



DILORENZO TRICARE HEALTH CLINIC



OUR NATION'S CAPITAL PREMIER
JOINT HEALTH CARE FACILITY



PATIENT GUIDE
2015

Welcome to the Dilorenzo Tricare Health Clinic

Our medical clinic serves a community of
over 20,000 on the Pentagon reservation



“What We Do Matters”

Our Vision: The DoD’s premier Patient Centered Medical Home embracing a culture of excellence in wellness, healthcare and professionalism.

Our Mission: We are the Pentagon’s Center for Health. We deliver the highest quality patient-centered care to ensure a healthy, productive and ready force.

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General Information

1. Hours of Operation:

The Dilorenzo Tricare Health Clinic (DTHC) is open Monday through Friday from 0700 to 1600. Every Thursday our doors remain open to our population with limited services available from 1200-1600. Our Acute Care and ancillary services to include Pharmacy and Laboratory remain open on Thursdays with full services provided. DTHC is closed on all weekends and holidays.

2. Enrolling to DTHC:

As of 1 April 2014, TRICARE offices are no longer located within our medical clinic. To enroll to DTHC, please contact 877-TRICARE (874-2773). You may also access TRICARE Online at the following web link: <http://www.tricareonline.com>

All active duty members required to inprocess through DTHC will be mini-registered into our computer system. This DOES NOT substitute the need to enroll through Tricare Online (TOL). The only thing that will be annotated when you are mini-registered is when you inprocessed into our clinic, noting ONLY when your medical records were received by DTHC as the gaining military treatment facility (MTF). Please use the link above to log onto TOL to begin your enrollment process.

3. Scheduling / Canceling Appointments:

There are many ways for you to successfully and easily schedule an appointment within our clinic. Please use the following resources to assist in this process:

- The best way is to contact the National Capital Region Integrated Referral Management and Appointing Center (IRMAC) call center at (855)227-6331 or (800)433-3574 (Mon - Fri: 0600 - 1800)
- You may also contact DTHC (703) 692-8810 to reach the specific clinic directly (Mon - Fri: 0700 - 1600)
- Online at <http://www.tricareonline.com> (24/7)
- If you are already enrolled to RelayHealth you may submit a request for an appointment to be scheduled (please be aware for ALL emergent/urgent symptoms, report immediately to the

closest ER or call 911. Emergent/Urgent symptoms should NEVER be placed through RelayHealth). Please DO NOT submit a message requesting to cancel an appointment on Relay Health as it may not be cancelled in time resulting in a No Show.

Please note, not all of DTHC appointments are available for online scheduling, but with just a click of the button, a large number of primary care appointments are available to you.

Please see our TRICARE Online section below, or visit <https://www.tricareonline.com> for more information as registration is required.



Please be mindful that healthcare is a luxury that not all can afford. A missed appointment costs our government money as that appointment could have been utilized by another patient. Please be respectful of our staff's time as well as other patients who need care. If you need to cancel or reschedule an appointment you may do so via TRICARE Online.

To cancel your appointment, simply log back on to TRICARE Online, click "Book Appointment", scroll to the bottom of the page to "View or Cancel Appointment", and click "Cancel TOL Appointment" (follow additional prompts to complete);

Or you may call the Appointment Line at the above referenced numbers.

4. Secure Messaging (RelayHealth)

Healthcare management literally at your fingertips.

- Request prescription renewals
- Receive test and laboratory results
- Get guidance from your medical team by e-mail
- Consult with your medical team regarding non-urgent health matters
- Avoid unnecessary office visits and telephone calls
- Access valuable health information online

www.relayhealth.com

5. Nurse Advice Line

Phone number: 1-800-874-2273 Option 1

Have a health question? Call the TRICARE Nurse Advice Line and get professional help 24/7.

Your nurse will:

- Route your call to the appropriate nurse and follow up when necessary or requested
- Make same-day appointments with your primary care manager if you are enrolled to a military treatment facility
- If a same-day appointment is not available, your nurse will re-direct you to the closest urgent care center without any point-of-service co-pays.

6. TRICARE Online (TOL)

TRICARE Online (TOL) allows you to make appointments, refill prescriptions, and access many other TRICARE services and benefits all at the touch of a button. Registration is required to access the most popular of TOL's resources. Follow these simple steps:

1. Go to <https://www.tricareonline.com>
2. Read the online Privacy and Security Policy, and click "I Agree"
3. Click "Register Now on TOL", fill in the information and "submit".

Booking appointments online, for your family members or you, is one of the more convenient functions of TOL. Once registered, follow these instructions:

1. Go to <https://www.tricareonline.com/>
2. Read the Online Privacy and Security Policy and click "I AGREE"
3. Click the "Log In" button and press "OK" when prompted
4. Click on the Link on how you wish to Login
5. Under Quick Links, select "Book an Appointment"
6. Select a "Family Member" and "Visit Reason" from the drop down menus that appear, and click "View Appointments"
7. Based on your "Visit Reason", available appointments from your Primary Care Manger (PCM) or other DTHC services will appear in a pop-up calendar after pressing "View Appointments". Click on the available appointment time of your choice in the calendar to book that appointment

REMINDER: If you are unable to keep your scheduled appointment, please remember to cancel it to allow other patients to utilize that appointment.

7. Emergency / Urgent Care

❖ Definition of an **Emergency**:

A sudden, unexpected, acute medical condition or the worsening of a condition that poses a threat to life, limb or sight and requires immediate treatment.

What to do in an **Emergency**:

Call 911 or immediately go to the nearest emergency department for the following symptoms:

- Chest Pain
- Respiratory Distress/Shortness of Breath
- Active, Uncontrolled Bleeding
- Seizure Activity
- Loss of Consciousness for Any Amount of Time
- Sudden Weakness or Dizziness or Numbness
- Sudden Vision or Hearing Changes
- Allergic Reaction
- Trauma; Possible Broken Bone
- Severe Pain
- Suicidal or Homicidal Ideation
- Severe Skin Blistering or Redness
- Temperature More Than 104 Degrees Fahrenheit

There is **NO** authorization required from TRICARE **OR** your Primary Care Manager (PCM) for Emergency Room visits.

When possible, it is recommended to use a Military Treatment Facility ER, but this will not always be the case based upon the given situation. If a civilian ER is used, please ensure to do the following:

1. Notify Health Net Federal Services within 24 hours at 1-(877) TRICARE (874-2273)
2. Notify your Primary Care Manager at (703) 692-8810

Please note while DTHC does not have an emergency room, we do provide Acute Care Services for any/all of the above listed emergency symptoms during duty hours. Please **DO NOT** bypass an ER military or civilian to

come to the DTHC Acute Care Clinic (ACC) as the ACC can only provide limited emergency care and may require you be transported via ambulance to the nearest ER for further evaluation. Please review the Acute Care informational section for more details.

❖ Definition of **Urgent Care**:

*Medically necessary services that are required for an illness or injury that would not result in further disability or death if not treated immediately, but require professional attention and have the potential to develop such a threat if treatment is delayed longer than 24 hours. An example of an **Urgent Care** condition could be a sprain, sore throat or rising fever.*

Requirements of Member for use of Civilian Urgent Care Center (UCC):

The use of an UCC is only available to active duty members before and after duty hours of 0700 – 1600.

Active Duty members **must** obtain **AUTHORIZATION** for urgent care or they will be responsible for all associated costs. You may do this by the following:

1. Contact the appointment line at (855) 227-6331 and request to leave a telephone consult for your PCM, once you have reviewed your symptoms with your PCM's Nurse and if an appointment cannot be provided in a timely manner, an UCC referral can be placed and you may present to an UCC of your choosing that is a HealthNet Authorized Facility after duty hours.
2. Present to an UCC within the Network (HealthNet authorized facilities) of your choosing, after you have been evaluated and within 5 calendar days from the date of the visit, you will need to call the appointment line (855) 111-1111 requesting contact with your PCM to request a referral be placed for the UCC visit. At this time you must be able to provide all necessary information to include facility name, location, contact number, date of service, diagnosis and recommended treatment.
3. You may also use Relay Health to request an UCC referral be placed. Please be prepared to provide all the necessary information as discussed above.

For a list of Civilian Urgent Care, Emergency Care or Minute clinics in the National Capitol Area (NCA) visit <https://www.HNFS.net>

- Click on “Find a Provider” or call 1-877-TRICARE (874-2274)

6. Patient Centered Medical Home (Primary Care)

DTHC follows the MHS Patient Centered Medical Home model. The PCMH is a patient-centered, physician-led, team-based model, which provides continuous, accessible, family-centered, comprehensive, compassionate and culturally-sensitive health care in order to achieve the best outcomes. The model is based on the concept that the best healthcare has a strong primary care foundation with quality and resource efficiency incentives. The PCMH is a departure from previous, traditional healthcare models because it focuses on the “whole person” concept, preventive care and early intervention and management of health problems rather than on high-volume, episodic, over-specialized and inefficient care. A PCMH practice is responsible for all of a patient’s healthcare needs and for coordinating/integrating specialty healthcare and other professional services.

A Snapshot of DTHC PCMH:

Primary Care provides acute and routine care services to approximately 8,000 enrolled active duty and VIP personnel assigned to the Pentagon. We are a tri-service clinic in both patient enrollment and staff. We average about 2,100 outpatient visits monthly.

The provider staff is comprised of physicians and physician assistants (PA) from all military branches and civilian providers. Routine services are available to active duty enrolled to DTHC. The clinic is also accepting dependents and retirees who are under 65 years old, TRICARE Prime and have unaccompanied access to the Pentagon (limited space available).

Our providers are comprised of: family practice providers, some who also offer specialized services in the following specialties:

- Internal Medicine
- Orthopedics
- Acupuncture
- Vasectomies

Our Internal Medicine Physicians focus on adult medicine and have had specific education and training on the prevention and treatment of adult diseases. Depending on your needs, you may be either referred or enrolled to this clinic. Internal Medicine specializes in:

- Hypertension

- Cholesterol Management
- Disease Prevention
- Preoperative and Perioperative consultations
- Diabetes Management
- Anticoagulation Management
- Primary Care for our patients with chronic conditions such as: Congestive Heart Failure, Chronic Obstructive Pulmonary Disease (COPD), Rheumatoid Arthritis, and Human Immunodeficiency Virus (HIV)

Primary Care also addresses many other types of appointments to include:

- Annual Well Woman Exams (Papsmear)
- PHA (Preventative Health Assessment)
- Retirement/Separation Physicals
- Acute concerns
- Vasectomy Consultation

Our Primary Care PCMH Teams

❖ Burgundy Team: (703) 614-6943

❖ Gold Team: (703) 614-6598

7. Specialty Services

A. Acute Care Clinic (ACC)

Acute Care Clinic Contact:

❖ OIC: 703-692-8871

❖ NCOIC: 703-692-8871

Our ACC is open from **0700- 1600 daily** for walk-in urgent/emergent concerns to include the following:

- obvious trauma
- dizziness/lightheadedness/visual disturbances
- chest pain
- sudden weakness on one side
- work related injuries
- severe allergic reactions

- respiratory distress
- suicidal/homicidal ideation
- severe pain uncontrolled bleeding
- severe headaches
- nausea, vomiting, diarrhea, fever

A **Nurse of the Day (NOD)**, is available during normal duty hours to evaluate acute or urgent conditions on a walk-in basis. The NOD will assess the complaint and determine the appropriate course of care, whether it is scheduling a routine appointment, referral to open access the following day, or a same day visit with a medical provider.

A **Provider** is designated **DOC1** and is available to see walk-in patients throughout the day on a space-available basis.

Dependent upon the severity of your symptoms, you may be seen in an acute office visit with DOC1 or you may be brought back to the Acute Care Clinic for close monitoring, testing and/or medication therapy, IV hydration, cardiac monitoring.

What will your wait time be like as a walk-in to the ACC?

- Wait time will fluctuate according to your acuity and the acuity of the patients before and after you, and the number of patients waiting to be seen
- **Patients with the highest acuity will be seen before a patient with a lower acuity level**
- The acuity level of patients is determined by the Triage Nurse and then reassessed by the Acute Care physician
- Transporting to National Capital Region facilities
- If the physician determines that your condition would be best treated at a facility with advanced capabilities, the option to transport is activated.
- Emergency patients are transported to the closest facility that is best equipped to provide the care needed. *Directions & Phone Numbers to receiving facilities can be provided.*
- For patients that require further care but are not classified as non-emergent, DTHC will coordinate medical transport to a facility that can provide a higher echelon of care.
- If the physician determines that the patients' condition is stable enough they may opt to send the patient with a non-medical person from their duty section or friend.

The Acute Care Provider (DOC1) is not a primary care provider so it is important for you to follow-up with your primary care provider after being evaluated and treated by Acute Care. If you have been transported via ambulance to a higher echelon of care, you will receive a call from the Acute Care Nurse within 72 hours to assist in any follow up needs if you had not been provided a follow-up appointment at discharge from the ACC.

If you are solely seen by the Provider designated DOC1 in an appointment and are recommended by the provider to schedule a follow-up appointment with your Primary Care Manager (PCM) YOU will need to schedule a follow-up appointment based on the recommendation of DOC1 within your designated primary care team. You may do this through the DTHC call center (703) 692-8810, the NCA call center (855)227-6331, or at <https://www.tricareonline.com>

B. Allergy / Immunization / Travel Medicine

Hours of Operation: Mon - Wed & Fri 0700 - 1600
Thurs 0700-1200 (1200-1600 Limited Services)

Contact Information: (703) 692-8976/8978

Location: Room 215

Services Provided:

- Allergy Clinic
- Immunizations Clinic
- Travel Medicine Clinic

ALLERGY CLINIC:

Allergy Shot Clinic runs M, T, W, & F from 0700 - 1530 and Thursdays from 0700 -1200

- Provides allergy shots to patients who have already been seen and evaluated by an Allergist.
- We DO NOT provide referrals to an Allergist this must be accomplished by the patient by scheduling an appointment with their Primary Care Provider.
- Allergy Testing IS NOT done at the Pentagon.

- Once allergy shots have been ordered by a referring Provider and initial allergy shots started with an Allergist you may transfer to our location.

Eligibility:

- Active Duty military, Retired military and dependent spouses of AD/Retired Military ARE eligible
- DOD Civilians, Contractors without military affiliation and children ARE NOT eligible

IMMUNIZATION CLINIC:

Providing immunizations that are needed on a routine basis as a result of physical exam, injury, illness or to provide the follow-up needed to finish a shot series.

Routine Immunizations: Mon - Fri 0700 - 1530
 SmallPox Vaccine: M, W, F 0700 - 1500
 Flu Clinic: M - F 0700 - 1600
 Eligibility:

Who ARE eligible?

- Patient undergoing a physical exam at DTHC
- Patient who needs to finish a shot series
- Dependent spouses of AD/Retired military
- AD, their adult dependents and DoD civilians who started shots for official travel

Who ARE NOT eligible?

- DoD civilians who wish to get routine vaccinations not in conjunction with official purpose
- Contractors who DO NOT have a military affiliation
- Persons who are less than 18 years of age

What to know:

- Bring your medical record or any shot record that you might have
- You will need to remain in clinic for observation for 15 minutes following administration of a vaccine

- For a Japanese Encephalitis Vaccine shot you will need to remain in clinic for 30 minutes following administration of this vaccine

TRAVEL MEDICINE CLINIC:

This clinic runs by appointment ONLY.

Tues: 1300 - 1500

Thurs: 0800 - 1200

C. Cardiology

Hours of Operation: Tues. 0730-1600

Contact Information: 703-692-0966

Location: Room 210

Who is eligible for Services?

- All active duty military
- All patients enrolled in the DTHC for their primary care

What services are provided?

- All services provided by the Cardiology clinic require a referral from their primary health care provider (PCM).
- Cardiovascular Assessment
- Electrocardiograms
- Holter Monitoring
- Stress Testing

How to schedule an appointment?

All appointments booked in cardiology require that you have already obtained a referral from your PCM, otherwise an appointment CANNOT be booked.

All appointments are booked by a Cardiology Technician ONLY.

D. Defense Stress Management (DSM)

Hours of Operation: Mon - Wed & Fri 0700 - 1600
Thurs 0700 - 1200, (1200 - 1600 Limited Services)

Contact Information: Pentagon/DTHC: 703-692-8878
Taylor Building: 703-545-3533

Location: Room 247

DSM does not use email to communicate with patients. Please contact us by phone or in-person.

DSM is a subspecialty clinic of the DiLorenzo TRICARE Health Clinic (DTHC). We offer mental health services to active duty service members at two clinics, one in the Pentagon and one in Crystal City.

You DO NOT need a referral to get an appointment with DSM. You may schedule an appointment in-person or call either the Pentagon (703-692-8878) or Taylor Building (703-545-3533) office. Your telephone messages will be returned within one business day.

During Duty Hours:

If you do not have a scheduled appointment with DSM and are unable to reach DSM to assist you, and feel you are in need of services you may walk into DTHC Acute Care. We will be more than happy to facilitate an appointment with the Integrated Behavioral Health Consultation (IBHC). (Please see IBHC Section for further information about services provided).

After- Duty Hours:

For routine care issues, leave a telephone message at the DTHC or Taylor Building office.

FOR EMERGENCIES, please call 911, Military OneSource, or Suicide Hotline for assistance.

Your First Appointment:

Will last 2 ½ hours. During the first 30 minutes, you will complete necessary medical forms. During

the remaining time, a mental health clinician will meet with you to discuss your concerns and to develop a treatment plan. If necessary, you may be referred to a psychiatrist or another specialist for further evaluation and treatment.

Follow- up Appointments:

Please arrive 5 minutes before your appointment's scheduled time. Please call us if you expect to arrive late for your session. If you arrive 10 or more minutes late, you will need to schedule a new appointment. (At the discretion of your therapist.)

Cancellations:

If you need to cancel or reschedule an appointment, please let us know as soon as possible. Given the demands for DSM services, the next available appointment date may be in 3 to 4 weeks.

Prescription Refills:

- Prescriptions are refilled during your psychiatric appointment. However, if you need a refill sooner, contact the office where you receive psychiatric care.
- We will attempt to process your refill request within 3 business days.
- We will need the following information: full name; complete social security number; telephone contact number; name of medication; medication dose (i.e., milligrams per tablet); frequency of use (i.e., number of tablets taken at one time, and how many times per day); and location of pharmacy where you will pick up the medication.

E. Executive Medicine

Hours of Operation: Mon -Wed, Fri 0700 - 1600
Thurs 0700 - 1200 (1200 - 1600 Limited Services)

Room: 201

Contact Information: (703) 692 -8835

Executive Medicine at Dilorenzo Tricare Health Clinic has the honor of serving our Nation's leaders. We understand that our Government and Military leaders face numerous time, privacy, and security demands required of their positions. To help meet those demands we offer the Executive Medicine Clinic, a comprehensive healthcare program, equipped and dedicated to providing personalized care. Executive Medicine is responsible for providing all of a patient's health care needs and/or arranging care with other qualified professionals. This includes coordination of preventive and specialty care, treatment of acute and chronic illness and case management services.

DTHC Executive Medicine is affiliated with the WRNMMC-Bethesda Executive Medicine program. Our Executive Medicine team works closely with WRNMMC Bethesda, Fort Belvoir, and other Executive Medicine clinics to ensure seamless care in the National Capital Region.

We serve:

- Members of the President's Cabinet
- Members of the U.S. Congress
- The U.S. Supreme Court Justices
- Active Duty and Retired Flag/General Officers and their beneficiaries
- Current Senior Executive Services (SES) (that are retired military)
- Secretary/Deputy Secretary and Assistant Secretary of the Military and Department of Defense
- Foreign Dignitaries
- Foreign Military Flag/General Officers on orders or with letters of Secretarial Designation
- Medal of Honor recipients

Services Available:

- Physicals
- Follow-ups
- Same day appointments
- Refills of medications
- Questions regarding referrals

F. D. Kenneth Block Fit To Win Wellness Center

Hours of Operation: Mon - Wed & Fri 0700 - 1600

Thurs 0700 - 1200 (1200 - 1600 Limited Services)

Contact Information: (703) 692-8898 (Phone)
(703) 692-6201 (Fax)
DTHC.Fit-To-Win@health.mil (Email)
www.osdwellness.com
<http://www.dthc.capmed/mil>

Location: Room 220

About Us:

Fit to Win Wellness Program employs resources and utilizes guidelines developed by the Department of Defense under its three main Public Health platforms: Healthy Base Initiative, Operation Live Well and the Performance Triad. Through participation in these initiatives the Fit to Win Program focuses on the health and wellbeing of all Pentagon employees through support of lifestyle changes including sleep, activity, nutrition, smoking cessation, stress management and mental wellness.

Since 1987 Fit-to-Win has been providing fitness and health education designed for all Pentagon active duty and civil service personnel.

We achieve this through clinical screenings, education, physiological testing and exercise programming for modifying unhealthy lifestyle risks and improving healthy ones.

We assess your lifestyle risks by offering each person a Personal Wellness Profile to complete. From this information each person is encouraged to follow up by attending the various health education classes that our staff facilitates and participating in the many elements comprising our fitness program, which include 24 free visits to the Pentagon Athletic Center.

Individual counseling and follow up appointments allow each person the opportunity to thoroughly identify risks and monitor progress in successfully modifying and solidifying new and better behaviors and physiological markers.

For many Pentagon staff retirement is the next “duty station.” Fit To Win is your partner in preparing you to have a healthy, vigorous and robust “rest of your life.”

As long as you are here at the Pentagon, use us. For all of these reasons this is why we are here!

The Pentagon’s Worksite Wellness Program is **FREE** for all Active Duty and Federal Civil Servants Personnel assigned to the Pentagon. This program includes:

- health screenings
- health education classes
- fitness testing
- exercise prescription
- 24 Free Pentagon Athletic Center visits

****Contractors are able to attend any health educational classes****

**Medical Referrals are responsible for scheduling classes with
Fit- To- Win**

Fit-To-Win Educational Classes:

- Blood Pressure Management
- Cholesterol-Healthy Heart (2 part class)
- Diabetes Management
- Fitness over 50
- Meal Planning
- Mindful Eating
- Preventing Running Injuries
- Sports Nutrition (Endurance Training held quarterly)
- Tobacco Cessation/Quit to Win (3 part class)
- Understanding Heart Disease (Taught by our DTHC Cardiologist)
- Weight No More (2 part class)
- Why Do I Hurt
- Sleep Hygiene

Fit-To-Win Services/Programs/Workshops

- 5 Day Blood Pressure Check
- Army 10-Miler Training
- Health/Wellness Fairs
- Holiday Wellness Challenge

- Nursing Mom's Program
- Runner's Seminar
- In-office Screenings

Fit-To-Win Performance Testing

- Aerobic Capacity
- Lactate Testing
- Corrective Exercise Screen
- Ultrasound Bone Density
- Body Composition
- Running Shoe Clinic **
- Running Gait Assessment (Runner's Program)

must attend the PRI class and/or the "Why Do I Hurt" class before receiving an appointment

Class Schedule Link:

http://www.dthc.capmed.mil/Care/SitePages/FTW_CD.aspx

G. Integrated Behavioral Health Consultation Service (IBHC)

Hours of Operation: Mon - Wed & Fri 0700 - 1600
 Thurs 0700 - 1200 (1200 - 1600 (Limited Services))

Room: 206

Contact Information: (703) 692-8866

What is this and how is it different from Mental Health?

The purpose of the IBHC is to offer assistance when habits, behaviors, stress, worry or emotional concerns about physical or other life problems are interfering with daily life.

This service is a program made to Active Duty patients within the Primary Care Clinic to promote good overall health.

The IBHC is a Psychologist or Social Worker with specialty training that works as a member of the primary care team. Working within the team allows for the consideration of physical, behavioral and emotional aspects of health

IBHC will NOT provide traditional psychotherapy (unless you request or the IBHC feels you would benefit from specialty mental health services in which your primary care provider would consider a referral to assist.

What can an IBHC help me with?

- Reduce symptoms associated w/various chronic medical conditions or help to cope better with conditions such as:
 - Migraines and Headaches
 - Chronic Pain
 - Diabetes
 - Insomnia and sleep problems
 - Asthma and COPD
 - Hypertension
 - Irritable bowel syndrome
- Help to develop plans for behavioral change programs or lifestyle modifications such as:
 - Smoking cessation
 - Weight loss
 - Alcohol use
 - Exercise and healthier eating
- Help with emotional or behavioral problems such as:
 - Family or relationship problems
 - Stress
 - Depression
 - Anxiety
 - Anger problems

H. Minor Surgery / Specialty Services

Hours of Operation: Mon - Fri 0700 - 1600
Thurs 1200 - 1600 Limited Services

Contact Information: (703) 692-8874

Location: Room 118

All of our services are available by **referral only**.

A referral may be obtained by making an appointment with your primary care provider.

Services are available to Pentagon Active Duty TRICARE Enrollees.

Services Available:

- Dermatology (Visiting Provider)
- Otolaryngology (ENT) (Visiting Provider)
- Urology Consultation (Visiting Provider)
- Vasectomy Consultation
- Pulmonology Consultation
- Sports Medicine
- Infectious Disease

Procedures:

- Shave and Punch Biopsy, Excision & Drainage
- Wart Removal
- Steroid Injection (Joint)
- Vasectomy
- Suture Removal
- Wound/Dressing changes
- Toenail Removal

I. Optometry

Hours of Operation: Mon - Wed & Fri 0700 - 1600
Thurs 0700 - 1200 (1200 -1600 Limited Services)

Sick Call: Mon - Fri 0700 - 0800

Contact Information: (703) 692-0963
(855) 227-6331 (Appointment call center)

Location: Room 200

Only Active Duty Military (with exception of eye emergencies).

Initial appointments or routine eye exams should be booked through appointment call center. (855) 227-6331

Optometrist directed appointments and follow up appointments can be booked through the Optometry clinic. (703) 692-0963

Services Provided:

- Routine appointments: Annual exams which includes a refraction and ocular health evaluation.
- Eye Glass ordering : Basic military issue frames are available along with inserts (service specific), and FOC (Frame of Choice Program).
- Ophthalmic Imaging: Visual Fields, OCT, Corneal Topography, Fundus Photography, Anterior Segment Photography.
- Contact Lenses: Prescriptions for contact lenses will be provided only at the Optometrist's discretion. In order to receive a contact lens prescription, patients must be a current contact lens wearer.
- vision screenings for medical readiness or driver's license updates

Please bring the contacts and the contact lens information (copy of RX or the contacts box, or the foil with parameters).

We cannot update your contact lens prescription if you fail to bring both the contact lenses and the contact lens prescription to your appointment.

Please be aware that contact lens fitting for a prescription is not a Tricare benefit and is on a space available basis. It is possible you may have to schedule a follow up for the fitting after your exam.

J. Medical Readiness (Physical Exams)

Hours of Operation: Mon - Thurs 0730 - 1130 (Part One; Walk In Basis)
 Mon - Thurs 0700 - 1500 (Part Two; Appointment Only)

Contact Information: (703) 692-8965
PhysicalExams.dthc.ctr@health.mil

Location: Room 125

We Service: Army
 Navy
 Marine Corps
 Air Force
 Coast Guard
 Reservists - on orders >30 days
 National Guard

Services Provided:

- Periodic Health Assessment (PHA)
- Deployment Physicals
- Retirement/Separation Health Assessments
- Commissioning/School Physicals
- Overseas/Sea Duty Screenings
- Flight Physicals
- AF Public Health (Security/Deployment Clearances, Profiles, Retirement Review)

PHA Process:

(The following must be completed prior to booking Part 2)

- Complete Questionnaire
Army via AKO
AF at <https://afwebha.brooks.af.mil>
Navy/MC at <https://nmcpeh-web2.med.navy.mil/pls/newhra/hra>
- Update Immunizations (see immunizations clinic hours of operation)
- Labs completed (see Laboratory hours of operation)
- Vision screening completed
- Current hearing exam within one (1) year
- Complete EKG (ages 40, 45 and 50+ ONLY)
- Copy of permanent or temporary profile greater than 30 days turned in with Part 1

Vision screen, hearing exam and EKG can be completed by coming to physical exams M-Th 0730 - 1130

J. Physical Therapy

Hours of Operation: Mon - Wed & Fri 0700 - 1600
Thurs 0700 - 1200, (1200 - 1600 Limited Services)

Contact Information: (703) 692-8981
(855) 227-6331 (Appointment call center)

Location: Room 211

All of our services are available by **referral only**.

A referral may be obtained by making an appointment with your primary care provider.

Services are available to Pentagon Active Duty TRICARE Enrollees and retirees enrolled to DTHC.

Services Provided:

- Neuromusculoskeletal Evaluation
- Pre/Post Operative Rehabilitation
- Gait Analysis and Training
- Therapeutic Exercise
- Modalities: E-stim, MEDSON, TENS (in-clinic trial), Heat, Ice, Cervical and Lumbar mechanical traction, Ultrasound, Iontophoresis. Limited Orthotics, Braces Ergonomic Education
- Manual Therapy
- Dry Needling

8. Ancillary Services

A. LABORATORY

Hours of Operation:

Phlebotomy (Blood Draw)	Mon - Fri	0700 - 1530
Testing Services	Mon - Fri	0700 - 1600

Contact Information: (703) 692-8986/8990

DTHC Laboratory Services strives every day to provide the best diagnostic laboratory support to your Health Care Provider in a team effort giving you the best care anywhere.

Specimen collection is performed during normal operating hours and patients are seen on a walk-in basis.

To have a laboratory specimen collected at our site, your Provider must first order the test. If you have seen a Provider at a different servicing MTF (WRNMMC, Radar Clinic, FBCH, JBAB, MGMC) you may have the lab completed at DTHC.

All patients MUST contact their Provider for their laboratory results.

Special Considerations:

- Biennial HIV requests are handled on a walk-in basis, documentation is required indicating HIV is due.
- Appointments are required for glucose tolerance tests and specific patient instructions are available from the lab prior to testing. Please call 703-692-8986 to schedule an appointment with the lab.
- Patients with lipid panels must fast 12-14 hours prior to specimen collection (nothing to eat or drink except plain water, consult your physician regarding any medications you may be taking).
- Patients with coagulation tests (PT/PTT/INR) must have a collection time prior to noon to ensure same day testing.

B. PHARMACY

Hours of Operation: Mon - Fri, 0700 - 1600

Contact Information: (703) 692-8692
(800) 377-1723 (Refill Line)

Prescription Refills

Refills will be ready for pick-up **in 48 hours/2 duty days** at the DTHC Pentagon Pharmacy. Prescriptions are kept for 14 days before being returned. If the refill system reports that you have no more refills remaining, please contact your provider to request a renewal of your prescription.

Tricare Mail Order Pharmacy (TMOP) Express- Scripts

TMOP is a convenient and easy way to get the prescriptions you take regularly (such as for blood pressure, cholesterol, asthma, or diabetes) because they are delivered directly to your home.

- Express Scripts: <http://www.express-scripts.com/TRICARE/>

New and Renewed Prescriptions

If your provider has processed your prescription electronically from any Military Treatment Facility in the National Capital Region,

you must first check-in at the Pharmacy so that your prescription may be processed.

Prescription Transfers

Prescriptions from outside the National Capital Region must be transferred into the system before they can be filled. Please bring your medications with their prescription labels to the pharmacy to initiate the transfer process. Please allow up to 3 business days to complete the transfer.

Medication Counseling

Medication counseling from a Pharmacist is available by appointment. This counseling exists to inform you of any potential interactions between the medications you are taking. Requests for counseling can be made either by phone or by visiting the pharmacy. Please be sure to bring a list of any medications you are taking that have not been issued to you by a military pharmacy in the National Capital Region, also include any over-the-counter medications or herbal/dietary supplements.

C. Radiology

Hours of Operation: Mon - Fri 0700-1600

Contact Information: (703) 692-8945
(703) 692-8948 (NCOIC)

Location: Room 159

Services Provided:

- X-Ray
- Request images

9. Other Services

A. Civilian Employee Health Service (Occupational Health)

Hours of Operation: Mon - Fri, 0700- 1600
Thurs 1200 -1600 Limited Services

Contact Information: (703) 692-8828/8831

Location: Room 110

Occupational Health provides medical support to the Federal workforce at the Pentagon and other facilities served by the Washington Headquarters Services (WHS).

Provide initial treatment for job related injuries/illnesses to reduce lost work time and compensation.

Assist with worksite assessment to eliminate potential hazards and to promote a health workplace.

Assist DoD Agencies with compliance of federal occupational health laws and regulations.

B. Patient Advocate

If you have an concern or complaint in regard to care that you were provided within any department at DTHC we urge you to contact the Patient Advocate.

There are multiple ways to do this:

- Via Email at: dthc.patientadvocate@health.mil (Emails sent to the patient advocate are strictly intended for NON-MEDICAL, NON-EMERGENCY, NON-URGENT issues and correspondence. This email box is NOT monitored hourly.)
- Confidential voice message for the patient advocate at: 703-692-8569
- Handwritten complaint on “How are we doing form”

DiLorenzo TRICARE Health Clinic
The Pentagon
www.dthc.capmed.mil

HOW ARE WE DOING?

There are 2 main ways to give us your feedback

1 Patient Satisfaction Survey
After your appointment at DTHC, you may receive a Patient Satisfaction Survey in the mail. Please send it back ASAP. We use this information to improve your customer service experience in our clinic.

2 Interactive Customer Evaluation (ICE)
Fill out the form online immediately after your experience at DTHC.

Click on the logo on the DTHC website or scan the QR code with your smart phone.

Continued on back of card

DiLorenzo TRICARE Health Clinic
The Pentagon
www.dthc.capmed.mil

How would you rate your overall experience today at the Pentagon DiLorenzo TRICARE Health Clinic?
Poor 1 2 3 4 5 6 7 8 9 10 Great

If your experience was extraordinary, may we have the name of the staff member or department that provided the service?

If you had an unpleasant experience, may we have name of the staff member or department that provided the service?

Would you recommend this medical center to your friends and family?
Would Not 1 2 3 4 5 6 7 8 9 10 Would

We want your care experience to be extraordinary. What can we do to make this happen?

Email your doctor directly through Register online at <https://appclayhealth.com>
Like us on

To Contact the Patient Advocate
703-692-8569
Georgia.A.Carney.ct@mail.mil

“What We Do Matters”

Like us on **facebook**
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