

FORT SILL SOLDIER HEALTHCARE RESOURCES

428 FIELD ARTILLERY BRIGADE



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FORT SILL SOLDIER HEALTHCARE RESOURCES, 428 FIELD ARTILLERY BRIGADE

TO MAKE A MEDICAL APPOINTMENT WITH YOUR ASSIGNED HEALTHCARE PROVIDER I.E. PRIMARY CARE MANAGER (PCM) AT REYNOLDS ARMY HEALTH CLINIC, USE 'MHS GENESIS PATIENT PORTAL' (EASIEST OPTION) OR CALL 1-833-286-3732 FROM 0730-1600, MONDAY-FRIDAY. SEE MORE RESOURCES/ INFORMATION INSIDE.

How do I make a healthcare appointment on Fort Sill?

Who or what is a PCM?

Your PCM (primary care manager) is your assigned (primary) healthcare provider and will practice general medicine in addition to order specialty consults on or off post. Each Soldier on PCS orders will be assigned a PCM when they in process the installation, who will be located at Reynolds Army Health Clinic. All Soldiers do need to log on to milconnect whenever they PCS to ensure their Tricare coverage is in the correct location (Tricare East which is covered by Humana Military).

Soldiers NOT on PCS orders (e.g. TDY, Initial Entry Training (BCT or AIT), etc.) will NOT be assigned a primary care manager at Reynolds Army Health Clinic but will have internal processes for care and/or sick call (ALL Soldiers with emergencies can walk-in to Reynolds Urgent Care Clinic and/or nearest civilian Emergency department). If you are on PCS order to Fort Sill, you should schedule all routine appointments with your PCM first and foremost, whenever possible. This will provide continuity of care with your assigned provider.

How do I transfer Tricare coverage for myself and my dependents? How do I find out who my Primary Care Manager (PCM) is? What if I want to switch?

1. First, whenever you change duty stations, go to milconnect and transfer yourself and/or dependents to the correct Tricare region. Fort Sill is in Tricare East. Go to milConnect and log on with CAC or DS log on and clicking on the "Manage Health Benefits"
2. Click on 'Manage Health Benefits', this will take you to Beneficiary Web Enrollment (BWE)

Use BWE to do the following for yourself and eligible family members:

- Transfer coverage between TRICARE regions if needed when someone moves (PCS)
- Choose or change your primary care manager (PCM)
- Update addresses in DEERS
- View current enrollment status
- Enroll in medical and dental programs
- Update a current enrollment
- Disenroll from medical and dental programs.



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Alcohol: How to Start Drinking Less, Today

If you think you'd benefit from drinking less, you're right. Start today.

1. **Make an appointment with your primary care on Fort Sill:** Make an appointment with your primary care manager or other military healthcare provider RAHC appointment line 1-833-286-3732 select option 1 (you don't have to wait for the automated message to finish) OR schedule 24/7 via MHS genesis online patient portal. You don't have to do it alone, there are options to help you including prescription medications.
2. **Set limits.** Decide how many days a week you plan to drink and how many drinks you plan to have. For instance, you might decide to only drink on a Friday night or Saturday night and have one drink. Schedule alcohol-free days every week.
3. **Count your drinks.** Use an app on your mobile device to help.
4. **Manage your "triggers."** If certain people, places, or activities tempt you to drink more than you planned, you can avoid those triggers. For example, instead of a happy hour event with co-workers, suggest catching up at lunch instead. You may also want to remove certain alcohol products from your home.
5. **Use the support available:** Use the tools (below) at your disposal and prioritize yourself! Ask for support from a friend, family member, healthcare provider, or someone else who will support your choice to drink less.

The Army Substance Abuse Program (ASAP)

Fort Sill Welcome Center
4700 Mow-Way Road, Room 413
Fort Sill, OK 73503
ASAP: (580)442-1644/1618

Drug and Alcohol treatment information is available at Behavioral Health for Soldiers.

Reynolds Army Health Clinic (RAHC)
3RD floor, Behavioral Health Clinic

Military One Source, Confidential Line

1-800-342-9647
Dial 988 then press 1 or text 838255
OR go to militaryonesource.mil, 'Confidential Help' or 'In Crisis?' for Live Chat

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HOW TO MAKE A MEDICAL APPOINTMENT WITH YOUR PRIMARY CARE MANAGER (Non-IET, PCS orders only) INCLUDING Phase 2 of your PHA

For off-post specialty referrals, see pg. 17-20

24/7 FROM YOUR SMARTPHONE OR HOME COMPUTER WITH 'MHS GENESIS PATIENT PORTAL' (EASIEST OPTION)

1. From a CAC computer, first register for DS Logon via milconnect, visit www.dmdc.osd.mil/milconnect
2. BOOKMARK THE PATIENT PORTAL URL ON YOUR PERSONAL PHONE OR HOME COMPUTER. <https://patientportal.mhsgenesis.health.mil>
3. LOG ON WITH YOUR 'DS LOGON' 24/7 at your convenience, no CAC reader necessary.
4. SCHEDULE APPOINTMENT!
5. AS YOUR APPOINTMENT NEARS, CHECK DATE/TIME OR CANCEL/RESCHEDULE AS NEEDED from the same link via MHS Genesis Patient Portal.

OR

0730-1600, MONDAY-FRIDAY: CALL 1-833-286-3732 WITH YOUR DOD ID NUMBER READY. YOU DO NOT HAVE TO WAIT FOR THE SCRIPT TO FINISH READING.

MAKE APPOINTMENT / CANCEL APPT / MEDICATION REFILLS – PRESS 1

REFERRAL ASSISTANCE (EXISTING REFERRALS) – PRESS 2

PHARMACY – PRESS 3

NURSE ADVICE LINE – PRESS 9

FORT SILL SOLDIER HEALTHCARE RESOURCES, 428 FIELD ARTILLERY BRIGADE

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WALK-IN FOR BEHAVIORAL HEALTH (PERMANENT PARTY)

Urgency/emergencies walk-in MONDAY – FRIDAY 0730-1030 AM*

REYNOLDS ARMY HEALTH CLINIC

3RD FLOOR, BEHAVIORAL HEALTH CLINIC

IET Soldiers for Behavioral Health (e.g. AIT Soldiers or other Soldiers not on PCS orders) notify your cadre and/or go to your assigned sick call for more help

***Emergencies, regardless of permanent party or student status, may walk in any time clinic is open, call 911 or go to RAHC urgent care or nearest emergency department**

EMERGENCY OR URGENT HEALTH ISSUES, WALK-IN

REYNOLDS ARMY HEALTH CLINIC, URGENT CARE CLINIC

4301 WILSON ST. BY THE EAST ENTRANCE

OPEN DAILY, 6AM – 6PM, CLOSED FEDERAL HOLIDAYS.

***Emergencies call 9-1-1 or if RAHC Urgent Care is closed go to nearest Emergency Department such as CCMH or SW Medical Center with your CAC**

MILITARY ONE-SOURCE, CONFIDENTIAL CRISIS LINE

1-800-342-9647

Dial 988 then press 1 or text 838255

OR go to militaryonesource.mil, 'Confidential Help' or 'In Crisis?' for [Live Chat](#)

Sexual Assault Support

Fort Sill: Sexual Assault Hotline: 580 917-4277

AND/OR DOD Safe Helpline Confidential Support: Call 877-995-5247 OR go to militaryonesource.mil, 'In Crisis?' 'Confidential Help' or 'In Crisis?' for [Live Chat](#)

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TO MAKE A MEDICAL APPOINTMENT WITH YOUR ASSIGNED HEALTHCARE PROVIDER I.E. PRIMARY CARE MANAGER (PCM) AT REYNOLDS ARMY HEALTH CLINIC, USE 'MHS GENESIS PATIENT PORTAL' (EASIEST OPTION) OR CALL 1-833-286-3732 FROM 0730-1600, MONDAY-FRIDAY. SEE MORE RESOURCES/ INFORMATION INSIDE.

HOW TO ACCESS YOUR OWN/DEPENDENTS' MEDICAL RECORDS / LABS/ IMAGING RESULTS (FROM ON-POST CARE): Search for 'MHS Genesis Patient Portal'

1. See MHS Genesis patient portal instructions (same as how to schedule an appointment 24/7 from your smartphone) then navigate to the medical records screen once you're logged in.

OR

2. Go to Medical Records in the basement of Reynolds Army Health Clinic with your CAC for specific requests.

The Electronic Health Record

MHS GENESIS, the new electronic health record for the Military Health System, provides enhanced, secure technology to manage your health information.

MHS GENESIS integrates inpatient and outpatient solutions that will connect medical and active duty dental information across the continuum of care, from point of injury to the military treatment facility. This includes garrison, operational, and en route care, increasing efficiencies for beneficiaries and healthcare professionals.

When fully deployed, MHS GENESIS will provide a single health record for service members, veterans, and their families.

Patient Portal Access

To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil>. Beneficiaries can log in to the MHS GENESIS Patient Portal using their DS Logon. Premium Access (Level 2) is required to view the health record.*

In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their account to Premium Access. A link to the "My Access Center" is available via the MHS GENESIS Patient Portal landing page to direct patients on obtaining their DS Logon credentials.

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Defense Manpower Data Center at (800) 538-9552.

* There is no additional fee for Premium Access.

Key Benefits

Through the **MHS GENESIS Patient Portal**, you can:

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



IMAGING DISCS: If you need a physical disc of your imaging studies (x-ray images, MRI images, ultrasound images, CT scan images, etc.) to facilitate off-post care, go to RAHC radiology front desk.

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Reynolds Army Health Clinic Main Pharmacy



Do you have a new Prescription?

Use the activation instructions below to check-in with RAHC Pharmacy via your cell phone.

Bypass the
kiosk check-in
process



SCAN ME



TEXT

“Get in line” to
1-855-812-6070

Pharmacy Questions?

Call the RAHC Pharmacy Call Center

Monday-Friday: 8:15 am – 4:45 pm

580-558-8590

Need a Refill?

Refills must be called in through
Audiocare. Please allow 2 duty days
before pickup.

580-558-2442 or 2443

If you have been seen at Reynolds Army Health Clinic in the last 14 days and prescribed NEW/RENEWAL medications (NO REFILLS) you can bypass the kiosk check-in process.

Step 1: Scan the QR-code above

OR

Text the words “Get in line” to 1-855-812-6070

Step 2: When prompted, please text the patient’s DoD ID # in response, then follow text prompts.

Once your request is submitted, you are free to read a book or run some errands, but we do not recommend waiting in the pharmacy lobby.

You will receive a notification when your prescriptions are processed. Please return to the RAHC Main Pharmacy at your convenience for pick up, Mon-Fri: 8:15 am – 4:45 pm or Sat: 9:00 am - 12:45 pm.

Thank you for trusting us with your care!

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Who is Eligible

- Active Duty Military & Dependents
- Retirees & Spouses
- Reserve/National Guard
- DA/DOD Civilians



Hours of Operation

Monday-Thursday: 0600-1430
 Friday: 0600-1200
 Staff Training Wednesdays: 1200-1600

Please complete the Health Assessment Review prior to your appointment:
<https://www.awc.army.mil>

Call to schedule:

(580) 442-0680



2934 Marcy Road
 Fort Sill, OK 73503

East Wing of the Graham Performance Enhancement Center



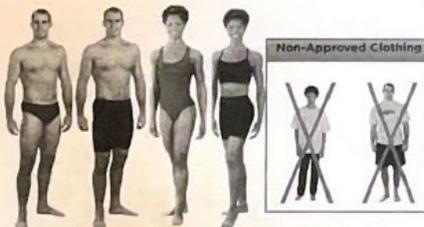
Body Composition, Metabolic Analysis, and/or Health Coaching (30-60 minute appointment)

Assessment Includes:

- A measurement of body composition using air displacement to measure your body fat percentage



- A measurement of an individual resting metabolic rate to tailor strategies for weight loss, gain, or maintenance.
- Health Coaching to provide feedback and encouragement to keep clients on the right path towards full goal attainment.



*Bod Pod Required Clothing

Physical Fitness Assessment (60 minute appointment)



Assessment Includes:

- Use state-of-the-art equipment to assess your cardiorespiratory fitness, musculoskeletal strength, and flexibility.

Test Preparation:

- Wear comfortable workout clothing. No underwire bras.
- No exercise, tobacco/nicotine, and caffeine for 5 hours prior to testing (may have water). No vigorous activity 14 hours prior.

Health Coaching and Testing Follow-ups (30-60 minute appointment)

- Health Coaching is provided by Health Educators who partner with you to identify opportunities to improve your health.
- Body composition test every 30 days, metabolism and fitness testing every 90 days.

Individual Stress Management Training (60 minute appointment)

ISMT is an effective tool for stress reduction and the balancing of emotions to improve performance.

- No caffeine or tobacco/nicotine 30 minutes prior.

General Wellness / Unit Briefings

Performance Optimization

Learn exercise planning strategies that allow for safe and healthy performance increases while training for the ACFT.

Upping Your Metabolism

Learn eight tips to improve your body composition and ways to increase your metabolism. Each class reviews goal setting.

Healthy Sleep Habits

Learn about the science of sleep and how to achieve better quality of sleep. Each class contains sleep quality index evaluation.

Meals in Minutes

Learn how to create quick & healthy meals to help improve your nutrition each day. Each class contains recipe ideas and meal prep techniques.

Stress Management

Learn tips to manage your stress as well as improve your resiliency by practicing coping techniques and utilizing biofeedback technology to track progress.

Fueling For Health

Discuss obesity trends and implications to have a better understanding of dietary guidelines and food labels as well as learn the basic components of nutrition.

Staying Fit Home and Away

Learn ways to stay fit within the comforts of your own home by discussing the components of exercise, barriers to activity, and developing an action plan for home use.

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CONTRACEPTION CLINIC (WALK-IN) AT RAHC

Wednesdays 0800 – 1200 or 1300-1330

Reynolds Army Health Clinic, 1st floor

'Family Medicine / EFMP' front desk

1. Research your options ahead of time using 'Decide+Be Ready', see hand-out or search for the mobile site ending in '.mil' on your mobile web browser.
2. 0800-1200 or 1300-1330 Wednesdays, RAHC, Family Medicine/EFMP, report with CAC card for Walk-In contraception clinic.

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FACT SHEET DECIDE + BE READY APP



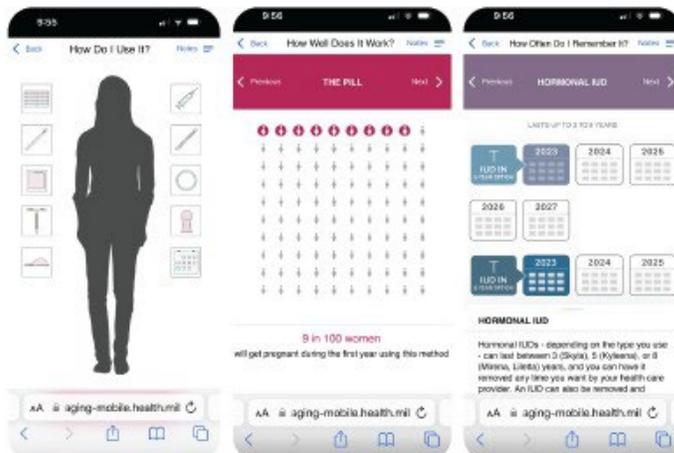
The Decide + Be Ready mobile app provides evidence-based information on the most common forms of contraception available. The app uses a unique interface that was designed to aid patients in making the best contraception decision. It considers the users' unique health conditions and helps patients identify their own preferences to choose the right contraception option for them.

The Uniformed Services University, Web & Mobile Technology Program Management Office, and the University of California-San Francisco collaborated to develop Decide + Be Ready to offer family planning options to servicewomen.

Servicewomen can use Decide + Be Ready as the first step in reviewing their options, educating themselves on the characteristics of different methods, including menstrual suppression, and understanding their own preferences and values. This app empowers them to engage in their own health care decisions.

Decide + Be Ready was produced by WMT, part of the Solution Delivery Division. WMT provides web and mobile solutions to the DHA, the Department of Defense, and other organizations.

An updated version of the app will be released in Spring 2023.



SDD is a component of the DHA PEO Medical Systems / CIO (J-6). To subscribe for SDD product news, please visit <https://publicgovdelivery.com/accounts/USMHS/DHSS/subscriber/new>.



Key Features

- ▶ Personalized birth control profile with recommendations based on patient preferences
- ▶ Period management guide
- ▶ Side effects guide
- ▶ Allows patients to add notes

Key Benefits

- ▶ Provides important contraceptive information for patients and prescribers
- ▶ Educates patients and enhances shared decision-making with providers
- ▶ Facilitates military Readiness



To view more DHA's mobile applications, visit <https://mobile.health.mil>.

June 2023

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National Center for PTSD

CBT-i COACH



CBT-i Coach is a **free, easy-to-use mobile application**. It was released by the Department of Veterans Affairs (VA) in 2013. The app is meant to be used by Veterans, Servicemembers, and others who have trouble sleeping and are engaged in Cognitive Behavioral Therapy for Insomnia (CBT-I) with a clinical provider. Although CBT-i Coach can be used on its own, it is not meant to replace therapy for those who need it.

WHAT IS CBT-I?

CBT-I is a non-medication evidence-based treatment for insomnia that is based on scientific knowledge about sleep. The goals of CBT-I are to help you fall asleep and stay asleep. When your sleep improves, so will your daytime functioning. The "cognitive" part of CBT-I focuses on your thoughts and feelings about sleep. The "behavioral" part helps you change habits to help you sleep better.

LEARN ABOUT SLEEP

Read articles on topics, like:

- The stages of sleep
- PTSD and sleep
- Nightmares

Find out which habits can prevent you from sleeping, including:

- Worrying in bed
- Napping late in the day
- Consuming caffeine, alcohol, or nicotine close to bedtime

USE TOOLS TO HELP YOU SLEEP

Get tips on how to quiet your mind before you sleep and prevent insomnia in the future. The tools section of the app can also help you create new sleep habits, like:

- Going to bed only when you're sleepy
- Getting out of bed when you can't sleep
- Setting up a sleep environment that is quiet, dark, safe, and comfortable

YOUR SLEEP DIARY: THE KEY TO BETTER SLEEP

Use CBT-i Coach to keep a daily sleep diary. When you wake in the morning, record your sleep experiences from the night before. Important details include what time you got into bed, what time you tried to fall asleep, and how many times you woke during the night.

When you have recorded your sleep over five nights, the app will offer you a "sleep prescription." Your prescription will suggest a bedtime and wake-up time based on your sleep patterns. This prescription can help you set a regular sleep schedule and reduce unwanted wakefulness during the night.

TRACK PROGRESS WITH REMINDERS

Use the app's reminders to help you stick with your new habits. Schedule regular assessments to measure your progress as your sleep habits improve.



REFERENCE

Owen, J., Kuhn, E., Jaworski, B., McGee-Vincent, P., Juhasz, K., Hoffman, J., & Rosen, C. (2018). VA mobile apps for PTSD and related problems: Public health resources for veterans and those who care for them. *mHealth*. doi:10.2196/mhealth.2018.05.07



For more information, visit:
www.ptsd.va.gov/appvid/mobile
Date Created: February 13, 2019



Do NOT substitute this application for professional help, if you struggle with severe insomnia or PTSD seek medical and behavioral health help, see pages 4 and 5

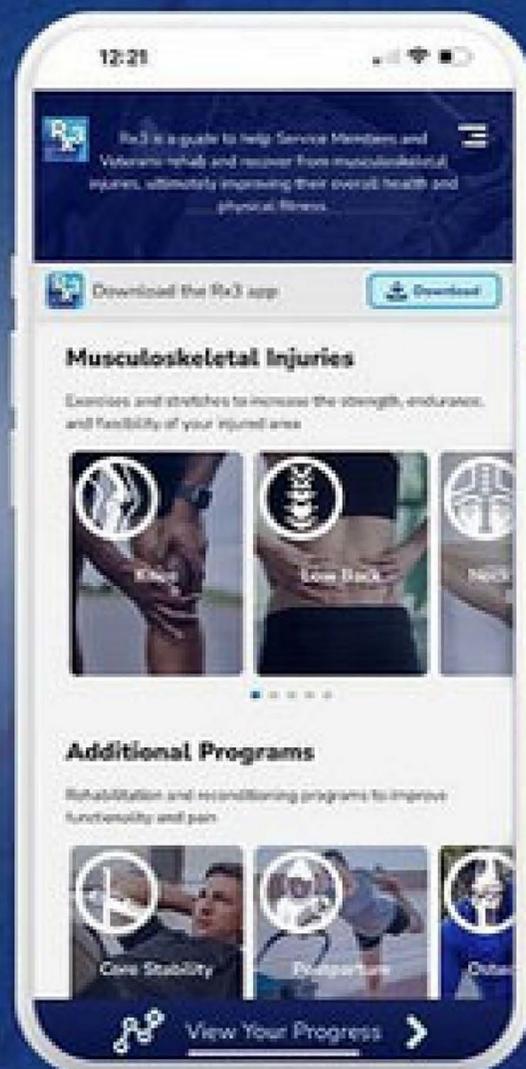
ARE YOU INJURED?

There's an app for that.

Designed by experts for
Warfighters and Veterans

- ✓ 10+ exercise programs
- ✓ Video guided exercises
- ✓ Track progress & pain level
- ✓ Download & print programs
- ✓ In-app timer
- ✓ Ask the Expert

DOWNLOAD



HPRC-online.org/Rx3



OPERATION SUPPLEMENT SAFETY

Operation Supplement Safety (OPSS) provides resources to help consumers within the DoD community make informed decisions on dietary supplements. Visit **OPSS.org** for more information.

Choose food first!
Dietary supplements are not substitutes for a healthy, balanced diet.

Read the entire label carefully to make an informed decision about a dietary supplement product.





Screen your supplement for safety. Read the label on your supplement and mark 1 for “yes” and 0 for “no.”

Key questions you can answer:	Yes=1	No=0
Is any one of these third-party certification seals on the product label?		
Are there less than six ingredients on the Supplement Facts label?		
Is the label free of the words proprietary, blend, matrix, or complex ?		
Can you easily pronounce the name of each ingredient on the Supplement Facts label?		
Is the amount of caffeine listed on the label 200 mg or less per serving? (If caffeine is not listed, mark “1.”)		
Is the label free of questionable claims or statements ?		
Are all the % Daily Values (% DV) on the Supplement Facts label less than 200% ? (If % DV is not listed, mark “0.”)		
Total: Add up the “1s.” 4 or more is okay. Less than 4 is a “no-go.”		



Questions
about dietary
supplements?

Ask the
OPSS experts at
OPSS.org/ask-the-expert

OPERATION
SUPPLEMENT
SAFETY (OPSS)

What is Doctors on Demand? Telemedicine service covered by Tricare to dependents and Soldiers (**servicemembers require must have a prior referral to use this service**).

Who is eligible: beneficiaries and active duty Soldiers. **NOTE: all Soldiers require a referral to be placed by a Military Treatment Facility provider in order to use this service.** Dependents do NOT need a referral. Check eligibility below + look for the app.

Look for this logo!



Soldiers / servicemembers REQUIRE A REFERRAL from a Military Treatment Facility credentialed provider to use this service. Please speak with or see your primary care if you are interested. **Dependents may also use this service do not need a referral.**



Urgent Care ▼

Mental Health ▼

We Treat ▼

About ▼



Sign in

Register

Please have the information below ready

To determine your coverage and cost, you will be asked for your **9-digit Sponsor SSN**. Your 10-digit DoD ID number will not be accepted.

[Continue to complete registration](#)

Reminder: Active duty service members require referrals for urgent care and mental health visits through Doctor on Demand. If you are not an active duty service member, you do not require a referral.

Telemedicine service covered by Tricare to dependents and Soldiers (**servicemembers require must have a prior referral to use this service**). Offers behavioral health counseling on an on-demand basis from your home.

Who is eligible: beneficiaries and active duty Soldiers. **NOTE: all Soldiers require a referral to be placed by a Military Treatment Facility provider in order to use this service.** Dependents do NOT need a referral. Check eligibility below look for the app.

Telemetry - The Leader In Mental Health Care For Tricare



Proudly Serving Those
Who Serve



All Soldiers / servicemembers REQUIRE A REFERRAL from a Military Treatment Facility credentialed provider to use this service. Please speak with or see your primary care if you are interested. **Dependents may also use this service do not need a referral.**

Specialty Referral Scheduling Instructions

1. A referral has been placed for you by an MTF provider.

PRIOR TO SCHEDULING: For ROUTINE* consults, Soldiers are strongly encouraged to communicate with chain of command regarding key training events in next 30 days (ACFT, CTE, HPDT, FTX, etc.)

****URGENT / POST-SURGERY / or other time-critical appointments MAY NOT BE RESCHEDULED unless Trainee has written approval from a military medical provider.**

2. Wait 2-3 business days (i.e. week-days). Check your personal phone voicemail for a call from RAHC or directly from the specialty clinic. If no call and no voicemail and it's been 3 weekdays, go to step 3.

If you DID receive a phone call and/or message, follow instructions from the call/voicemail AND skip to step 6.

3. If NO phone call, NO voicemail and it has been 3 or more business days:

Call 1-833-286-3732 (0700-1545 M-F) to inquire as to status of referral with Reynolds Army Health Clinic (RAHC) Referral Management.

You do not have to wait for the recording to finish: Select Option 2 for referral management scheduling, keep selecting Option 2 again until you reach Referral Management.

REFERRALS, CONTINUED

5. Inquire about your referral. If referral was sent to a wrong location (e.g. to your previous city/state or to the wrong civilian provider), **follow the troubleshooting directions below**. As a last resort (e.g. it's been 1+ week AND you followed all instructions) return to clinic from which it was ordered.

6. Schedule your appointment and **communicate the date/time/location with your** chain of command.

BRING IMAGING RESULTS (DISC): BRING WITH YOU / NOT REQUIRED If any imaging (e.g. x-ray, MRI, CT scan etc.) done beforehand relating to this consult, obtain imaging disc from RAHC radiology, 1st floor Reynolds, by going in person (M-F 0700-1545) and then bring the disc(s) to your consult.

BRING PRINTED LAB RESULTS / PRINTED MEDICAL RECORDS: BRING WITH YOU / NOT REQUIRED If any labs were done relating to this consult, register for DS logon and access records/labs from your civilian smartphone/personal computer or log in with CAC via CAC-enabled computer and print off/bring your lab results. **You can easily access your own on-post labs / encounters / imaging (text only) from your smartphone or personal computer/tablet via DS log-on**, select 'MHS Genesis Patient Portal': <https://health.mil/news/in-the-spotlight/mhs-genesis> and follow the steps to register for a DS logon. Then log on via your smartphone or personal computer.

OR go to medical records at Reynolds Army Health Clinic, basement and request a print-out of all of your laboratory results and medical encounter notes.

SOLDIERS, PLEASE READ! FOR PROBLEMS / ISSUES WITH REFERRALS

Option 1 (preferred) contact Referral Management at Reynolds Army Health Center:

1. If no call in 3 business days regarding your consult: call Reynolds Army Health Clinic (RAHC) referral management and/or follow up with ordering provider.

RAHC Referral Management (M-F) 0700-1530:

(833)-286-3732, select Option 2, Select Option 2 again (YOU DO NOT HAVE TO WAIT FOR RECORDING TO FINISH)

REFERRALS, CONTINUED

Option 2: Contact TRICARE West Region directly

Call TriWest: Call us at **1-888-TRIWEST (874-9378)**

Our experienced call center agents are here to help **Monday – Friday, 8 a.m. to 6 p.m.** in your time zone. Follow the prompts for expert service.

Self Service Available 24/7/365

1. Go to <https://tricare.triwest.com/en/beneficiary/>
2. 'Beneficiary Log In'
3. Continue
4. New User? Sign Up

From your own smartphone or personal computer you can even check the status AND location/phone number of your off-post specialist appointment yourself but allow 3 business days before you check.

Self-service for referrals: Fort Sill switched to TriWest Healthcare Alliance on 1 January 2025

The screenshot shows the TRICARE West Region website interface. At the top, there is a navigation bar with the TRICARE logo and a 'Log In' button. Below the navigation bar, there are four main menu items: 'Beneficiary', 'Provider', 'Government', and 'Find a Provider'. The main content area features a large image of a person using a laptop, with the text 'Search the TRICARE West Region Provider Directory' and a 'Find a Provider' button. Below this, there is a section titled 'Register for a Personal Account' with a description and three buttons: 'Beneficiary Log In', 'Provider Log In', and 'Government Log In'. The background of the bottom section shows a family of four smiling.



ATTENTION:
**428 FA BRIGADE CADRE
AND STUDENTS**



- Is your primary care medical appointment too far away?
- Are you acutely sick / injured and having to travel off post for urgent care or waiting prolonged periods at the on-post urgent care?
- Questions or concerns on profiles, referrals, or Army regulations as apply to your medical status?

**ADDITIONAL MEDICAL APPOINTMENTS
ARE AVAILABLE! WALK-INS WELCOME!
MONDAY, WEDNESDAY, THURSDAY
MORNINGS FROM 0740-1140.**

WHO: 428 FA BDE active duty Soldiers:

- Any and all Cadre/Permanent Party (e.g. drills, staff, instructors, command teams, etc.)
- Officer Basic Course cadre and students
- Captain's Career Course cadre and students
- Warrant Officer Course cadre and students

HOW (READ CAREFULLY): CALL RAHC appointment line (833)-286-3732, select option 1 (you do not have to wait for the recording to finish), and MUST ask to schedule with CPT Iancu, Mihai, PA-C (last name spelled i-a-n-c-u)

OR

WALK IN 0740-1120, MUST ask for CPT Iancu, Mihai (last name spelled i-a-n-c-u)

WHERE: Family Medicine/EFMP Front Desk, RAHC, 1st fl.



428 FA BRIGADE SOLDIERS



FOOT & ANKLE PAIN?

ARE YOU EXPERIENCING OR HAVE YOU EXPERIENCED THE FOLLOWING ?

- FOOT PAIN / ANKLE PAIN
- KNEE PAIN
- PLANTAR FACIITIS
- FLAT FEET
- SHIN SPLINTS
- LOW BACK / HIP PAIN

WHO: 428 FA BDE, Active Duty Service Members with at least two weeks time on station (from time of molding)

Join Our Fort Sill Ongoing Foot & Ankle Clinic

WHAT: Molding for custom 3D printed orthotics (insoles) for your shoes and boots

WHEN: Tuesdays and Thursdays 0700-1000

**WHERE: 1st floor gym (by staff duty desk) BLDG 4401
Anderson Hall**

HOW?



SCAN QR CODE, FILL OUT, WALK IN!

- Ensure your DOD ID is correct! If it is incorrect, the referral will not process
- Ensure your phone number is correct!

**EMERGENCY: EMERGENCY ROOMS AT COMANCHE
MEMORIAL OR SOUTHWESTERN REGIONAL**

**URGENCY: LOCAL URGENT CARES IN NETWORK ARE LISTED
BELOW**



Reynolds Army Health Clinic



TRICARE Network Urgent Care Clinics

There are three TRICARE network Urgent Care Clinics in the Lawton/Fort Sill area that are available for TRICARE Beneficiaries.

WellFast Urgent Care
1902 E Gore Blvd, Lawton Ok 73501
580-357-4200

Xpress Wellness Urgent Care
6744 NW Cache Rd, Lawton Ok 73505
580-536-9355

Access Medical Center
3428 NW Cache Rd, Lawton Ok 73505
580-595-7207

These are the ONLY three TRICARE Network Urgent Care Clinics in the Lawton/Fort Sill area. If you are seen at any other UCC in the Lawton/Fort Sill area you may receive a bill as the visit will not be covered by TRICARE.

Active Duty Services Members are not authorized to receive care at local area urgent care clinics and must receive care at their enrolled Military Treatment Facility (Reynolds Army Health Clinic). If you are an Active Duty Service Member who needs care but are outside of the 50 radius from RAHC, call the TRICARE Nurse Advice Line at 1-800-TRICARE to receive an authorization to be seen at the nearest TRICARE network UCC.

DO I NEED A SLEEP STUDY?

Make an appointment with an MTF provider to see whether or not you would benefit from a sleep study referral if you score the following on the surveys below:

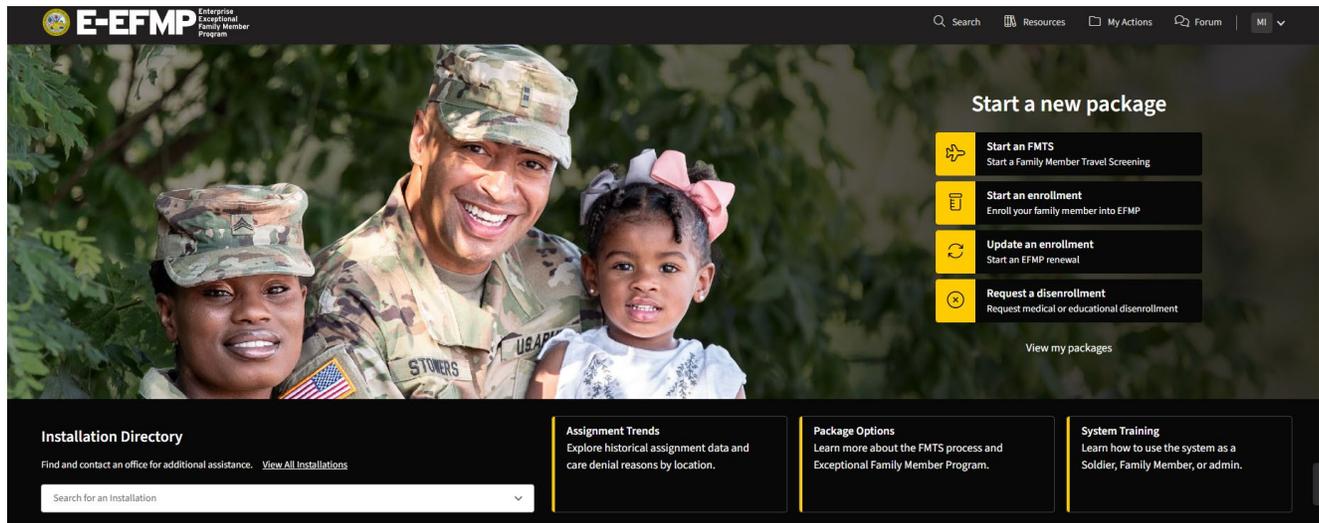
STOP BANG: score of 3 or higher

or

Epworth Sleepiness Scale: score of 16 or higher

STOP-BANG Sleep Apnea Questionnaire		
<i>Chung F et al Anesthesiology 2008 and BJA 2012</i>		
<input type="checkbox"/>	Do you SNORE loudly (louder than talking or loud enough to be heard through closed doors)?	YES NO
	Do you often feel TIRED , fatigued, or sleepy during daytime?	YES NO
	Has anyone OBSERVED you stop breathing during your sleep?	YES NO
	Do you have or are you being treated for high blood PRESSURE ?	YES NO
	BMI more than 35kg/m ² ?	YES NO
	AGE over 50 years old?	YES NO
	NECK circumference > 16 inches (40cm)?	YES NO
	GENDER: Male?	YES NO
Total Score	<input type="text"/>	High risk of OSA Yes 5-8 Intermediate risk of OSA Yes 3-4 Low risk of OSA Yes 0-2
Epworth Sleepiness Scale		
<input type="checkbox"/>	How likely are you to doze off or fall asleep in the following situations? 0-Never, 1-Slight, 2-Moderate, 3-High	
	Sitting and reading	_____
	Watching TV	_____
	Sitting, inactive in public place	_____
	As a passenger in a car for an hour without a break	_____
	Lying down to rest in the afternoon	_____
	Sitting and talking to someone	_____
	Sitting quietly after lunch without alcohol	_____
	In a car stopped for a few minutes in traffic	_____
Total Score	<input type="text"/>	Score 10-15 May need to seek medical treatment Score 16-24 Should consider medical treatment

ENTERPRISE- EXCEPTIONAL FAMILY MEMBER PROGRAM (E-EFMP)



<https://efmp.army.mil/EnterpriseEfmp/Home>

From a CAC enabled computer or with a DS log on: Go to link above or search 'E-EFMP' to start enrollment or renewal. This must be done online.

EFMP requires renewal every 3 years, even if there have been no significant changes (aside from permanent disenrollment); this is a requirement that may affect your assignment orders.

Recommend to renew or start any EFMP existing packages 4-6 months prior to the expiration date. You can check the expiration date by logging on to E-EFMP.

- To renew an existing enrollment, click 'View my packages'

Fort Sill EFMP office is located inside of Reynolds Army Health Clinic:

Reynolds Army Health Clinic
1st floor, front desk 'Family Medicine / EFMP'
4301 Wilson St, Fort Sill, OK 73503
(580) 558-3460