

## Pledge to Patients

We are here to provide patient centered, provider driven, safe, evidence based healthcare in order to develop and support community based health. We will always treat you with dignity and respect. We will strive to make every encounter the most pleasant, patient-friendly experience possible. When we delight you, tell the world. If we disappoint you, please tell us so we can address your concerns and improve our services. Ask any clinic staff member for a copy of the Munson Patient Rights and Responsibilities. For comments or concerns call the Patient Advocate at 913.684.6211/684.6110 or submit an Interactive Customer Evaluation, the link is located on our homepage.



Medical Department Activity Assumption of Command, COL David Cassella June 3, 2016

Munson Army Health Center offers limited services from 7 a.m. to 1 p.m. one day each month for employee training (usually the second Wednesday of the month). We are closed for all federal holidays. Keep track of training days and closures by following us on facebook, [www.facebook.com/munsonhealth](http://www.facebook.com/munsonhealth)

Web — <https://www.munson.amedd.army.mil>

[www.tricare.mil](http://www.tricare.mil)

[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

Facebook — [www.facebook.com/munsonhealth](http://www.facebook.com/munsonhealth)

Twitter — [www.twitter.com/munsonhealth](http://www.twitter.com/munsonhealth)

Call Center 913.684.6250

Information line 913.684.6000

## Munson Army Health Center

**U.S. Army Medical  
Department Activity**

**550 Pope Avenue—Building 343**



***Vision: Passionate professionals  
inspiring our community to proactively  
participate in their healthcare;  
significantly Improving their health.***



## Munson Army Health Center Services— Information 684.6000 or 800.250.3462- 24 hours a day

### AMBULATORY SURGERY SERVICES

Out Patient surgeries available: Orthopedic/Podiatry, ENT and General Surgery. Ask your provider for more information.

#### TRICARE Online

Beneficiaries can book and cancel appointments on-line at: [www.tricareonline.com](http://www.tricareonline.com) after registering for an account. For help with TRICARE Online call the help desk at 800.600.9332.

#### Appointment Access and Readiness Contact Center

Appointments may also be made by calling the AARCC at 913.684.6250 or 888.269.0109 from 7 a.m. to 4 p.m. Monday through Friday. MAHC does not offer sick call or walk-in services.

#### Cancellations

Appointments can be cancelled through the AARCC, TRICARE Online or by responding to telephone or text appointment reminders. Canceling as early as possible allows the appointment to be used by another patient. To cancel an appointment call:

888.269.0109/913.684.6250.

#### Public Affairs

Tracy McClung— 684.6343

To subscribe to our Munson Notes (a weekly update) send an email with the word 'subscribe' to :

[Tracy.s.mcclung.civ@mail.mil](mailto:Tracy.s.mcclung.civ@mail.mil)

### Quick Reference phone numbers and hours

All 684 numbers are in the 913 area code

Allergy/Immun — 7:45-11:30 & 1-4 MTuWf, 8:30-11a & 1-4pTh— 684.6344

Ambulatory Surgical Center — 6:30 a.m. to 3 p.m. M-F — 684.6363

Appointments (AARCC) — 7 a to 4 p M-F — 684.6250 or 888.269.0109

Army Wellness Center — 6:30 a to 3 p M-F — 758.3403

Behavioral Health (Multi-Disciplinary Clinic) — 7 to 4:30 p M-F — 684.6771

Case Management — 7:30 a.m. to 4:00 p.m. M-F — 684.6442/6568

Debt Collection Assistance Office — 8 a.m. to 4 p.m. M-F - 684.6211/6110

Exceptional Family Member Program — 684-6250 by Appointment

EKG— Call the AARCC for an Appointment -684.6250

Medical Home — 7:30 a to 5:30p M-Th, 7:30 a to 4:30 p F, 684.6250

Laboratory — 7:a.m. to 5 p.m. M-F — 684.6161

Mammography — 8 a to 3:30 p M-Th-F & 8 a to 6 p Tu-W — 684.6140

Medical Boards/PEBLO — 7:30 a.m. to 4 p.m. M-F — 684.6581

Medical Management Center — 7:30 a.m. to 4:30 p.m. M-F — 684.6390/6091

Medical Records — 7:30 a.m. to 5 p.m. M-F — 684.6641/6640

Nutrition Care — 7:30 a.m. to 4 p.m. M-F — 684.6250

Occupational Health Nurse — 7:30 a.m. to 4 p.m. M-F — 684.6546/6618

Optometry — 7:30 to 11:30 a.m. and 12:30 to 4 p.m. M-F — 684.6750

Orthopedics/Physical Therapy — 7:30 a.m. to 4 p.m. M-F — 684.6138

Patient Administration — 7 a.m. to 4:30 p.m. M-F — 684.6000

Patient Advocate — 8 a.m. to 4 p.m. M-F — 684.6211/6110

Pediatrics — 7:30 a.m. to 4 p.m. M-F — 684.6250 (AARCC)

Pharmacy — 7:30 a.m. to 5:30 p.m. M-F — 684.6059

Pharmacy Prescription Refill — 684.6500 or 888.745.6435

Physical Exams — 7:30 a.m. to 4 p.m. M-F — 684.6630

Preventive Medicine — 7:30 a.m. to 4 p.m. M-F — 684.6539

Public Health Nurses— 7:30 a.m. to 4 p.m. M-F — 684.6535/6528

Radiology (MRI, Ultrasound) — 7:30 a to 6p M-Th & 7:30 a to 5p F — 684.6140

Release of Information — 9 a.m. to 4 p.m. M-F — 684.6205

Resource Management — 7:30 a.m. to 4 p.m. M-F — 684.6668

Specialty Clinic — 7:30 a.m. to 4:00 p.m. M-F — 684.6250

Travel Clinic — 7:30 a.m. to 3:30p.m. M-F — 684.6535/6528

Triage — 24-hours — 684.6250 (AARCC)

TRICARE Online help desk (MHS help desk) — 800.600.9332

TRICARE — 877.988.9378

Uniform Business Office/Third Party Billing — 7:30 a to 4 p M-F — 684.6048

Well Woman Clinic — 8 a.m. to 4 p.m. M-F — 684.6250

Nurse Advice Line— 1.800.TRICARE or 913-684.6250 option 3

United Health Care Military and Veterans— 1.877.988.west (9378)

### After Hours Health Care

For after hours health or behavioral health concerns, call the Call Center at 913.684.6250 to reach the triage service.

MAHC **does not have an EMERGENCY ROOM, for life threatening emergencies call 911**, for all other emergencies go to the nearest emergency room. An emergency room should never be used as a substitute for a primary care appointment.

### Local Emergency Rooms

St. Luke's Cushing Hospital, 913.684.1144, 711 Marshall St. About 1.5 miles from the Grant Avenue Gate. Straight out the Grant gate on 7th Street, two blocks south of Spruce Street, turn right onto Marshall Street.

Saint John Hospital, 913.680.6100, 3500 S. 4th St. Trfwy. About 3.5 miles from the Grant Avenue Gate. From Grant gate turn left on Metropolitan Avenue and Right on 4th Street Trafficway. The hospital is on the right just south of the Leavenworth Plaza.

Dwight D. Eisenhower VA Medical Center, (Active Duty) 913.682.2000, 4104 South 4th St. Trfwy. About 3.5 miles from the Grant Ave. Gate. From Grant gate turn left onto Metropolitan Avenue, right on 4th Street Trafficway.

The Dwight D. Eisenhower VA Medical Center will see Active Duty and Retired sponsors only. They do not see family members/dependents.