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WBAMC Patient and Family Partnership Council (PFPC)

November 24, 2025



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Agenda



- **Welcome**
- **Upcoming Events**
- **General Information**
- **Pharmacy Updates**
- **Department of Primary Care Updates**
- **Specialty Care Updates**
- **Facilities Management Updates**
- **Clinical Operations – TRICARE Open Season**
- **Behavioral Health Holiday Tips and Resources**
- **Questions/Closing**
- **Hospital Commander/CSM**



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Upcoming Events

- **November 27, 2025 – Thanksgiving Day Holiday***
- **December 10, 2025 – Special Holiday Meal (11:00 a.m. -1:30 p.m.)**
- **December 25, 2025 – Christmas Day Holiday***
- **January 1, 2026 – New Year's Day Holiday***
- **January 19, 2026 – Martin Luther King Jr Holiday***
- **February 11, 2026 – PFPC**

***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.**





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Patient Satisfaction

➤ Joint Outpatient Experience Survey (JOES)

4th QTR FY 25: 86.4%/602 responses (7 to 10 on scale of 0 – 10/MHS Average – 89.3%)

➤ TRICARE Inpatient Satisfaction Survey (TRISS)

3rd QTR FY 25:

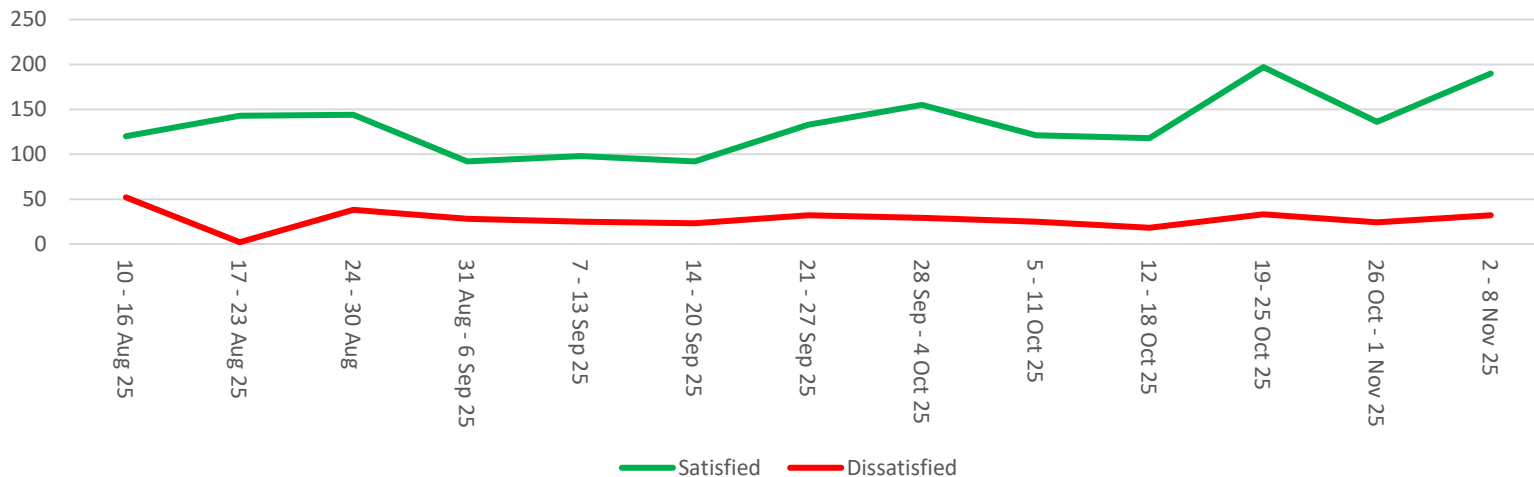
Overall Hospital Rating – 74.5%/197 responses (9 or 10 on scale of 0 – 10/MHS Average – 71.6%)

Recommend the Hospital – 81.0%/197 responses (MHS Average - 76.9%)

➤ Interactive Customer Evaluation (ICE) System:

1739 satisfied and 346 dissatisfied (August 10 to Nov 8, 2025)

ICE COMMENTS





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

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

◆
TIME: 2 p.m. (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.**





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Introducing the Defense Health Agency's New Virtually Integrated Patient Readiness and Remote Program (VIPRR)



UNLOCK
YOUR HEALTH

Are you enrolled in
TRICARE Prime®?
If you are, then you can
get **virtual urgent care**
appointments.



VIPRR urgent healthcare services include:

- Sinus congestion and infections
- Cough
- Allergies
- Sore or hoarse throat
- Rashes
- Acne
- Muscle and joint pain
- Headaches

Who's eligible?

TRICARE Prime beneficiaries
age 12 and older

When can I schedule an appointment?

Monday – Friday
5:30 a.m.-10:30 p.m. CT

Questions?

Please contact your local
military hospital or clinic.

How do I schedule an appointment?

If you need to schedule a virtual urgent
care appointment:

- ☎ Call the MHS Nurse Advice Line:
1-800-TRICARE
- 🌐 Visit the MHS Nurse Advice Line website:
<https://mhsnurseadvice.com/home>



VIPRR
Virtually Integrated Patient
Readiness and Remote Care Clinic







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**U.S. ARMY
MEDICINE**


William Beaumont Army Medical Center



**10th
December
1100 - 1330**

St Martin's Dining Facility
HOLIDAY MEAL

\$11.55*
Spouses & Dependents
of E-4 and Below: **\$8.55**



Main:
Turkey
Prime Rib

Desserts:
(Choose 1)
Apple Pie
Pumpkin Pie
Pecan Pie


Sides:
Mashed Potatoes
Green Bean Casserole
Stuffing
Sweet Potato Casserole
Savory Root Vegetables

Extras:
Shrimp Cocktail
Rolls
Gravy
Cranberry Sauce
Salad Bar

Advance Tickets Sales: 24 Nov to 05 Dec

**GROUP
ORDERS**

- Group orders (5 or more) **MUST** coordinate a pick-up time
- Orders of 15 or more will be served family style
- Carts will not be allowed in the DFAC due to limited space

**DEFENSE HEALTH AGENCY**





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Tracking Log

Task	Task/Action	status
Shuttle	Consistent Parking Lot Shuttle Availability	Pending start date





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PHARMACY



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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





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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

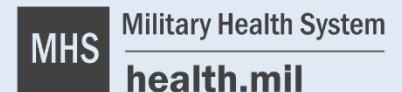
**LOCATED IN THE HALLWAY ADJACENT TO
PHARMACY WINDOW 1 at FREEDOM CROSSING and
the Main Hospital Pharmacy lobby**

- 1 Order your refills by calling 915-666-7830.
Select "Option 1" for ScriptCenter at
Freedom Crossing" or "Option 2" for
ScriptCenter at Main Pharmacy as your
pickup location.
- 2 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!*

Asteres Inc.
4110 Sorrento Valley Blvd.
San Diego, CA 92121

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





Pharmacy Ordering

- Ordering of medications experienced an interruption in the month of October due to the end of the fiscal year
- The interruption is now over, and we are now able to order medications as normal
- Most medications that we do not have in stock we can order to the pharmacy within 48 hours
- Some medications are still on national backorder, and we are unable to order them due to lack of supply





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Outpatient Drug Shortage

CRITICAL		MAJOR		RESOLVED	
Drug Name:	Azathioprine 50 mg and 100 mg	Drug Name:	Dronabinol 5mg	Drug Name:	Benzoyl Peroxide 5%/10% wash
Cause:	production problems	Cause:	manufacturing delays		
Action Plan:		Action Plan:	Dronabinol 2.5 mg available		
Updates:	anticipated recovery date unavailable	Updates:	anticipated recovery date late NOV 2025		
Drug Name:		Drug Name:	Duloxetine 60 mg capsule	Drug Name:	
Cause:		Cause:	increased demand		
Action Plan:		Action Plan:	20 mg and 30 mg available		
Updates:		Updates:	anticipated recovery late DEC 2025		





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Self-Care OTC Medication List



*Max of 4 items per family every week

*Subject to availability of products with OTC labeling

*This service is for self-care ONLY. Use of this form as a prescription is not authorized.



Cold and Allergy Symptoms

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+)

Loratadine (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 lozenges (age: 5+)

Cough/Chest Congestion

- ❖ Guaifenesin (Robitussin®) 100 mg/5 mL oral liquid (age: 12+)
- ❖ Guaifenesin (Mucinex®) ER 600 mg tab (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+)

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+)

Anti-Itch

- ❖ Hydrocortisone 1% cream (age: 2+)

Upset Stomach/Constipation

- ❖ Mylanta® 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+)
- ❖ Simethicone 80 mg chewable tablet (age: 12+)

Supplements

- ❖ Cholecalciferol (Vitamin D3) 25 mcg tablets

Updated: August 2025





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Primary Care

William Beaumont Army Medical Center

Department of Primary Care



Mendoza Soldier Family Care Center

Address:

11335 SSG Sims Rd
Fort Bliss, TX 79918

Phone:

Soldier: 915-742-1450
Family: 915-742-1107
Pediatrics: 915-742-1437

Services Available:

Lab
Radiology
Immunizations
Physical Therapy
Pharmacy
Audiology
Optometry

East Bliss Soldier Clinic

Address:

21227 Torch St
Fort Bliss, TX 79918

Phone:

915-742-4248
915-569-4290

Services Available:

Physical Therapy
Audiology
Radiology
Readiness (IMIP)
Immunizations
Optometry
Pharmacy

Garrison SFMC

Address:

18511 Highlander
Medics Street El Paso
TX 79918

Phone:

915-742-2350

Services Available:

Lab
Radiology
Pharmacy
Physical Therapy

Rio Bravo Medical Home

Address:

10460 Vista Del Sol Dr.,
Ste 300,
El Paso, TX 79925

Phone:

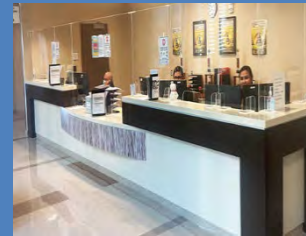
915-742-9722

Services Available:

Lab
Immunizations

William Beaumont Army Medical Center

Department of Primary Care



Scheduling an appointment:

1. MHS Genesis Patient Portal: <https://my.mhsgenesis.health.mil>



2. Contact Central Appointments: at 915-742-2273 (Option # 1)

3. Contact clinic directly

COLD & FLU PREVENTION

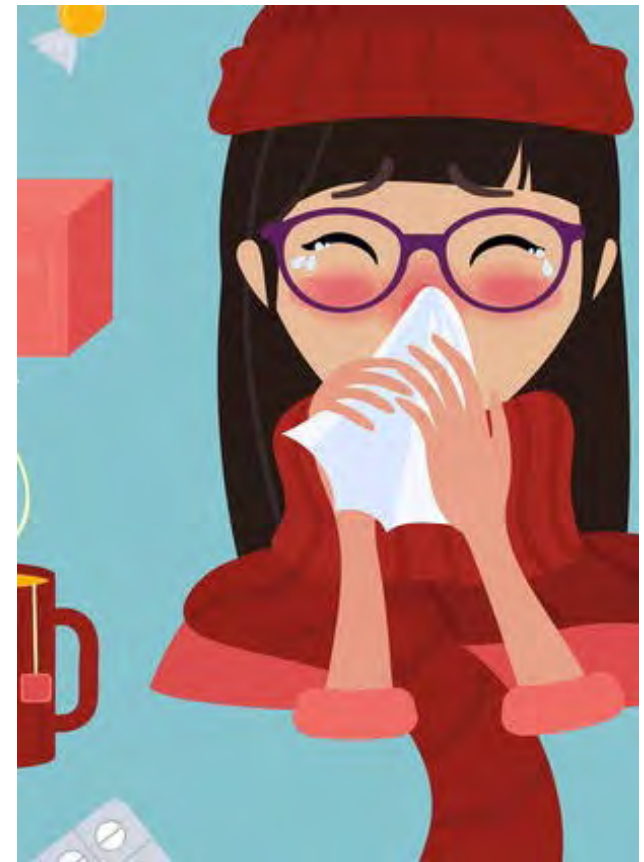
Peak time-period is generally December-February

Take everyday preventive actions to stop the spread of germs:

- Wash hands
- Cover your mouth and nose
- Eat healthy and exercise, good sleep hygiene practices
- **Get a flu vaccine!**

If sick, limit contact with others.

Recommendation to stay home for at least 24 hours until symptoms are getting better overall, and have not had fever for 24 hours



Vaccine Walk-In Capability

Mendoza FCC, SCC, and SFMC (Garrison)

Walk in available Monday-Friday daily from 0800-1100 and 1300-1500

Closed 2nd and 4th Thursday of the month after noon due to training

*Mendoza Soldier Care Clinics (Garrison & SCC): Please call ahead to **915-742-0965** to ensure availability

*SFMC (Garrison) empaneled patients report to Mendoza SCC to receive immunizations

East Bliss

Walk in available Monday – Friday daily from 1300-1500.

Closed 2nd and 4th Thursday of the month afternoon due to training

Mendoza Peds

By appointment only

Flu vaccines available for children ages 6 months and up

Vaccines can also be given if at clinic for another appointment reason

Rio Bravo

Walk in available daily from 0800-1100 and 1330-1430.

Closed 2nd and 4th Thursday of the month afternoon due to training

**** Soldier Care Clinics (i.e. Mendoza Soldier, East Bliss, SFMC [garrison]) receive flu vaccine with unit during planned mass administration; if not able, walk in clinic available**



Provider Spotlight: MAJ Amanda Bischoff, FNP-C, WHNP Mendoza Family Care

- Hometown Omaha, Nebraska
- Received her DNP from Uniformed Services University of the Health Sciences, Bethesda MD
- Has a desire and passion for women's health. Her passion was ignited when becoming a mother herself and attending to a dear friend who suffered from a chronic illness. She is passionate about disease prevention and management of chronic diseases through delivering empathetic, patient centered care
- ***Available for enrollment in mid-December if just relocating to Fort Bliss and/or interested in changing your provider!***





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Specialty Care



Specialty Care Fall 2025 Updates

- Hematology
Availability for all Active Duty

- Neurology
Availability for all Active Duty

- Endocrinology
Availability for all Beneficiaries

- Rheumatology
Availability for all Beneficiaries



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Clinical Operations

TRICARE Open Enrollment Season

TRICARE Open Season 2025

TRICARE Open Season is the annual period when you can enroll in or change health plans for the next year.

Key Dates

When Is TRICARE Open Season?

Start: Nov. 10, 2025 **End:** Dec. 9, 2025

Coverage Effective Date:
Jan. 1, 2026

- Enroll in TRICARE Prime or TRICARE Select
- Switch between plans

Who Needs To Act



You can take action if you're eligible for one of these plans:

- TRICARE Prime
- TRICARE Prime Overseas
- TRICARE Prime Remote
- TRICARE Prime Remote Overseas
- TRICARE Select
- TRICARE Select Overseas

What Are My TRICARE Plan Options?

Plan	Who It's For	Key Details	Availability
TRICARE Prime	People who want a primary care manager to oversee their care, and like predictable costs	Lower costs, more rules, coordinated care	Available in Prime Service Areas; if you live overseas, you must be command-sponsored
TRICARE Select	People who like flexibility, and freedom to choose a provider	More freedom, fewer rules, higher costs	Available stateside and overseas

- Changes made during this time start on Jan. 1, 2026.
- TRICARE Open Season applies if a beneficiary has or qualifies for TRICARE Prime, US Family Health Plan, TRICARE Prime Demo, or TRICARE Select.
- For beneficiaries who are not making any changes to their existing plan, no action is needed.



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TRICARE Open Enrollment Season





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Behavioral Health



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Resiliency-Based Care Options

Most Common Resources Available For Fort Bliss, Texas



Army Community Service (ACS)

- Phone: 915-569-4227
- Army Family Team Building (AFTB)
- Communication Skills, Stress & Anger Management Classes
- Financial Readiness Program (FRP)
- Army Emergency Relief (AER)
- Employment Readiness Program (ERP)



Better Opportunity for Single Soldiers (BOSS)

- Phone: 915-892-5195
- Help improve Soldiers quality of life by enhancing social interactions
- They coordinate and join forces for volunteer events
- They arrange trips to help soldiers relax, enjoy themselves, and build camaraderie.



ACS-Family Advocacy Program (FAP)

- Phone: 915-568-9129
- Victim Advocacy
- Educational Programs
- Relationship classes & family violence awareness
- New Parent Support Programs (NPSG)
- Child health and safety issues



Military & Family Life Counseling (MFLC)

- Phone: MFLC 915-569-4227 ACS or your Imbedded MFLC
- MFLC counselors can provide confidential individual, couples, and family counseling on or off-post.



Military OneSource

- Phone: 800-342-9647
- Confidential non-medical counseling for service members and their loved ones
- Services are available 24/7
- Includes services on financial counseling, health and wellness coaching, child and youth counseling



Unit Ministry Teams (UMT) / Chaplain

- Phone: 24/7 on call Chaplain 915-637-4265
- Performing religious rites
- Conduct worship services
- Provide confidential counseling
- Job related challenges, combat stress, marriage and family, grief.



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Mental Health Care Resources

Crisis Response

On or Off Post Call 911
National Suicide Prevention Lifeline Call 988
On Post: Military Police Emergency: (915) 744-2115
Non-Emergency: (915) 744-9311
El Paso Crisis Line (915) 779-1800
Medical Emergencies Report to Emergency Room

Live Confidential Chat Support
<https://livechat.militaryonesourceconnect.org/webchat/>
Crisis Online Chat www.veteranscrisisline.net/get-help/chat

Primary Care Behavioral Health (PCBH) Providers are Collocated Within Primary Care Clinics

WBAMC Internal Medicine Clinic (915) 569-4348 /1060
Soldier Family Medical Clinic (915) 742-2260
Mendoza Soldier Family Care Center (915) 742-1107

DA Civilian/Retiree/Families Employee Assistance Program (915) 568-6025

Department of Veteran Affairs: El Paso (915) 564-6100 or call Veterans Crisis Line 988

National Maternal MH Hotline 1-833-TLC-MAMA

Child, Adolescence and Family Behavioral Health Services (AD Dependents) Ages 4-18

2497 Carrington Rd. (915) 742-1615

WBAMC SHARP (915) 742-1492
Fort Bliss SHARP 24/7: (915) 245-8991
DoD Safe Helpline: (877) 995-5247

Ft. Bliss Domestic Violence Hotline 24/7: (915) 269-2013

Ft. Bliss Child Abuse Hotline: (915) 549-2199 24/7

Child Abuse Hotline: 1-800-252-5400

Army Substance Abuse Program

Primary: (915) 744-5188 - Secondary: (915) 744-5148

Stress And Anger Management In-person Classes

Army Community Services (915) 569-4227 Ex. 1
Web Page: www.bliss.armymwr.com search "FAP" to register.

Military Family Life Counselors:

ACS (915) 569-4227/ Military One Source (800) 342-9647

Unit Ministry Teams (UMT) / Chaplain

24/7 on call Chaplain (915) 637-4265



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Self-Care During The Holiday Season



Exercise, Mindfulness, and Relaxation

- Take advantage of Fort Bliss gym and fitness programs to stay active.
- Take a walk, dance, or stretch to clear your mind.
- Join Local Outdoors Groups.
- Practice deep breathing exercises to reduce stress.
- Use apps like CHILL DRILLS or Breathe2Relax for short, calming exercises.



Incorporate Recharge Days

- Schedule some quiet days at home to rest, recharge, and catch up with family.
- Consider simple activities like watching holiday movies, baking, or crafting together to keep things relaxed.
- Feel free to recharge alone, and with others!



Practice Gratitude for the Small Things

- Try finding small things each day to appreciate, like a cup of tea or a meaningful memory.
- Participate in an Act of Kindness to spread joy and cheer with others.
- Take a moment each day to jot down three small things you're grateful for to brighten the mood.



Balance Social Time & Rest

- Prioritize social events you really want to attend.
- Boundaries come second.
- Acknowledge your capacity this holiday season.
- Plan EXIT strategies.
- Incorporate recharge days into your schedule to mitigate being overwhelmed by invitations or tasks.
- Remember, it's ok to say "no"!



Get Involved & Active in the Community

- Fort Bliss MWR hosts holiday events like tree lighting ceremonies, winter festivals, and activities for kids that can help create positive holiday memories.
- The Armed Services YMCA often organizes activities like holiday gift drives, volunteering events, and family bonding opportunities.
- Don't forget to check the "Visit El Paso" app for more!



Stay Connected with Social Supports

- Don't let distance keep you away from others – use online options like Zoom or group call to connect with family and friends.
- Plan your outings in advance to reduce isolation.
- If you're navigating a loss, online communities like Grief.com or [whatsyourgrief.com](https://www.whatsyourgrief.com) offer virtual resources and connection.



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- Next meeting will be February 11, 2026 at 11:00 a.m.
- Please follow us on Facebook, Instagram and our website (william-beaumont.tricare.mil/) for the latest news and updates.
- Please contact the Patient Experience Department at 915-742-2692/2508 for recommendations, questions or if you require assistance



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