact the Patient Advocates at 458-2389/2503 or email at www.rach.sill.amedd.army.

Patient Rights and Responsibilities:

As a Patient, You have the right to:

- Quality care and treatment
- Considerate and respectful care
- Privacy and Confidentiality
- The identity and credentials of healthcare personnel
- An explanation of your care
- Be informed of Hospital rules and regulations
- To direct the extent of care you wish to receive
- Voice concern regarding your care
- Appropriate evaluation and management of your pain

As a Patient, Your responsibilities are to:

- Provide an accurate and complete medical history
- Respect other patients and the hospital staff
- Follow your medical treatment plan
- Follow all hospital rules and regulations
- Report any care concerns to the Office Manager

Marketing/Education:

The Marketing/Education Office is actively involved with and supports various groups and programs in the area. We strive to keep Fort Sill and the general public educated and updated on the TRICARE Benefit and Hospital services. Information Briefs are held quarterly at the hospital and are open to the public. For your convenience, any unit, group or organization is welcome to schedule a brief during duty hours or after hours. For questions, comments, or to schedule a brief please call 458-2319/2102.



Chapter 9



TRICARE SERVICES



TRICARE is the healthcare program for Active Duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare. Reynolds is in the TRICARE South Region.

The DoD has selected Humana Military Healthcare Services, to administer the TRICARE program for more than 2.7 million beneficiaries in the TRICARE South Region. Humana Military is committed to preserving the integrity, flexibility and durability of the Military Health System.



For more information about Humana Military Healthcare Services go to their Web site at www.humana-military.com, call (800) 444-5445, or visit the TRICARE Service Center (TSC) located on the first floor of RACH, near the south entrance.

Defense Enrollment Eligibility Reporting System (DEERS):

DEERS is a computerized database of military sponsors, families and others worldwide who are entitled to TRICARE benefits. DEERS registration is required for automatically registered in DEERS, but they must take action to register their family members into the database.

It is vital to keep your DEERS records updated; this includes changes in military career status, addresses, family status, i.e. marriage, divorce, births and adoptions.

To update all DEERS information visit the local ID card facility, Building 4700 or call 442-5010. To update your address and telephone number visit the Web site www.dmdc.osd.mil, click on DoD Community and then click on personnel services.

TRICARE Mail Order Pharmacy (TMOP) Program:

TMOP is a good choice for your prescriptions. The program is designed for medications you are taking on a regular basis. With TMOP, you can receive up to a 90-day supply of medication for the same cost as a 30-day supply at a retail pharmacy. Active Duty cost share is \$0. All other beneficiaries, for up to a 90-day supply, pay as follows:

Generic	\$3
Formulary	\$9
Non-formulary.....	\$22



CHAPTER 9: TRICARE SERVICES

- You can fill your first prescription by mail.
- You can order refills by mail, phone, fax, or online.
- You can avoid driving to a retail pharmacy and waiting in line.
- Your prescriptions will be mailed to your home. This includes any U.S. postal address, APO/FPO, or temporary address with no shipping and handling fees.

Register for TMOP online at www.express-scripts.com or call (866) 363-8667.

TRICARE Dental Program (TDP):

The TRICARE Dental Program (TDP) is a high-quality, cost-effective dental care benefit for eligible family members of all Active Duty uniformed services personnel; as well as members of the Selected Reserve

and Individual Ready Reserve (IRR) and their eligible family members.

To Enroll:

Online at www.ucci.com

Call (888) 622-2256

for enrollment form

Contact the TRICARE Service Center

TRICARE Retiree Dental Program:

The TRICARE Retiree Dental Program (TRDP) offers comprehensive, cost-effective dental coverage for uniformed services retirees and their eligible family members.

To Enroll:

Online at www.trdp.org

with acceptable credit card

Call (888) 838-8737

Contact the TRICARE Service Center





Chapter 10



OKLAHOMA

FREQUENTLY ASKED QUESTIONS

10 Most Asked Questions:

1. I AM NEW TO FORT SILL—HOW DO I OBTAIN MEDICAL CARE?

There are two things you must do before obtaining medical care. First, you must update your status in DEERS (Defense Enrollment Eligibility Recording System). Second, you must enroll in TRICARE Prime or transfer your current enrollment to Fort Sill. TRICARE Prime enrollment is mandatory for Active Duty soldiers and voluntary for family members and retirees. Soldiers must take action to enroll within one week of unit assignment. Enroll at the TRICARE Service Center or online at www.humana-military.com.

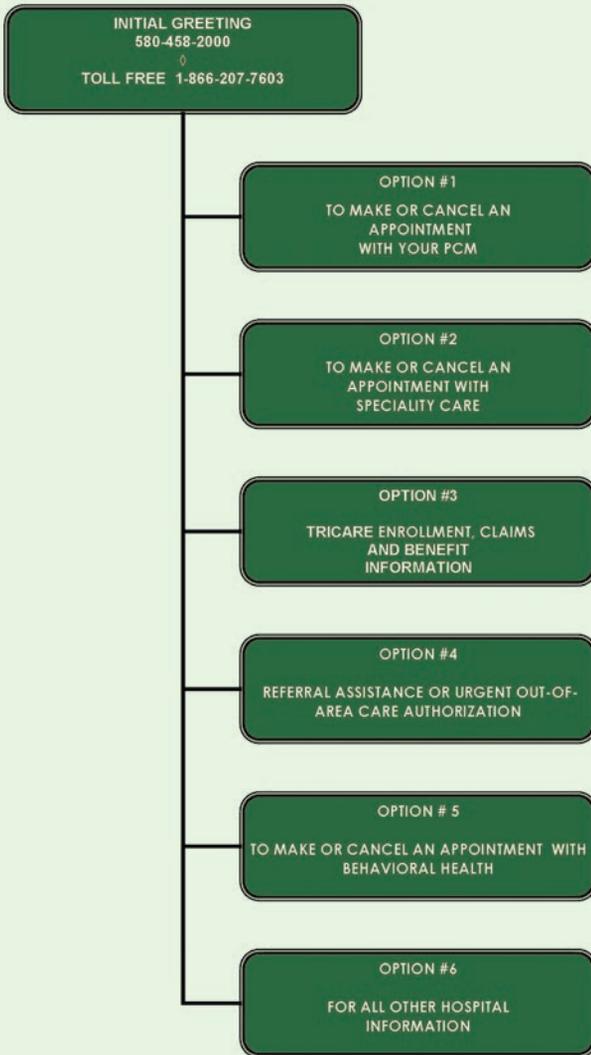
2. WHAT IS A PRIMARY CARE MANAGER (PCM)?

After you complete TRICARE enrollment you will receive a letter notifying you of your assigned Primary Care Manager (PCM). A PCM is a healthcare provider who provides for your healthcare needs and coordinates specialty care as needed. If you do not receive notification of your assigned PCM within 14 days after enrolling, please contact the Humana Military at (800) 444-5445 or visit the TRICARE Service Center in the Hospital.

3. HOW DO I GET AN APPOINTMENT?

You may schedule an appointment with your PCM by calling Central Appointments System (CAS) at (580) 458-2000. One of the booking staff will assist you with your appointment needs 7 a.m. to 4 p.m., Monday through Friday. For 24 hour access and to make primary care appointments at your convenience, we encourage you to register with TRICARE online and make your appointments at www.tricareonline.com.

DAYTIME APPOINTMENT CHART





4. MY PRIMARY CARE MANAGER HAS WRITTEN ME A REFERRAL TO SEE A SPECIALIST. HOW DO I GET AN APPOINTMENT?

If your PCM has referred you for Specialty Care, please be sure all your questions have been answered as to why you are being referred before you leave the clinic. If the Specialty Care your PCM has ordered is available at RACH, the Referral Management Office (located in the TSC) will work with you to set up the appointment within the time frame your PCM has requested. If the Referral Management Office has not contacted you within 10 days, for routine appointments, please call them at 458-2000, option 4. Sometimes RACH can not provide the services you need, or we are not able to obtain an appointment in the required timeframe. In such cases, the specialty request will be sent to Humana Military Healthcare Services for authorization and referral to a civilian provider. You should receive a letter from Humana within 10 working days. Anytime you are visiting the hospital, please verify that your contact information is updated in the hospital's computer system to be sure you get your authorization letter. The letter you receive will recommend a particular specialty provider, will give you their phone number to call to book your appointment and include details on how many visits have been authorized. One of the Referral Management Staff will call you and offer to schedule your appointment for you or you may schedule your own appointment. For assistance, please call the Referral Management Center at 458-2000, option 4.

5. WHAT DO I DO IF I HAVE A MEDICAL PROBLEM AFTER HOURS? HOW DO I REACH MY PRIMARY CARE MANAGER?

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Office of this emergency care within 24 hours so authorization for payment can be made. Do not seek authorization until **after** you have received emergency care.

AFTER HOURS APPOINTMENT CHART



For non-emergent (urgent) medical needs after hours, you may contact the on-call PCM by calling the hospital's answering service at 458-2000, or toll free at (866) 207-7603. Please select the prompt after hearing the message, "If you need to speak to the on-call physician, or if you're traveling and need urgent authorization, press option 4. The on-call PCM may give you advice over the phone that allows you to wait until the next day for a regular clinic appointment. If your need is more urgent they will direct you to be seen at the RACH Emergency Room.

SMOKING POLICY

All MEDDAC buildings are designed as tobacco-free buildings. Smoking is permitted only in designated outside areas. There is no smoking within fifty feet of building entrances. Please feel free to ask staff for the directions of the nearest smoking area.

6. WHAT DO I DO IF I AM TRAVELING OUT OF THE AREA AND NEED AUTHORIZATION FOR MEDICAL CARE?

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Office of this emergency care within 24 hours so authorization for payment can be made. Failure to do so could cause your claim to be denied and you could be held liable for all costs. Do not seek authorization until after you have received emergency care.



CHAPTER 10: FREQUENTLY ASKED QUESTIONS



If you have a medical problem that is non-emergent you must have an authorization prior to seeking/receiving health care in order to avoid point of service claims. You may speak to one of the nurses in the Referral Management Office during normal business hours for direction of care by calling toll free at (866) 207-7603, option 4 or (580) 458-2000, option 4. They can give you advice on whether or not you should see a provider while you are traveling or wait until you return home. If urgent care is approved they will enter a referral that will be sent to Humana Military Healthcare Services for authorization. If you need assistance with finding a network provider for this approved urgent care, please call Humana (TRICARE) at (800) 444-5445. For an after-hours authorization, please contact the on-call PCM by using the after hours process described in Question five, utilizing the toll free number.



7. WHO DO I GO TO WITH QUESTIONS OR CONCERNS ABOUT MY PROVIDER OR HEALTHCARE?

For healthcare or customer service concerns ask for the NCOIC or Office Manager of the area. In most cases they will be able to assist you and provide you with answers to your questions. If you need additional assistance, see one of our Patient Advocates, located in Clinical Support Division, or call 458-2389/2503.

8. HOW DO I RECEIVE PREGNANCY TESTING?

If you think that you are pregnant, you can walk-in to the OB/GYN clinic to request a formal pregnancy test. Walk-in hours are 7:30 a.m. to noon and 1 to 4 p.m., Monday through Friday. A nurse from the OB Clinic will call you within 24 hours with your results.

9. DO I NEED TO BRING MY INSURANCE INFORMATION TO MY APPOINTMENTS?

Yes. On your first visit you will be asked to complete a Record of Other Health Insurance, DD Form 2569. Completing the form will take approximately two to three minutes. After the form has been processed, you will receive a small insurance card. Please bring this card to each visit. The card's information will need to be updated annually. The third party collection program is mandated from the Surgeon General and we appreciate your time and assistance in helping us meet this requirement.



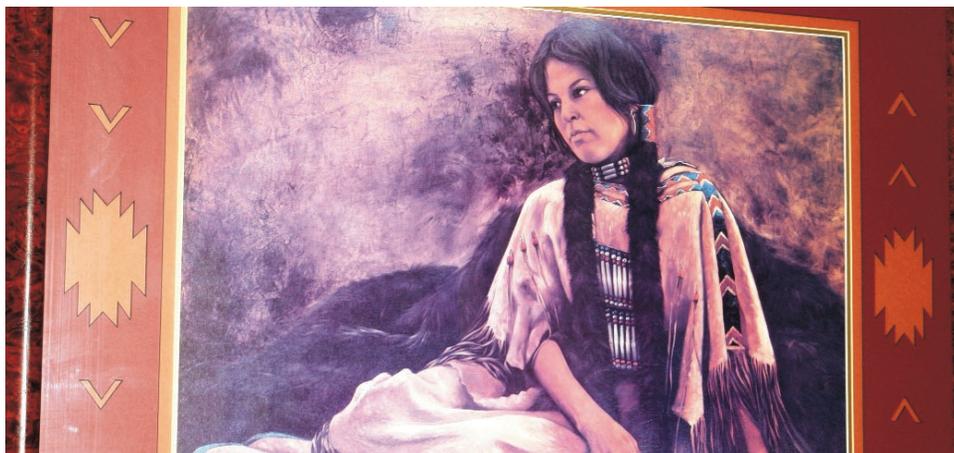
CHAPTER 10: FREQUENTLY ASKED QUESTIONS

10. WHERE IS SICK CALL?

SICK CALL LOCATIONS BY MAJOR ORGANIZATIONS

(BRIGADES INCLUDE ALL SUBORDINATE UNITS TO THAT BRIGADE)

ORGANIZATION	LOCATION	APPOINTMENTS	COMMENTS
75th Fires Brigade 214th Fires Brigade 31st ADA Brigade	Fires Center Clinic (RACH)	458-2000 (www.tricareonline.com)	Acute care triage by organic medics at Bde location
428th Brigade (enlisted students) 434th Brigade (enlisted students) Marines (enlisted students)	Bleak TMC Building 6039	Monday Through Friday: 6:30 to 8:30 a.m. and 12:30 to 2:30 p.m. Saturday 7 to 8 a.m. Ph 442-5566/2268	Walk-in basis Note: Excludes International and BOLC Students
All remaining Permanent- Party Service Members, including USA, USMC, USAF and USN, USCG All Students All International Students NCO Academy Students	Primary Care Manager (RACH)	Open Access Ph 458-2000 (www.tricareonline.com)	By appointment
Mobilizing & Demobilizing Non-permanent party (USAR/NG, etc.) 2-Week ADT	Mobilization & Deployment Clinic (RACH)	Monday through Friday Sign in: 7 to 7:30 a.m. Ph 458-2244	Walk-in basis
Weekend Sick Call for ALL Service Members regardless of organization	Bleak TMC Building 6039	Saturday, Federal Holidays and Training Holidays Sign in: 7 to 8 a.m. Ph 442-5566/2268	Walk-in basis Note: Sunday RACH ER, Urgent Care Only





WE AT REYNOLDS ARMY COMMUNITY HOSPITAL ARE PLEASED TO SERVE YOU AND WILL WORK HARD TO ANSWER YOUR CONCERNS AND FULFILL YOUR MEDICAL NEEDS.

KEY TELEPHONE NUMBERS

Hospital Information	458-2800/2500
Primary Care Appointments	458-2000
Out-of-Town Urgent Care Authorization	(866) 207-7603
TRICARE Information	(800) 444-5445
Pharmacy Automated Services	458-2442
Main Pharmacy	458-2443
Pharmissary	442-2013
Emergency Room	458-2770
Poison Control.....	(800) 222-1222
DEERS	(800) 538-9552
Labor and Delivery/MCU	458-2660

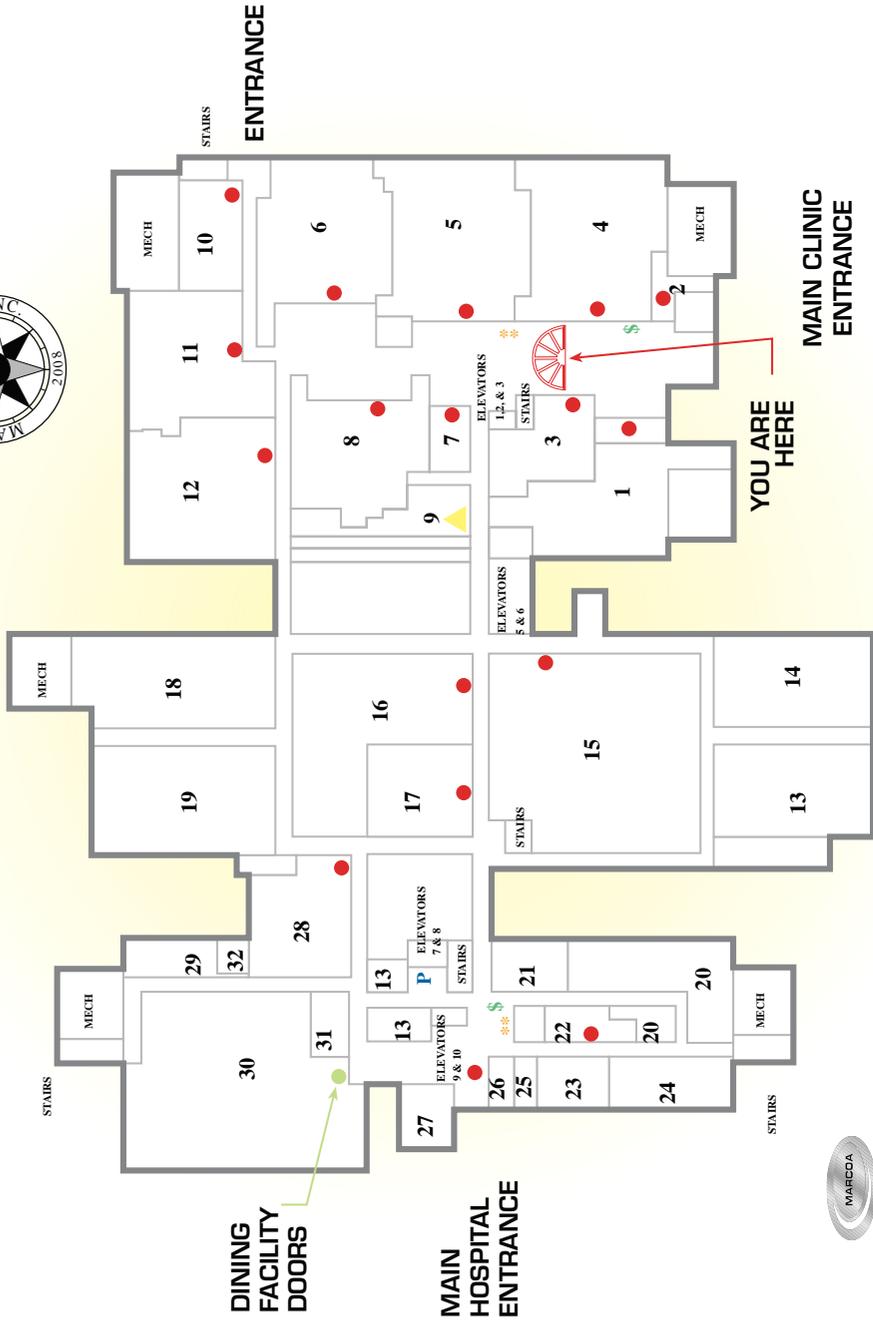
***IN CASE OF EMERGENCY DIAL 911 OR GO TO THE NEAREST MEDICAL FACILITY**



THE PROPONENT FOR THIS HEALTHCARE GUIDE IS
THE MANAGED CARE DIVISION. COMMENTS MAY BE SENT TO
CATHY.RHODES@AMEDD.ARMY.MIL.

www.rach.sill.amedd.army.mil

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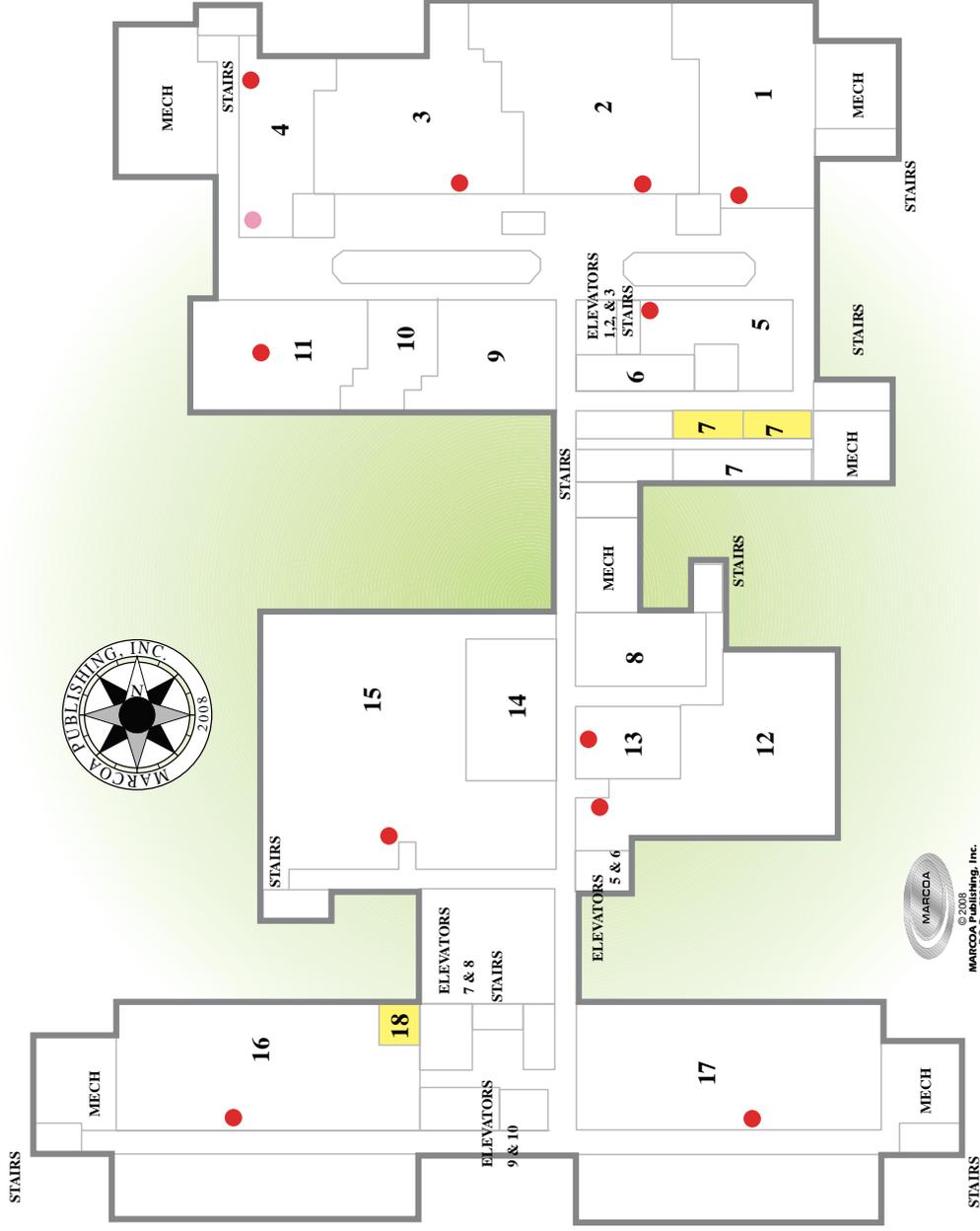
- Reception Desk
- ▲ PATIENT REPRESENTATIVES OFFICE
- ✻ Information Desk
- \$ ATM MACHINE
- P PAY PHONES

FIRST FLOOR

1. OUTPATIENT PHARMACY
2. IMMUNIZATION/ALLERGY
3. OUTPATIENT RECORDS
4. FAMILY PRACTICE 1
5. MEDICATION MONITORING
6. FAMILY PRACTICE 2
7. SPECIMEN COLLECTION
8. REDLEG CLINIC
9. CLINICAL SUPPORT DIVISION
10. PHYSICAL EXAM
11. AUDIOLOGY
12. PEDIATRIC CLINIC
13. EMERGENCY ROOM
14. MEDICAL HOLD-CASE MNGMNT
15. RADIOLOGY (X-RAY)
16. PATHOLOGY (LAB)

17. NUGLEAR MEDICINE
18. DENTAL CLINIC
19. PHYSICAL THERAPY
20. PATIENT ADMINISTRATION
21. INPATIENT PHARMACY
22. A & D
23. INFORMATION MANAGEMENT
24. TRICARE
25. BCACS
26. CHAPLAIN
27. CHAPEL
28. OCCUPATIONAL THERAPY/CHIROPRACTOR
29. PX SERVICES
30. DINING FACILITY/CAFETERIA
31. VENDING MACHINES
32. THIRD PARTY COLLECTIONS

SECOND FLOOR



● Reception Desk

● ALPHA COMPANY ORDERLY ROOM

■ CLASSROOM

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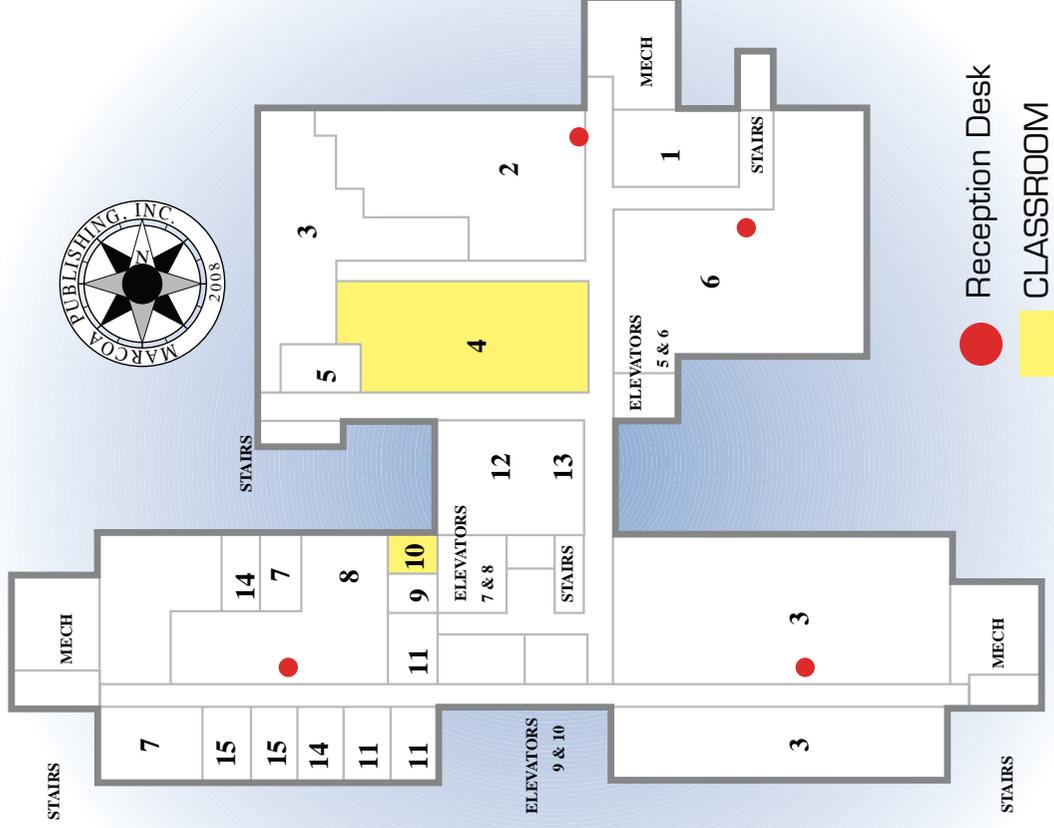
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3. EENT/OPHTHALMOLOGY/OPTOMETRY CLINIC
4. PERSONNEL
5. MEDICAL LIBRARY
6. MANAGED CARE DIVISION
7. PMETS (CLASSROOMS 1 & 2)
8. SAME DAY SURGERY
9. RMD

10. DEPUTY COMMANDER FOR NURSING
11. HEADQUARTERS
12. ICU
13. RESPIRATORY THERAPY
14. RECOVERY
15. OPERATING ROOM
16. 2 WEST
17. ORTHO & PODIATRY CLINIC
18. CLASSROOM

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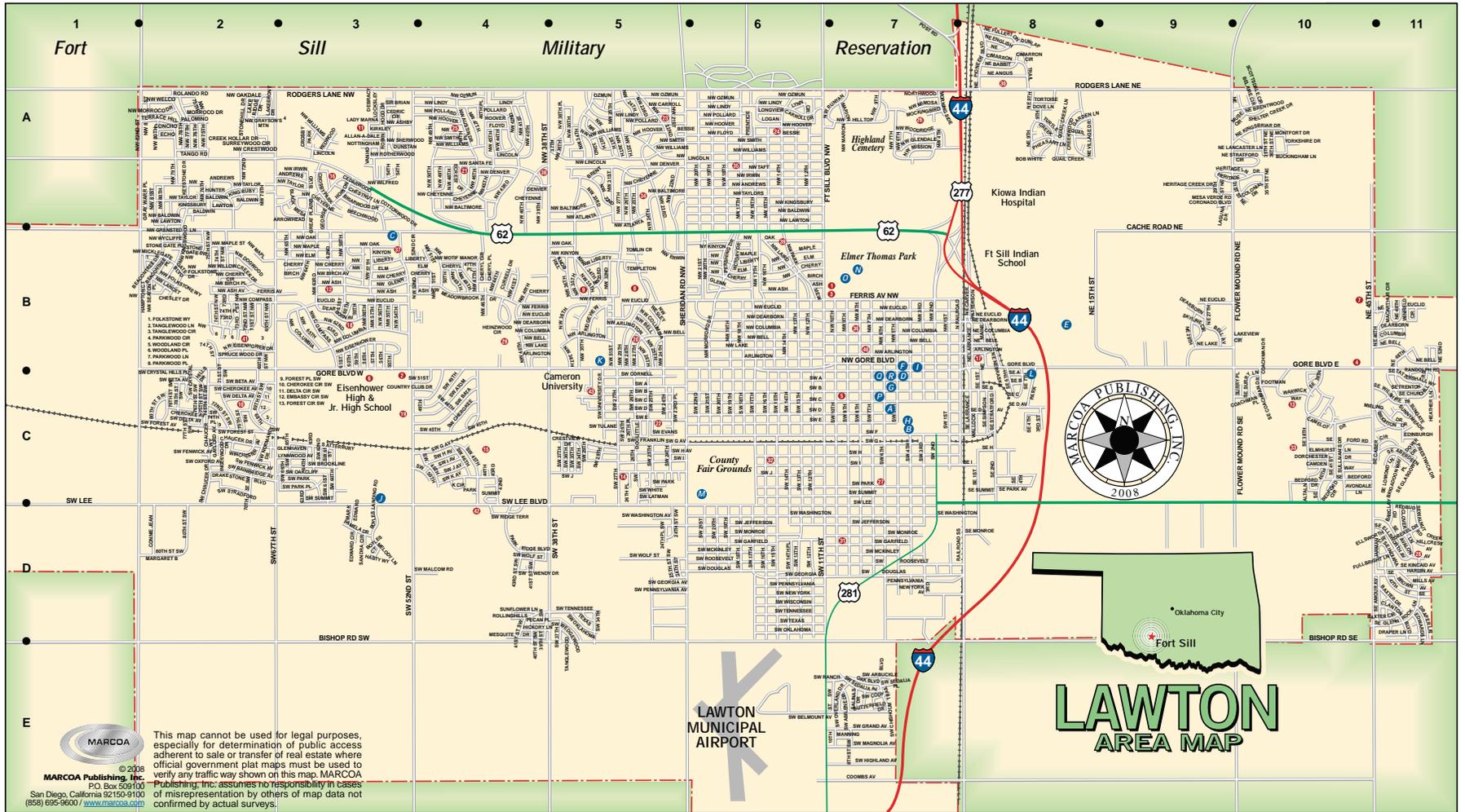


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THIRD FLOOR

- | | |
|--|-------------------------|
| 1. MCU (MATERNAL CHILD UNIT) | 8. RED CROSS |
| 2. LABOR & DELIVERY | 9. SAFETY OFFICER |
| 3. OB/GYN CLINIC | 10. CLASSROOM |
| 4. CLASSROOM | 11. QSD |
| 5. NURSING ADMIN | 12. REENLISTMENT OFFICE |
| 6. LABOR, DELIVERY, RECOVERY
& POSTPARTUM (LDRPs) | 13. EO OFFICE |
| 7. MEDICAL BOARDS | 14. EFMP |



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ADMINISTRATION		SECONDARY SCHOOLS		OTHER SCHOOLS	
1. John D Shoemaker Ed Ctr...753 NW Ft Sill Blvd.....B-7	10. Almor West.....6902 SW Delta.....C-2	25. Kuntz.....4814 NW Floyd.....A-4	31. Rogers.....9th and Garfield....D-7	42. Area Vo-Tech.....4450 W Lee Blvd....D-4	E. Bus Station.....15 NE 20th.....B-8
2. Eisenhower Sr High.....52nd and Gore Blvd....C-3	11. Bish, Hugh.....6511 NW Allan-A-Dale....A-3	26. Lee.....NW 5th Pl.....A-7	32. Roosevelt.....15th and I Ave....C-6	43. Cameron University.....2800 W Gore....C-5	F. YMCA.....5 SW 5th.....C-7
3. Lawton Sr High.....11th and Ferris.....B-7	12. Brockland.....62nd and Ferris.....B-3	27. Lincoln.....6th and Park.....C-7	33. Sullivan Village.....38th and Elmurst....C-10	44. Geronimo Road.....(See Fort Sill Map)	G. Library.....110 SW 4th.....C-7
4. MacArthur Sr High.....4400 E Gore....B-10	13. Carriage Hills.....215 SE Warwick Way....C-10	28. Park Lane.....4912 Avalon....D-11	34. Swinney.....23rd and Baltimore....A-5	45. Sheridan Road.....(See Fort Sill Map)	H. Federal Building.....SW 5th & E Ave....C-7
5. Central Jr High.....9th and C Ave....C-7	14. Cleveland.....27th and J Ave....C-5	29. Pecan Grove.....40th and Columbia....B-4	35. Pat Henry School.....17th and Taft....A-6	I. Police Station.....10 SW 4th.....C-7	J. Southwestern Hospital.....5602 SW Lee Blvd....D-3
6. Eisenhower Jr High.....57th and Gore....C-3	15. Country Club Heights.....714 SW 45th....C-4	30. Pioneer Park.....3005 NE Angus Pl....A-8	36. Washington.....8th and Columbia....B-7	K. Memorial Hospital.....3401 W Gore....B-5	L. Highway Patrol HQ.....E Gore and Overpass....C-8
7. MacArthur Jr High.....510 NE 45th....B-10	16. Crosby Park.....1602 NW Horton Blvd....A-3	31. Rogers.....9th and Garfield....D-7	37. Western Hills.....Kinyon and Liberty....B-3	M. City-County Health.....1010 SW Sheridan....C-6	N. Great Plains Museum.....Elmer Thomas Park....B-7
8. Tomlinson Jr High.....29th and Ferris....B-5	17. Douglass.....Larrance and Gore....B-8	32. Roosevelt.....15th and I Ave....C-6	38. Westwood.....1908 NW 38th....A-4	O. McMahon Auditorium.....Elmer Thomas Park....B-7	P. Public Service Co.....629 SW C Ave....C-7
ELEMENTARY SCHOOLS		18. Edison.....58th and NW Columbia....B-3	39. Whittier.....Laird and Oak....B-6	Q. Arka Gas Co.....602 SW A Ave....C-7	R. Telephone Co.....511 SW A Ave....C-7
9. Adams.....35th and Farms....B-5	19. Eisenhower.....316 SW 52nd....C-3	19. Eisenhower.....316 SW 52nd....C-3			
	20. Garfield.....27th and Bell....B-5				
	21. Hoover.....47th and Santa Fe....A-4				
	22. Howell.....24th and F Ave....C-5				
	23. Jackson.....22nd and Lindy....A-5				
	24. Jefferson.....14th and Bessie....A-6				



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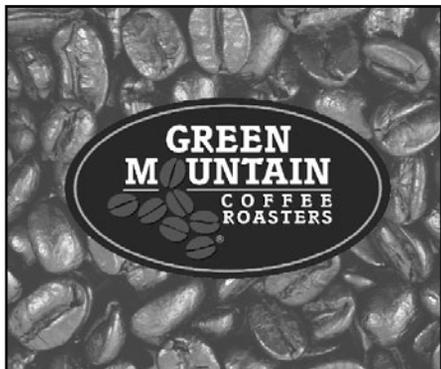
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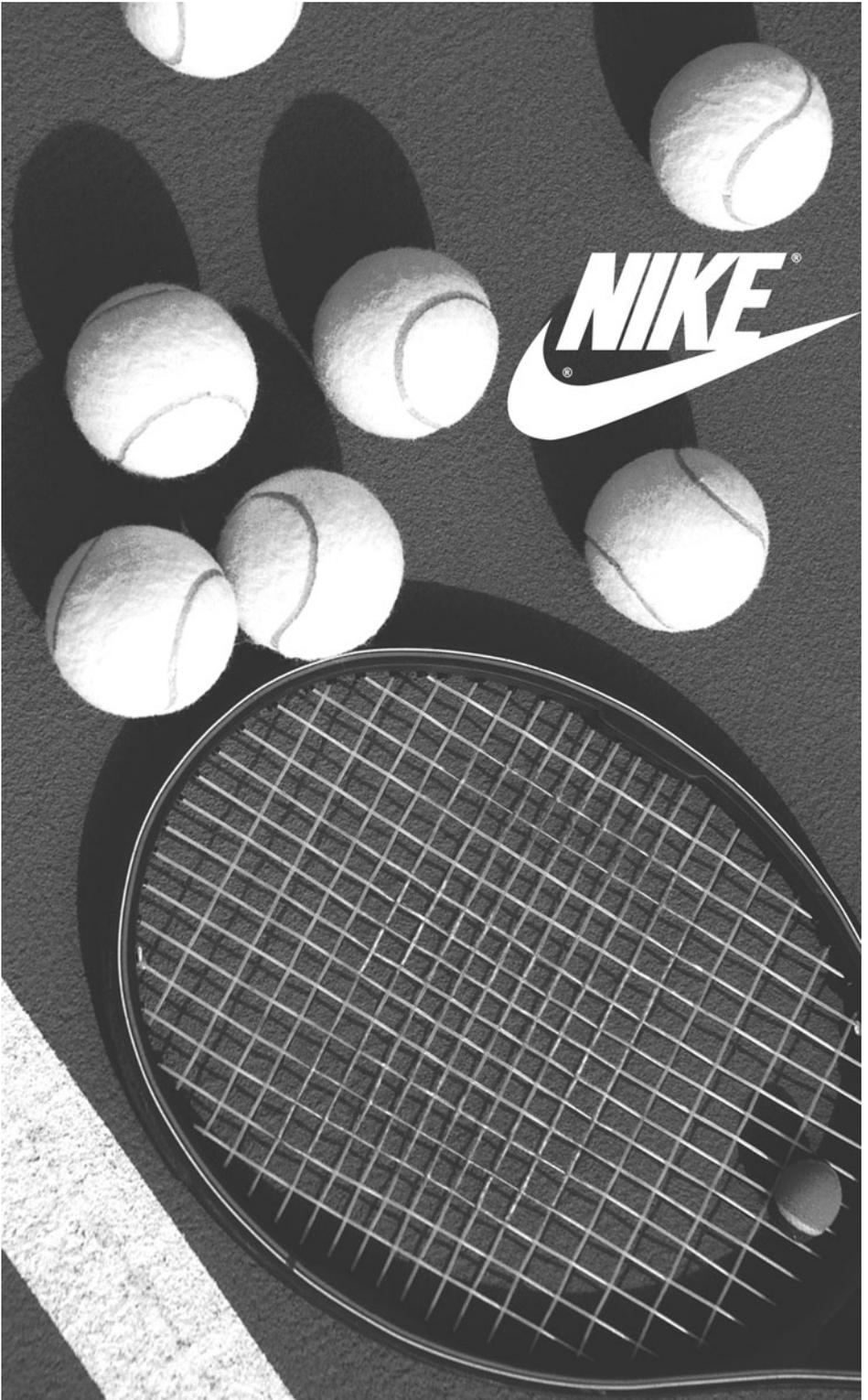
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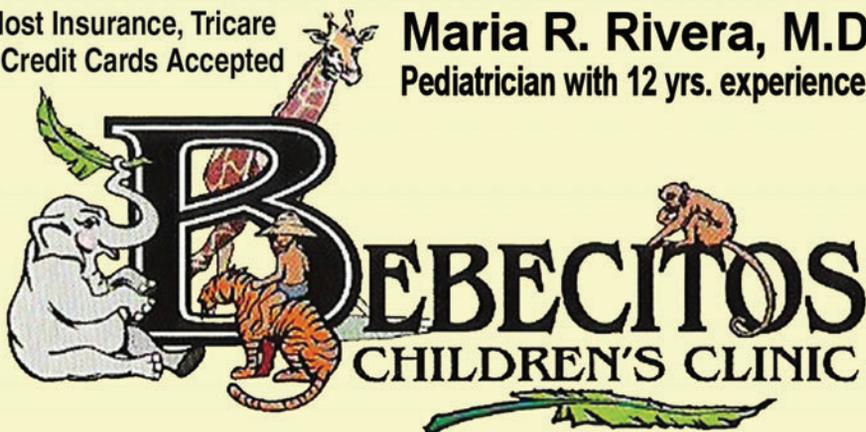
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