



WOMACK

ARMY MEDICAL CENTER

Growing with Fort Bragg and our community

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Commander's letter



We are very grateful you continue to choose Womack Army Medical Center for your health care needs. Each and every one of your encounters with our organization is extremely important to us. One of our top priorities is to improve your access to quality health care and to exceed your expectations in compassionate and caring service. We value your input and welcome your thoughts and ideas on how we can better serve you and your family.

ACCESS TO CARE: Womack Army Medical Center is committed to providing quality healthcare to all of our enrolled beneficiaries in and around Fort Bragg. The number of appointments we provide is limited by the number of healthcare providers we have on our staff. When a patient does not show up for a scheduled appointment, another patient cannot use the missed appointment. We need everyone's help to help us improve your access to quality care by keeping your scheduled appointment or by cancelling and rescheduling your appointment as soon as you know that you cannot

keep it. We want to offer the medical appointments you need at the time that best suits your schedule.

FACILITIES: Our new Warrior Transition Battalion Complex is now open, and these new facilities are custom designed to support our Warriors in transition. A photograph of this facility is on the front cover of this publication.

Construction continues for the Womack Health and Support Center on our campus and the new primary care clinic on Knox Street, which will provide primary care for patients currently enrolled to Pope Health Clinic. Both of these facilities should be ready for patients in early 2013.

AMIC CLOSURE/EXTENDED PRIMARY CARE CLINIC HOURS: Womack Army Medical Center will soon offer evening hours for our patients who receive their primary care at the clinics on post. These include: Clark Health Clinic, Joel Health and Dental Clinic, Pope Health Clinic, Robinson Health Clinic and Womack Family Medicine Residency Clinic. This will allow each patient to maintain a relationship with their primary care manager and primary care team. These primary-care clinics will begin offering extended hours on June 4. Clinic hours will be extended to 9 p.m. Monday through Thursday.

The Acute Minor Illness Clinic (AMIC) will close on June 2. This will offer better continuity of care for our patients. Patients will be seen in their own primary care clinics by their team of providers. Appointments will be made by calling 910-907-2778.

The Fayetteville and Hope Mills medical homes will continue to operate on their normal operating hours.

ACADEMIC MEDICAL CENTER OF EXCELLENCE: In our Department of Medical Education we have 13 graduate programs and are expanding to 15 soon. We start our new obstetrics and gynecology residency program on July 1. We are excited about this new addition to the WAMC Family. We will have three interns and two senior residents in the program. We will also have a new clinical pastoral education program beginning this summer. Many of our clinical education programs have received top rankings by US News and World Report. These programs provide high quality education and training in support of the healthcare we provide for our Soldiers, Retirees and their Families.

For more information, log onto our website at wamc.amedd.army.mil or follow us on Facebook! Send us your thoughts, comments or recommendations – we look forward to hearing from you.

As always, we are honored to serve you and your Family's health care needs.

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Committed to those we serve!
Serving to heal, honored to serve.

BRIAN T. CANFIELD
Colonel, Medical Service Corps
Commanding

ON THE COVER

The new Warrior Transition Complex is located on Fort Bragg and part of Womack Army Medical Center. This new complex houses all of the facilities for the Warrior Transition Battalion.



This quarterly publication is a product of the Public Affairs Office at Womack Army Medical Center. For more information on Womack Army Medical Center, please call 910-907-7247 or e-mail us at pao.wamc@amedd.army.mil. Our staff is JoAnn Hooker, Carol Kirk and Shannon Lynch.

Womack Army Medical Center
"Growing with Fort Bragg and our community"
is published quarterly
for Womack at Fort Bragg, North Carolina.
The publication is published by The Fayetteville Observer.

The appearance of advertising does not constitute endorsement by the Department of Defense or Womack Army Medical Center.
The information is current at the time of publication.
Circulation: 87,600.

How to safely dispose of unused/expired medications

By CPT Thomas Lehmann,
PharmD, CPT, MS
OIC, Outpatient Pharmacy
Operations

It is easy to allow excess medication build up in your house. If you are like most people, you probably have some medications that are either no longer needed or have expired. It is in your best interest to remove these medications from your living area so they are not accidentally taken or intentionally abused.

There is no better time than the present to take an inventory of all your medications and consider whether or not you still need them.

There was always not clear guidance on how individuals should dispose of medication. In 2007, the White House Office of National Drug Control Policy (ONDCP) worked with the FDA

to issue the following consumer guidance on proper disposal.

To dispose of medication no longer needed:

Collect all of your unused or expired medications, empty the packages of tablets and pills, crush and dissolve them in water, mix the resulting paste or slurry with an unpalatable substance like kitty litter or coffee grounds, seal the entire mixture in a plastic bag, and dispose of it in the trash. It is important to throw the medications away instead of flushing them down the toilet or putting them down the drain. If these medications are disposed of through the plumbing system, they can make their way in to the water supply and have a negative effect on the environment and surrounding wildlife. By following the above steps pharmaceutical impact on the environment and

wildlife can be minimized.

Once all of the medications are disposed of, it is also important to remove any personally identifiable information from the labels on the packages so that this information does not end up in your garbage.

Below is a list of certain medications that SHOULD be flushed down the toilet:

Actiq (fentanyl citrate), Daytrana transdermal patch (methylphenidate), Duragesic transdermal system (fentanyl), OxyContin tablets (oxycodone), Avinza capsules (morphine sulfate), Reyataz capsules (atazanavir sulfate), Baraclude tablets (entecavir), Zerit for oral solution (stavudine), Demerol (meperidine), Percocet (oxycodone and acetaminophen), Xyrem (sodium

oxybate), Fentora (fentanyl buccal tablet)

According to the literature the above medications should be disposed of by flushing. It is important to note that one should always follow any information from the manufacturer for safe disposal/destruction of medications.

Another option is the DEA National Drug Take Back Day. This is a biannual event which provides an opportunity for individuals to turn in their excess and expired medications each spring and fall. The next event is scheduled for April 28, 2012. However, it is necessary to check with your local authorities before making any plans.



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For more information about Methodist University's military-friendly campus, contact:

- **Randy Smith**, Director of Veterans Services,
910.630.7174, rsmith@methodist.edu,
www.methodist.edu/financialaid/veteran.htm
- **Yasmin Rivera**, Director of the Fort Bragg Office,
910.436.3624, yrivera@methodist.edu,
www.methodist.edu/bragg





A soldier gives blood at the blood donor center.

PHOTO BY CINDY BURNHAM

Give the gift of life

The Fort Bragg Blood Donor Center needs blood donors. The mission of the Fort Bragg Blood Donor Center provides blood products to support our deployed Soldiers and DOD medical treatment facilities.

“Our weekly requirements have increased by 58 percent, said Linda Ellerbe, recruiter and Armed Services Blood Program. “If you are looking for some way to support the Military or Military Families, donate blood. It is only through volunteer donation that we are able to save lives.”

Fort Bragg is the home of several thousand Soldiers, however, more than 75 percent are ineligible to donate due to their deployments to Iraq, Afghanistan and other countries. There is a

one-year deferral period after returning from Iraq, Afghanistan and Haiti. The need for blood is continuous, as it is perishable and will expire within 42 days.

The Fort Bragg Blood Donor Center also has an Apheresis program. Soldiers at the rank of E5 and below can receive promotion points for donating Apheresis. Donations are made by appointment only.

Everyone who can donate blood should be encouraged to do so. If your unit or organization would like to sponsor a blood drive, please contact the Fort Bragg Blood Donor Center at 910-396-9925, the center is located in Building 8--4156 Souter Place (Across from the North Post PX) or visit the web site at militaryblood.dod.mil for more information.

Plan your pharmacy visit

Womack has the busiest pharmacy in the Department of Defense, filling more than 6,500 prescriptions every day at 10 different locations scattered throughout Fort Bragg.

The average wait time at the main pharmacy at Womack Army Medical Center is generally 30 minutes, but can at some periods be an hour. Peek times for waiting for prescriptions are fairly predictable and are typically between 1130-1300 and 1600-1700.

When wait times increase there are some actions patients can take to keep from waiting in the lobby. Since the prescriptions that are entered electronically by Fort Bragg providers are automatically filled, patients don't have to go immediately to the pharmacy. Patients can go to lunch or visit the PX/

Commissary. When they return to Womack they can immediately get in line and not have to wait.

Patients that have paper prescriptions from off post can use the drop box located in the Womack main pharmacy lobby. Generally their prescription will be ready the next day. On the return, they just get in line and have their ID card ready to pick up the medication.

Patients have the choice of telling their provider where they want to pick up their prescription. If they don't tell the provider, they should plan to pick up the prescription at the location they were seen. If patients choose, they can ask the provider to write a paper prescription, which can be filled at a network pharmacy off post or can be used for the mail order pharmacy for home delivery. These two methods may come with some co-pays.



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3/20/10

Womack offers services for Retiree Appreciation Day

Womack Army Medical Center is hosting Retiree Appreciation Day on Saturday, May 19, 2012, from 9 a.m. until 2 p.m. at the All-American Entrance - Clinic Mall

- TRICARE and health benefits briefings
- Nutrition counseling
- Vision screening
- Audiology screening
- Mammogram
- Physical therapy education
- Blood pressure/cholesterol screening
- Prostate screening/exams
- Pharmacy counseling
- Social work education
- Dental/oral cancer screenings
- Wills and advanced directives

Please remember to bring a list of your medications.

Other services available

Retirees only: Bring your written glasses prescription, which needs to be less than a year old to the optometry clinic on Retiree Appreciation Day. Glasses will be mailed directly to the patient.

For more information, call the Public Affairs Office at 910-907-7247.



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Community Based Medical Homes



Fayetteville Medical Home, 2350 Bentridge Lane.

PHOTO BY CINDY BURNHAM

By James Alarcon

Arrmy Community Based Medical Homes are inspired from the ground up by beneficiary and staff ideas and suggestions about how healthcare should be. Those ideas and suggestions are embodied in the concept of the patient-centered medical home, a new model of primary care being adopted across Military Healthcare and by leading civilian healthcare systems.

At its heart, the Army Community Based Medical Home is healthcare

the way it should be; easy to access, patient centered, team based, and quality focused.

“Community-based primary care clinics, now referred as community-based medical homes, are the first initiative to implement patient-centered medical homes across the Army,” said LTG Patricia D. Horoho, surgeon general of the United States Army and commander, U.S. Army Medical Command. “We have made patient-centered medical homes and community-based medical homes a priority. The Army has established community-based

medical homes to bring Army medicine closer to our patients.”

These Army operated clinics are housed in leased facilities in off-post communities closer to beneficiaries and aim to improve access to healthcare services, including behavioral health, for active duty Family Members by expanding capacity and extending the military treatment facility services off post. Currently the Army is approved to open 21 clinics and is actively enrolling beneficiaries at 13 facilities.

Fayetteville and Hope Mills communities currently have two new community based medical home (CBMH) primary care clinics. One clinic is located in the Woodland Office Complex on Raeford Road near 71st High School and the other is located within the Millstone Theater complex off Camden Road in Hope Mills.

Both clinics are accepting patients for membership from all zip codes within the TRICARE prime service area. Fort Bragg zip codes are currently not allowed to be assigned to the medical homes.



Hope Mills Medical Home, 3351 South Peak Drive.

PHOTO BY CINDY BURNHAM

Membership for the active duty Family has several benefits:

- Closer to the Soldiers' neighborhood
- No waiting at the installation security gate
- A stable personal provider and support team
- Team care coordination of referrals
- Pharmacy and lab services
- Individualized comprehensive-care plans
- Wellness focused care with proactive screenings
- Case management services for complex care coordination
- Mental health services
- Secure patient email messaging for non-emergent appointing, advice or inquiries
- Board certified providers in family medicine and nursing
- Superior customer service
- Telephonic advice

Fayetteville Medical Home

2350 Bentridge Lane
 Fayetteville, NC 28314
 910-908-9663

Hope Mills Medical Home

3351 South Peak Drive
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tricareonline.com/portal/page/portal/TricareOnline/Portal

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Get prescriptions at Womack or through the mail

Did you know Womack patients should utilize the on-post pharmacies? Every time a patient uses a non-network retail pharmacy (i.e. Walgreens or other retailer), it costs the government more money than if the patient utilizes the free services at the on-post pharmacies. Prices for prescriptions may vary from \$3 to \$22 dollars per prescription at the commercial retail store.

If you use the pharmacies on post, the medication is dispensed at no charge to you.

Each primary care clinic has its own pharmacy for the patients assigned to that clinic.

The mail-order pharmacy is the least expensive option when not using the military pharmacy, and it has several other advantages. It's safe, convenient and easy to use even when you're traveling on a temporary assignment or if you move.

Prescriptions may be mailed to any address in the United States and its territories, including temporary and APO/FPO addresses. If you are assigned to an embassy and do not have an APO/FPO address, you must use the embassy address. Prescriptions cannot be mailed to private foreign addresses. Refrigerated

medications cannot be shipped to APO/FPO addresses.

You may receive up to a 90-day supply for most medications through the mail-order pharmacy, for minimal out-of-pocket costs, and the medications will be delivered to your home. Once you are registered, refills may be requested by mail, phone or online.

We recommend using the mail-order pharmacy for prescriptions you need on a regular basis. If you need immediate relief from a pain medication or antibiotic, you should have your prescription filled at a military pharmacy or retail network pharmacy.

Converting Prescriptions from a Retail Network Pharmacy

If you are already having prescriptions filled at a TRICARE retail network pharmacy, and you'd rather use the mail-order pharmacy, you can quickly and easily convert your prescriptions to the mail order pharmacy in approximately 4-7 minutes.



For more information on the mail-order program call 1-877-363-1433 or log onto express-scripts.com/TRICARE.

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