WBAMC Patient and Family Partnership Council (PFPC)















August 21, 2025 10:30 a.m. to 11:30 p.m. Clinical Assembly Room (CAR) Room A1500B





Upcoming Events

- ➤ September 1, 2025 Labor Day Holiday*
- ➤ October 13, 2025 Columbus Day Holiday*
- ➤ November 5, 2025 PFPC at 10:00 a.m.

*All outpatient services closed

**The Emergency Department is always available if you need immediate medical attention 24 hours a day. If you are uncertain of whether or not you should go to the Emergency Department, you can always contact the Military Health System (MHS) Nurse Advice Line at 1-800-874-2273 to find urgent care, get health care advice, or get recommendations on the appropriate level of care.





Joint Outpatient Experience Survey (JOES)

3rd QTR FY 25: 74.9%/618 responses (rating of 9 or 10 on scale of 0 – 10/MHS Average - 70%)

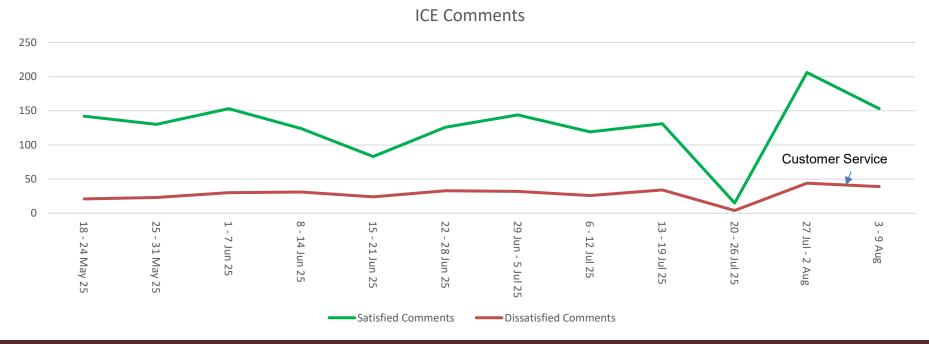
> TRICARE Inpatient Satisfaction Survey (TRISS)

2nd QTR FY 25:

Overall Hospital Rating – 78.3%/159 responses ((9 or 10 on scale of 0 – 10/MHS Average - 70.8%) Recommend the Hospital – 82.8%/158 responses (MHS Average - 76.2%)

➤ Interactive Customer Evaluation (ICE) System:

1526 satisfied and 341 dissatisfied (May 18, 2025 to August 9, 2025)







This very important brief is brought to you by WBAMG's Health Benefits Advisors.

Location:
5th Floor, East Clinic,
at WEAMC
Referral Management Dept.

TIME 2 pm. (1400)

The briefings will be held on the 3rd and 4th Tuesday of every month.

TRANSITIONING FROM ACTIVE DUTY TO RETIREE?

Please contact the Health Benefits Advisors at 915-742-2828 to register.

Class size is limited, registration required.
*Date subject to change in Nov/Dec due to holidays.





Tracking Log

Task	Task/Action	status
Shuttle		Shuttle has arrived service will start when training is complete









Pharmacy Hours of Operation

Main Outpatient Pharmacy
7:30am-4:30pm
Monday-Friday
Closed Federal Holidays

Mendoza Clinic Pharmacy 7:00am-4:30pm Monday-Friday Closed Federal Holidays

Freedom Crossing Pharmacy
9:30am-6:00pm
Monday-Friday
Closed Federal Holidays

East Bliss Pharmacy
7:00am-3:30pm
Monday-Friday
Closed Federal Holidays





Refill Requests

- Call in refills using the refill line: (915) 666-7830
 - Phone in refills can be picked up at either:
 - (1) The ScriptCenter Locker System at Freedom Crossing
 - (2) The ScriptCenter Locker System at Main Outpatient
 - (3) Mendoza SFCC Pharmacy
 - (4) Freedom Crossing/PX Pharmacy
 - (5) Main Outpatient Pharmacy
- Refills can be requested online via the MHS Genesis patient portal
- Refill requests can also occur at the pharmacy window





ScriptCenter®

Express Prescription Pickup

LOCATED IN THE HALLWAY ADJACENT TO PHARMACY WINDOW 1 at FREEDOM CROSSING and the Main Hospital Pharmacy lobby

- Order your refills by calling 915-742-1200.
 Select "Option 1" for ScriptCenter at
 Freedom Crossing" or "Option 2" for
 ScriptCenter at Main Pharmacy as your
 pickup location.
- At ScriptCenter select "Enroll".
 You will need one of your current
 prescription numbers to complete
 enrollment. If you don't have a current
 prescription number to activate enrollment
 call the pharmacy at (915) 742-9017 or (915)
 742-9490.

Helpful tip! During Enrollment, you will have the option to create your User ID and PIN. You can also add your fingerprint and/or Military ID to use instead of your User ID. This makes logging in even easier!

4110 Sorrento Valley Blvd. San Diego, CA 92121

Review your prescriptions to pickup, sign, and complete your transaction.











Self-Care OTC Medication List



*Max of 4 items per family every week

*Subject to availability of products with OTC labeling





Nasal congestion/Decongestants

- Pseudoephedrine (Sudafed®) 30 mg tablets (age: 6+)
- Pseudoephedrine/triprolidine (Actifed®) tablets (age: 12+)
- Saline 0.65% nasal spray
- Oxymetazoline (Afrin®) 0.05% nasal spray (age: 6+)

Sneezing/Running Nose/Itchy Eyes/Throat Diphenhydramine (Benadryl®)

- 25 mg tablets (age: 12+)
- 12.5 mg/5 mL oral liquid (age: 6+)

Loratidine (Claritin®)

- 10 mg tablets (age: 6+)
- 1 mg/mL oral liquid (age: 2+)

Cetirizine (Zyrtec®)

- ❖ 10 mg tablets (age: 6+)
- 1 mg/mL oral liquid (age: 2+)

Fexofenadine (Allegra®)

❖ 180 mg tablets (age: 12+)

Fluticasone (Flonase®) nasal spray

50 mcg/spray (age: 4+)

Sore Throat

 Benzocaine/menthol (Cepacol®) lozenges (age: 5+)

Cough/Chest Congestion

- Guaifenesin (Robitussin®) 100 mg/5 mL oral liquid (age: 12+)
- Guaifenesin/dextromethorphan (Robitussin DM®) 100 mg-10 mg/5 mL oral liquid (age: 12+)

Fever and Pain Reducers

Acetaminophen (Tylenol®)

- 325 mg tablets
- 80 mg chewable tablets (age: 2+)
- 160 mg/5 mL oral liquid (age: 2+)

Ibuprofen (Motrin®)

- 200 mg tablets
- 100 mg/5 mL oral liquid (age: 2+)
- 100 mg chewable tablets (age: 6 to 11 years)

Topical Preparations

First aid antibiotic ointment

Bacitracin ointment

Vaginal yeast infection (7-day therapy)

Clotrimazole 1% vaginal cream (age: 12+)

Athlete's foot, jock itch, ringworm

Clotrimazole (Lotrimin®) 1% cream (age: 2+)

Upset Stomach/Constipation

- Maalox ES oral liquid (age: 2+)
- Bismuth subsalicylate (Pepto Bismol®) 262 mg tablet (age: 12+)
- Docusate sodium (Colace®)100 mg capsules (age: 12+)
- Simethicone 40 mg/0.6 mL oral liquid drops (age: 2+)

Supplements

Cholecalciferol (Vitamin D3) 25 mcg tablets

Updated: August 2024





Department of Primary Care Summer 2025 Updates

- SFMC relocation
- School/Sports Physical Offering
- Provider Highlight- Dr. Rance
- > EFMP Reminders
- MHS Genesis Portal Capabilities





Soldier Family Medical Center (SFMC) Relocation

- Due to recent rain on weekend of 19-20 July, water was found to have leaked through roof causing damage to the ceiling
- Out of abundance of safety for patients and team members, we have temporarily relocated clinical appointments to the following locations (next slide)
- Attempts have been made to notify the community through:
 - Signage outside the physical building
 - Notifications through WBAMC operations to units that belong to Fort Bliss
 - Messaging through social media





FAMILY CARE CENTER

Soldier Family Medical Center (SFMC) Relocation Family Care Team- serves our family members, retirees, and veteran population

This care team has been relocated to Mendoza Soldier Family Care Center at the following address:

11335 SSG Sims, Fort Bliss, TX Phone Number- 915-742-1107

Immunizations: for family members can be provided at this location on a walk-in basis between the following hours; 0800-1100 and 1300-1500

<u>Ancillary Services:</u> Pharmacy/Laboratory Services/Radiology/Optometry all available at this full-service care clinic

* May experience increased wait times





SOLDIER CARE CENTER

Soldier Family Medical Center (SFMC) Relocation

Soldier Care Center - serves our active-duty service members who belong to the Garrison team

Includes 5th Armor, 32nd AAMDC, MPs, CID, SRU Cadre ONLY, 247th Med Detachment, 214th Surg Detachment, any "MUST SEE" TDY from other services

This care team has been relocated to the Internal Medicine Clinic, 4th floor, East Clinic, Main Hospital WBAMC at the following address:

18511 Highlander Medics Street, Fort Bliss, TX Phone Number- 915-742-2350

Ancillary Services: Pharmacy/Laboratory Services/Radiology/Optometry all available at this location

Sick call: at this same location between the hours of 0700-0800 Monday-Friday

Immunizations: for ADSM provided at Mendoza Soldier Care Clinic during the following walk-in hours 0730-1130 and 1300-1530; Request you call ahead to 915-742-0965





11th ADA BDE: SOLDIER CARE

Soldier Family Medical Center (SFMC) Relocation Soldier Care Center - serves our active-duty service members who belong to 11th ADA BDE

This care team has been relocated to Mendoza Soldier Family Care Center at the following address: 11335 SSG Sims, Fort Bliss, TX Phone Number- 915-742-1107

<u>Ancillary Services</u>: Pharmacy/Laboratory Services/Radiology all available at the main hospital; Optometry and Audiology are serviced at Mendoza Soldier Care Clinic

Immunizations: for ADSM provided at Mendoza Soldier Care Clinic during the following walk-in hours 0730-1130 and 1300-1530; Request you call ahead to 915-742-0965

<u>Sick Call</u>: Completed at 2475 Chaffee Road from 0630-0700 Monday- Friday





SRP & SOUTHERN BORDER MISSION: SOLDIER CARE

Soldier Family Medical Center (SFMC) Relocation

SRP MFGI/CAT:

Sick Call: relocated to **Main Hospital East Clinic**, **5**th **floor** (**Neurology Clinic**) **0730 - 0930** Includes the 7413th TMC (MFGI) and 7428th MSU (CAT)

<u>Southern Border Mission:</u> relocated to East Bliss Soldier Care Center

East Bliss Address: 21227 TORCH STREET FORT BLISS

TEXAS

Phone: 915-569-4287

Sick Call: for 4th ID: 1-41 and 704th located at 1044 Band

Avenue Fort Bliss Texas

Sick Call: 101st ID (TF Desert Eagle located at 2412 Hinman

Road, room 111, Fort Bliss Texas 0530 - 0630

NCOIC Phone: 661-808-1164

Appointments: SM Seen at Aid Station (above locations) prior

to scheduling appointment

Immunizations: for Southern Border Mission completed at East

Bliss; walk-in hours from 1300-1500 Monday- Friday

Dental Services: provided at Dental Clinic #3

Ancillary Services: Laboratory/ Pharmacy/ Radiology/

Optometry/ Audiology/ Physical Therapy can be completed at

East Bliss Clinic





School & Sports Physical Fridays

Thank you for the community's support for our 26 July Saturday Sports Physical Saturday offering

Completion of 70+ appointments
We kindly request you to notify the Pediatric clinic leadership or submit feedback via ICE comment submissions to enhance our future planning

Continue to offer "School/Sports Physical Fridays" with Dr. Rance

If interested in completing, please call appointment line at 915-742-2273 or phone the pediatric clinic to schedule a school/sports physical – 29 August will be the last day





Exceptional Family Member Program

- Request that you plan your EFMP update well in advance to avoid any issues with transition
 - Submit EFMP updates NLT 4 months out from projected RFOs for CONUS and NLT 6-months for OCONUS to avoid delays in PCS
 - > Review the need for updates and screen for any enrollable conditions
 - > any condition requiring more than once a year visit with a provider
 - OCONUS PCS requires a review of family members for potential enrollable conditions. Identified enrollable conditions that have not been enrolled could delay or stop PCS until addressed.
 - ➤ Ensure to continually check in E-EFMP to ensure that packet is not waiting on additional action from service member

MHS Genesis Portal

- Can review lab work, clinical history, and current medication list
- Able to send a secure message to your provider and support team for any needs
- > Can review previous healthcare encounters
- Messages sent to notify of referral placement
- Schedule an appointment for your provider or the provider team
 - *Review carefully selected provider or clinical team prior to scheduling to ensure no challenges with needing to reschedule







WBAMC Department of Primary Care Community Based Medical Home Service



Dr Showery, our Pharm D. provider from Mendoza Family Care Clinic, has been providing support to the CBMH once a week face to face and Thursdays are virtual care at Mendoza Family Care and Rio Bravo Medical Home.

Pharm D Services:

- -polypharmacy
- -prediabetes
- -diabetes
- -hypertension
- -hyperlipidemia
- -asthma
- -tobacco cessation counseling
- -weight management
- -Battlefield Acupuncture (BFA)
- -Travel immunizations



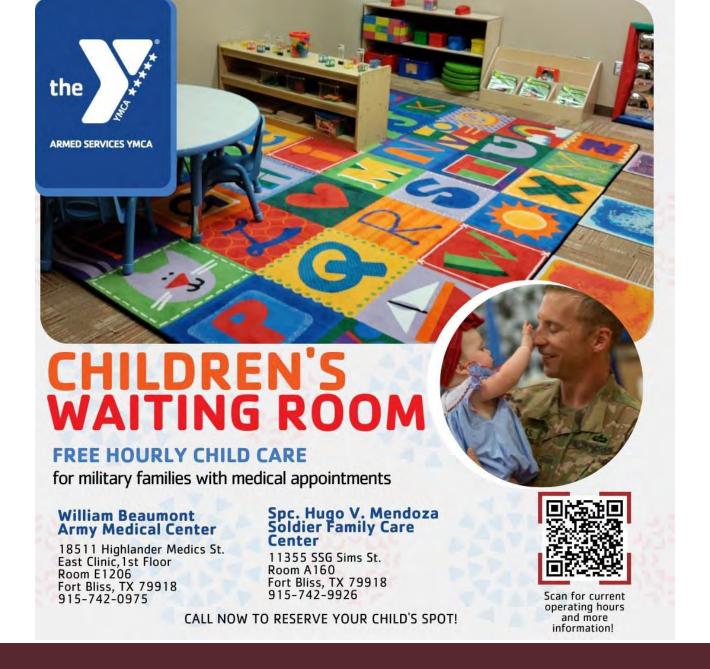


Cardiology

- Appointment Availability decreased due to provider availability
- Onboarding Providers two incoming medical doctors and one nurse practitioner onboarding
- Phone Lines Currently working to optimize available resources











Registration is seamless – this form and shot records is all that is required:



Download the form on our webpage: https://william-beaumont.tricare.mil/Portals/149/Childrens%20Waiting%20Room%20%28ASYMCA%29 081925.pdf





RED CROSS: What We Do

Volunteer Program for WBAMC

- Ensure all WBAMC In-Processing requirements are completed by new Volunteers
- Clinic or Department Placement
- Ensure Annual training requirements are completed
- Administer Volunteer Programs
 Dental Assistant (Sept-May)
 Summer Youth (June-July)

Comfort Care and Support to Patients, Visitors and Staff

- Distribute Comfort Items (Books, snacks, cards, etc.)
- ➤ Hero Care Network is our 24-hour Emergency Communication Service (Red Cross message) 1-877-272-7337
- Resiliency Workshops for our military families and veteran community. These help provide tools for stress management, effective communication, and coping skills.





Join our WBAMC-Red Cross team!

Shuttle Drivers - drive patients and visitors between the parking lot to and from hospital.

Be at least 21 years old

Have a current US driver's license and clean driving record

Be friendly and willing to offer a helping hand to assist people into and out of cart if necessary

Able to volunteer at least one shift a week (morning or afternoon); **may volunteer more often if desired!**

Ambassador & General Volunteers - help direct and guide WBAMC patients/visitors at reception desks.

Friendly and patient

Able to guide patients for long distances within WBAMC or assigned clinic area. Able to volunteer at least one shift a week (morning or afternoon); **may volunteer more often if desired!**

Leadership Volunteers – support with program implementation and volunteer workforce management.





American Red Cross & Fort Bliss DENTAC Dental Assistant Training Program

This Program is offered to military family members or retirees with current, valid military ID card, aged 18 years or older.

It is an <u>intensive</u> 8-month program with two components: classroom instruction and clinical chair-side rotations. The program runs September-May, M-F, 0730-1630.

It is a FREE program designed to give you the comprehensive skills and work experience necessary to volunteer as a Dental Assistant within the military environment. You will receive a Certificate of Completion and gain invaluable work experience!

Must attend <u>one</u> of the following MANDATORY Pre-Program Overview Sessions for an application, no registration is required to attend an overview:

*Monday, August 25th at 10:00 - 11:00 am OR 2:00 - 3:00 pm

*Tuesday, August 26th at 10:00- 11:00 am <u>OR</u> 2:00- 3:00 pm

Location:

Family Resilience Center – 250 Club Rd. Fort Bliss, TX 79906

*** Late arrivals will not be accepted once a session has started ***





To become a Red Cross Volunteer

- ✓ Fill out a Red Cross online application and background check at www.redcross.org/volunteer
- ✓ Complete WBAMC-Red Cross In-Processing Steps
- ✓ Questions, please reach us at 915-742-9433 or by Email: bliss@redcross.org







William Beaumont Army Medical Center



SUPPORT

HELP

GUIDANCE



Patient Advocacy



Contact a

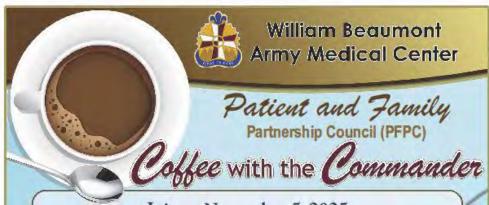
Patient Advocate,

we're here to assist you.









Join us November 5, 2025 at 10:00 a.m. Executive Dining Room Partner with us in positively shaping the patient experience.

Your voice counts, help improve the services offered by your Military Health System.

You can help make a difference by joining our PFPC.

What is PFPC?

PFPC stands for Patient and Family Partnership Council, where beneficiaries can become volunteers on the council and partner with WBAMC to improve the care and experience for patients and their families.

What does the council do?

The goal is to shape the patient experience at WBAMC and within the

Military Health System in a positive way, by sharing experiences that help improve the services offered. Ideas are welcome and your voice matters always.

Who Can Participate? Patients and Hospital Staff

How Do I Join? Contact the Patient Experience Department at (915) 742-2692/2508



