

San Antonio MILITARY HEALTH SYSTEM



MTFS



APPOINTMENTS



PHARMACY



DENTAL



BEHAVIORAL
HEALTH

ACCESS TO CARE GUIDE



San Antonio Military Health System personnel are focused on exceeding all expectations regarding access to care, patient safety, quality, education, training, research, and readiness! Moreover, all facilities within the SAMHS are rapidly transforming into a “high reliability organization” by leveraging innovation, standardization, modern process/quality improvement methods, dedication and talents of our extraordinary medical personnel.

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WELCOME TO THE SAN ANTONIO MILITARY HEALTH SYSTEM

The SAMHS is comprised of Brooke Army Medical Center, Wilford Hall Ambulatory Surgical Center, 10 standalone military treatment facilities, and more than 100 specialty services – staffed by Army, Air Force, Navy, civilian and contract personnel. The market serves more than 250,000 military beneficiaries across the region. Together, the market manager, medical commanders and leaders partner to coordinate health and wellness programs with a clear focus on optimizing patient-centered care and safety, while maintaining the readiness of U.S. forces throughout the globe.

ENROLL WITH US

We want to be your first choice for healthcare! Our primary care clinics offer enhanced access, increased provider continuity, and promote patient-centered healthcare. Enrollment with us is the first step toward receiving safe, high-quality care within the market. Even if you choose to keep your TRICARE network primary care provider, we would still like to be your first choice for specialty and surgical care. We invite TRICARE beneficiaries who would like to enroll in one of our primary care clinics to call **1(800)444-5445** or visit **[HumanaMilitary.com](https://www.humanamilitary.com)**.

PATIENT-CENTERED CARE

The Patient-Centered Medical Home (PCMH) concept is a team-based approach to primary care. It allows providers and patients to take a more proactive approach to healthcare, with a strong focus on preventive care, health screening, immunizations, and chronic care management. This leads to improved clinical outcomes. It also allows for better coordination of care, improved communication between care teams, and empowers patients to participate in their care plan.

ACCESS TO CARE *YOUR AVENUES SIMPLIFIED*

General Questions



Patient Records



Same Day Urgent Care



Routine Appointments



Emergency Care



Patient Experience Branch

Please reach out with any concerns, suggestions & compliments about your care. We value your feedback and want to hear from you!

San Antonio Military Health System Patient Experience Officers are here

Brooke Army Medical Center

59th Medical Wing

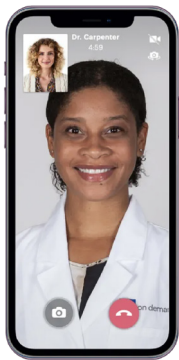
Randolph (BCAC/DCAO)

Click for more information

VIRTUAL HEALTH *Resources*



Dr. on Demand



This app offers urgent care, behavioral health, psychology & psychiatry services.

- Download "dr+ on demand" from your app store.
- Register in the app & be ready to see a doctor, therapist or psychiatrist anytime, anywhere.

Breath 2 Relax



A portable stress management tool.

- Use as a stand-alone stress reduction tool, or use in tandem with clinical care directed by a healthcare worker.

Use HealthKit & your Apple Watch to measure your heart rate throughout your breathing exercise to help provide an even more complete picture of the relaxation experienced.

Virtual Hope Box



An app designed for use by patients & their behavioral health providers as an accessory to treatment.

- Use to help with coping, interactive relaxation, distraction, positive thinking & activity planning & controlled breathing.
- Work with your provider to personalize VHB content according to your specific needs.
- Use the VHB to store a variety of rich multimedia content you find personally supportive.

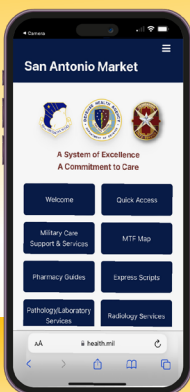


- Health & medical information available anytime, anywhere!
- Access more than 50,000 educational resources covering 60 medical topics.
- This valuable resource is available to all patients & providers.



- Mental health care for military members & their families.
- Request an appointment by calling the care support line or by filling out the online registration form.

STAND-ALONE ACCESS TO CARE APPS

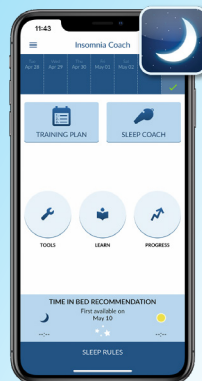


Access 2 Care Mobile

User-friendly, access to care information; display on any phone, tablet or desktop.



Scan QR for quick access to site



Insomnia Coach Mobile

Created for everyone, including Veterans & Service members, to help manage insomnia.

- Sleep coach with tips for sleeping & personal feedback about your sleep.
- Interactive sleep diary to help you keep track of daily changes.
- 17 tools to help you get your sleep back on track.



BEHAVIORAL HEALTH RESOURCES

SAMHS PROVIDES CARE TO ACTIVE-DUTY SERVICE MEMBERS, ACTIVATED GUARD AND RESERVE, AND FAMILY MEMBERS IN NEED OF BEHAVIORAL HEALTH SERVICES.

WHASC BEHAVIORAL HEALTH

WALK-IN HOURS | **MON - FRI** 0730-1630  **(210)652-2448**

BAMC BEHAVIORAL HEALTH

HOURS OF OPERATION | **MON - FRI** 0730-1630  **(210)KEY-CARE 539-2273**

BAMC has several clinics on JBSA-Fort Sam Houston with behavioral health resources. Call to make an Appointment. **For emergencies, go to BAMC or the closest ER or call 911.**

RANDOLPH CLINIC BEHAVIORAL HEALTH

HOURS OF OPERATION | **MON - FRI** 0730-1630  **(210)652-2448**

APPOINTMENTS



FAMILY MEMBERS:

Child, Adolescent & Family Behavioral Health Services are located on the first floor by the BAMC Pediatric Clinic. A referral from a licensed medical provider is required to start treatment.

ADDICTIONS RECOVERY:

Substance Use Disorder Clinical Care (SUD-CC) offers education & individual & group treatments for addiction recovery & sobriety. To make an appointment, call **(210)KEY-CARE (539-2273)**. A referral is not required for treatment.

ACTIVE-DUTY SERVICE MEMBERS: (Permanent Party) :

Outpatient Behavioral Health Clinic first floor of the

CPT JENNIFER M. MORENO CLINIC

Walk-in services available

MON - FRI
0730-1500

*This clinic offers individual and group
psychotherapy and psychiatric
medication management.*

A referral is not required for treatment.

NORTH CENTRAL FEDERAL CLINIC

17440 Henderson Pass
San Antonio, Texas 78232

Call **(210)483-5915**
to make an appointment.

ACTIVE-DUTY AIT: (Students/Trainees) :

McWETHY TROOP MEDICAL CLINIC

Walk-in services available

MON - FRI
0600-1400

*This clinic offers individual and group
psychotherapy and psychiatric
medication management.*

A referral is not required for treatment.

Outpatient Behavioral Health Clinic

first floor of the

CPT JENNIFER M. MORENO CLINIC

Walk-in services
available

OTHER AVENUES OF SUPPORT

- ▶ **988 NATIONAL SUICIDE AND CRISIS LIFELINE** offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. Call or text 988 or visit 988lifeline.org to chat online. For the Veterans Crisis Line, call 988, then press 1 or text 838255.
- ▶ **DOCTOR ON DEMAND MOBILE APP** offers urgent care, behavioral health, psychology and psychiatry services. Download "dr+ on demand" from your app store. (Note: active-duty service members first need a referral from their provider or the Nurse Advice Line.)
- ▶ **TELEMYND** site offers behavioral health, psychology, and psychiatry services. Patients can request an appointment by filling out the online registration form at <https://www.telemetrynd.com/humanamilitary> or by calling the care support line at **1(866)991-2103**. (Note: active-duty service members first need a referral from their provider or the Nurse Advice Line.)
- ▶ **BAMC PEER SUPPORT PROGRAM** provides peer support during times of clinical stress related to sentinel events, unexpected death, unexpected/unanticipated outcomes, and clinical conflict. Point of contact is Ms. Jennifer Higgins, MSW, LCSW Special Assistant for Healthcare Resolutions, at **(210)916-7383**.
- ▶ **MILITARY & FAMILY LIFE COUNSELORS** offer non-medical, off-the-record counseling for relationships, parenting, conflict resolution, and military lifestyle issues. To contact a MFLC, call **(210)627-3183**.
- ▶ **CHAPLAIN FAMILY LIFE CENTER** can provide marriage, family & personal counseling; holistic care; and referral and religious support, call **(210)221-5007** (duty hours) and **(210)365-6420** (after duty hours).
- ▶ **JBSA-FORT SAM HOUSTON VOGEL RESILIENCY CENTER** located at 2490 Stanley Road, building 367, JBSA-Fort Sam Houston, provides health and wellness programs for the Joint Base San Antonio community. It is led by a team of experts from multiple agencies working together to empower individuals, families, and organizations by exploring mind, body, and spirit lifestyle changes. They serve active duty & dependents, retirees, Department of Defense civilian employees, and Guard and Reserve members. All services are non-fee. For more information, call **(210)539-1281**.
- ▶ **JBSA-FORT SAM HOUSTON R2 PERFORMANCE CENTER** provides customized performance training to service members to enhance their personal readiness, resilience, optimize human performance, and build unit cohesion. Training is available to active duty, Guard and Reserve members, as well as family members and DoD civilians. The performance center is located at 2802 Harney Path, JBSA-Fort Sam Houston. For more information, call **(210)808-6089**.
- ▶ **JBSA-FORT SAM HOUSTON ARMED FORCES WELLNESS CENTER** provides programs and services that improve and sustain health, performance, and readiness. The center is open to all active duty and DoD civilians with access to a DoD CAC-enabled computer. The center is located at 2490 Stanley Road, building 367, JBSA-Fort Sam Houston. For more information, call **(210)539-1254**.
- ▶ **EMPLOYEE ASSISTANCE PROGRAM** provides civilian employees assistance with issues such as stress management, marriage and family counseling, substance abuse, depression, dealing with loss, and interpersonal problems. For more information, call **(866)580-9078** or visit <https://www.atpc.af.mil/eap>.
- ▶ **MILITARY ONESOURCE** is a free service provided by the DoD to service members and their families to help with a broad range of concerns. Call and talk anytime - 24 hours a day, 7 days a week - at **1(800)342-9647**.
- ▶ **GIVE AN HOUR** offers barrier-free access to mental health care for active duty, National Guard, reservists, and veterans. You can access their programs by visiting <https://giveanhour.org/military/>.
- ▶ **THE INTRANSITION PROGRAM** is a free, confidential program that offers specialized coaching and assistance for active duty, National Guard, reservists, veterans and retirees who need access to mental health care. Call **(800)424-7877** (CONUS) or **(800)748-8111** (OCONUS).
- ▶ **NATIONAL ALLIANCE ON MENTAL ILLNESS** provides advocacy, education, support groups and public awareness for all individuals and families affected by mental illness. To learn more about NAMI support groups, visit <https://nami.org/Support-Education/Support-Groups>.

PEDIATRIC SCREENING GUIDELINES

KEEPING YOUR BABY HEALTHY - WELL BABY VISITS

2 Weeks to 1 Month	2 Months	4 Months	6 Months	9 Months	12 Months
*Well-baby exam *Newborn Screen (heel stick) *Maternal depression screen	*Well-baby exam *Scheduled immunizations *Maternal depression screen	*Well-baby exam *Scheduled immunizations *Maternal depression screen	*Well-baby exam *Scheduled immunizations	*Well-baby exam **Scheduled immunizations	*Well-baby exam **Scheduled immunizations *Anemia and lead screening (blood draw)
15 Months	18 Months	24 Months	30 Months	3 to 10 Years	11 Years & Older
*Well-baby exam *Scheduled immunizations	*Well-baby exam *Scheduled immunizations	*Well-baby exam *Lead screen	*Well-baby exam *Lead screen	*Annual physical *Scheduled immunizations	*Annual physical *Cholesterol check 9-11 yrs, & 17 yrs * Scheduled immunizations

**Influenza (Flu) vaccine starting at 6 months, if applicable

Vision Screening

Recommended screening start around age 3 and occur each year at ages 4, 5, and 6. After that, screening should occur at ages 8, 10, 12, and 15 by an Optometrist.

- Starting at 3 years: Visual acuity screening is recommended at ages 4 and 5 years, as well as in cooperative 3-year-olds. This involves asking your child how well they can see the details of letters or symbols from a set distance.

This doesn't necessarily equate to an Optometrist visit. They may be eligible at this age for Optometry through Tricare annually w/o a referral but they may not be able to comply at this early age.

Dental Screening

Recommended establishing dental care for children as soon as their first tooth erupts or not later than their first birthday.



TRICARE FOR LIFE (TFL)

- ▲ If you are turning 65 soon, we encourage you to attend a Tricare for Life (TFL) briefing for information on how to navigate your healthcare. If you didn't get notification in the mail, please contact us for a one-on-one session by calling your MTF Beneficiary Services office.
- ▲ TFL provides comprehensive health care coverage for TRICARE-eligible beneficiaries ages 65 and older who have Medicare Part A and B. TFL beneficiaries have the freedom to seek care from any Medicare-participating or Medicare non-participating provider. Though we cannot offer primary care enrollment in our Military Treatment Facilities at this time, TFL beneficiaries can get care on a space-available basis for their surgical, specialty, emergency, and inpatient care services. If you have a referral from your primary care provider for specialty care or a surgical evaluation, then you or your primary care provider can fax the referral to **1(877)875-0095**.

YOUR MILITARY CARE, SUPPORT & ANCILLARY SERVICES

TRICARE Beneficiary Services Info

Brooke Army Medical Center

 (210)916-3586

 usarmy.jbsa.medcom-bamc.list.bamc-bcaccdao@health.mil

59th Medical Wing

 (210)292-7848

Beneficiary Counseling & Assistance
Coordinator /Debt Collection
Assistance Officer

Release of Information

Closed Weekends & Holidays

Release of Information fulfills requests and provides various services for continuity of care documentation, Service Member retirements, insurance claims, and more.

Brooke Army Medical Center

The ROI Quick Stop Hours of Operation:



MON, TUE, THUR, FRI | 0800 – 1600

(The last patient is taken @ 1530)

WED | 0830 – 1600

(The last patient is taken @ 1530)

59th Medical Wing

To obtain copies of medical records:



If the patient was seen at Wilford Hall during the last 5 years, they should call the Release of Healthcare Information Office at (210)292-5081.

Exceptional Family Member Program (EFMP)

EFMP provides comprehensive support to Family members with special needs by coordinating military, community, educational, medical, housing and personnel services to ensure an all-inclusive approach to care.

Brooke Army Medical Center

3551 Roger Brooke Dr, JBSA, Fort Sam Houston, TX 78234
First Floor of the BAMC Consolidated Tower, ROOM TL-110A

HOURS OF OPERATION

MON, WED, FRI (Open to Staff Only) | 0730-1630

TUES & THURS (Family Member Travel Screening & Walk-Ins) | 0730-1600

CLOSED FOR LUNCH 1200-1300

EFMP Case Coordinator

 (210)916-2577

EFMP Reception Desk

 (210)539-9051



59th Medical Wing

2200 Bergquist Drive, Ste 1, Lackland AFB, TX 78236
Wilford Hall Ambulatory Surgical Center, Room #1T09 & 1T07


HOURS OF OPERATION

MON - FRI | 0800-1600

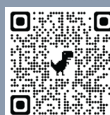
Special Needs Coordinators

 (210)292-2775
 (210)292-4404

FMRC Coordinators

 (210)292-4721
 (210)292-5864

Mental & Behavioral Health Services



Open to all qualified individuals associated with Joint Base San Antonio, the San Antonio Military Health System offers a wide range of mental and behavioral health services through Brooke Army Medical Center and 59TH Medical Wing. Scan QR Code to find out more about these services

Brooke Army Medical Center

 (210)539-2273

59th Medical Wing

 (210)292-7361

San Antonio MILITARY HEALTH SYSTEM



Brooke Army Medical Center
☎ (210)916-4141



Wilford Hall Ambulatory Surgical Center
☎ (210)292-7412



Center for the Intrepid
☎ (210)916-6100



Corpus Christi Clinic
☎ (210)961-6035



CPT Jennifer M. Moreno Primary Care Clinic
☎ (210)916-3000
Option 2



Gateway Bulverde Clinic
☎ (210)483-2950



McWethy Troop Medical Clinic
☎ (210)916-3000
Option 4



Randolph Clinic
☎ (210)652-6403



Military Treatment Facilities



Dental Services

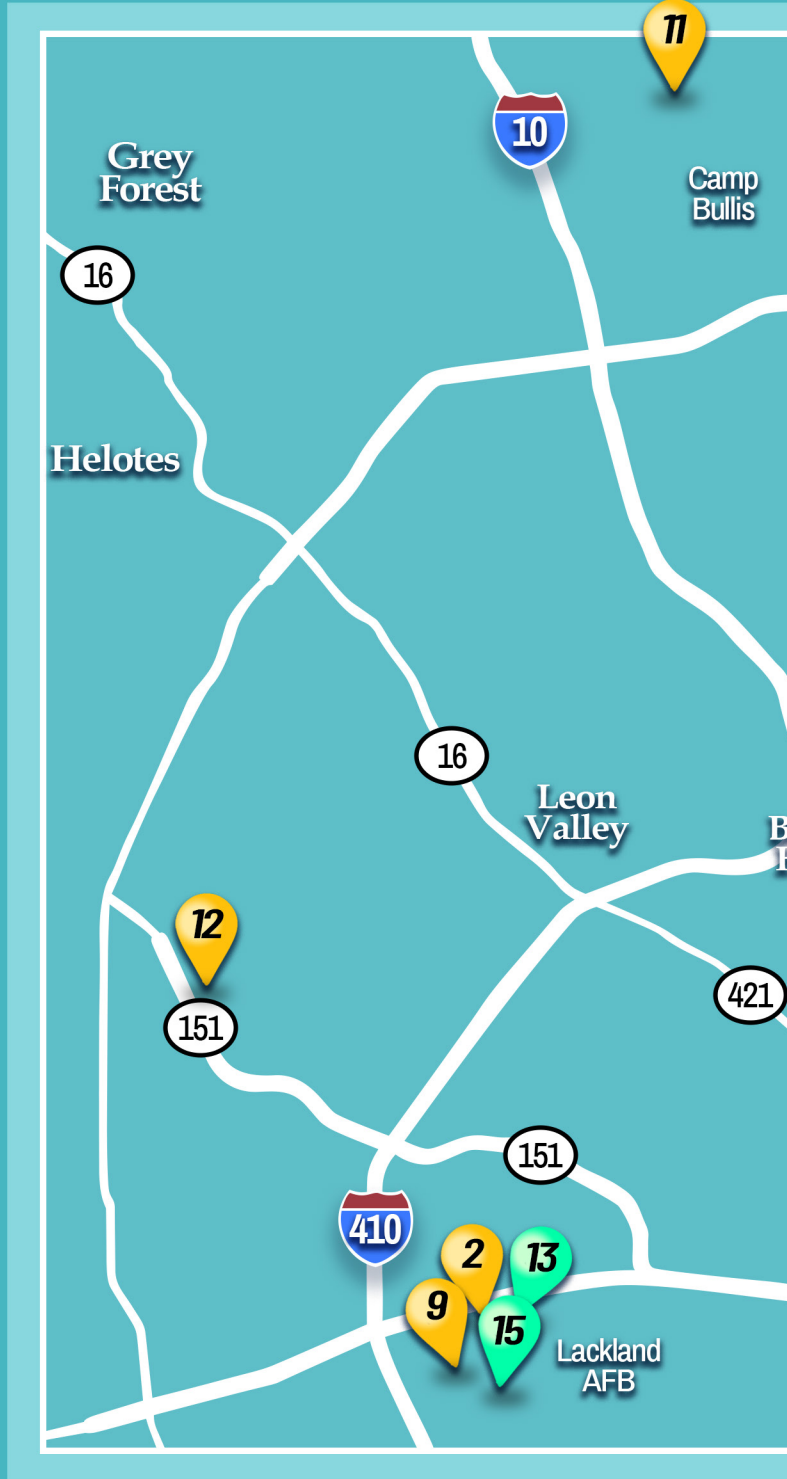
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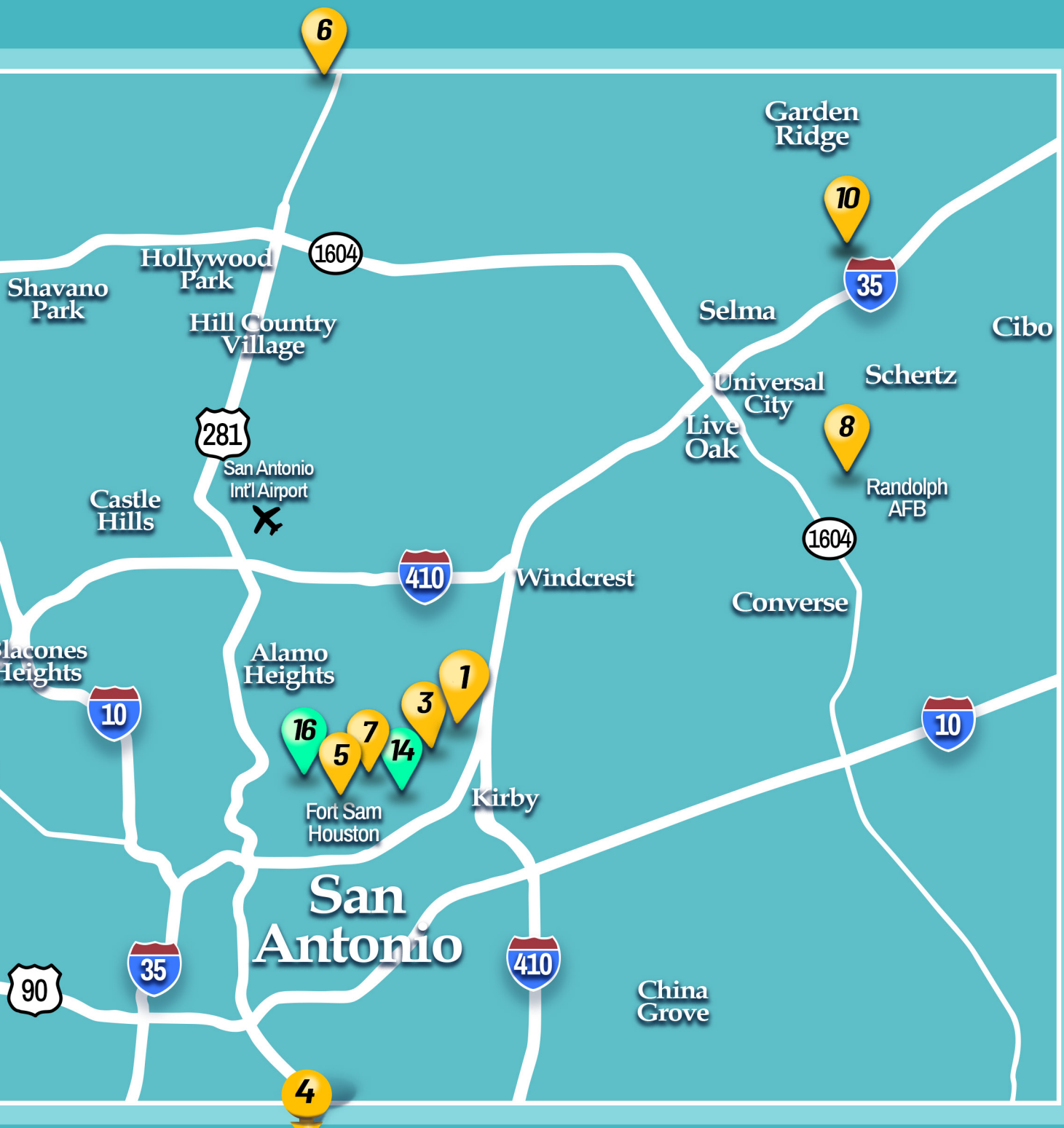


Reid Clinic Flight Medicine
☎ (210)292-4277



Air Force Postgraduate Dental School
☎ (210)292-7878





Hertz Medical Home



(210)916-3000
Option 5



SPC Taylor J. Burk Health Clinic



(210)916-3000
Option 3



Westover Medical Home



(210)916-3000
Option 6

Judge Dental Clinic



(210)808-3736



Benjamin W. Dunn USAF Dental Clinic



(210)292-7878



Rhoades Dental Clinic



(210)295-4156

PATHOLOGY & AREA LABORATORY SERVICES


PLEASE NOTE: Schertz Medical Home & Westover Medical Home lab services are dedicated to beneficiaries enrolled to those clinics.

BAMC

The Department of Pathology & Area Laboratory Services is responsible for providing responsive, high quality laboratory testing in support of patient care. DPALS offers clinical pathology services to BAMC and other medical treatment facilities worldwide, using qualified professionals and state of the art methods and instrumentation.

SPECIMEN COLLECTION (PHLEBOTOMY)

HOURS OF OPERATION
MON -FRI : 0730-1600

 (210)916-1412


JBSA FT SAM HOUSTON BLOOD DONOR

HOURS OF OPERATION
0730-1200 for walk-in blood donations
• Platelet donation by appointment

 (210)295-4655


MORENO CLINIC LABORATORY

HOURS OF OPERATION
MON -FRI : 0730-1600

 (210)808-3580

SCHERTZ LABORATORY


HOURS OF OPERATION
MON -FRI : 0730-1500

 (210)295-8041

APPOINTMENT REQUIRED

CAMP BULLIS LABORATORY

HOURS OF OPERATION
MON -FRI : 0730-1500

 (210)295-8491

APPOINTMENT REQUIRED

WESTOVER HILLS LABORATORY

HOURS OF OPERATION
MON -FRI : 0800-1500
FRI & DAY BEFORE HOLIDAY : 0730-1500

 (210)539-0916

APPOINTMENT REQUIRED



SCAN QR CODE FOR MORE INFORMATION

WHASC

The Wilford Hall Ambulatory Surgical Center Laboratory provides San Antonio and the world with state-of-the-art diagnostic equipment and access to specialized DoD and commercial reference testing sites. We provide nearly unlimited testing capabilities to assist our providers in making the best clinical decisions for our patients. Our focus is to provide outstanding customer service to our patients and providers with quality and timely laboratory results.

SPECIMEN COLLECTION (PHLEBOTOMY)

HOURS OF OPERATION
MON -FRI : 0700-1600

 (210)292-7700


JBSA LACKLAND BLOOD DONOR CENTER

HOURS OF OPERATION
TUE -FRI : 0800-1530 for walk-ins

 (210)295-4655


REID CLINIC LABORATORY

HOURS OF OPERATION
MON -FRI : 0700-1600

 (210)292-1191

GATEWAY BULVERDE CLINIC LABORATORY

HOURS OF OPERATION
MON -FRI : 0730-1630

 (210)292-0182



SCAN QR CODE FOR MORE INFORMATION

RANDOLPH

Specimen collection and drop-off. No appointment necessary. Fasting blood work requires that you have no food or drink for 12 to 14 hours prior, except for water and medications. Please drink plenty of water to ensure you are well hydrated. For civilian lab requests, please ensure that the lab request includes a current fax, phone number, and the provider's signature. Testing that is ordered at other Military facilities within San Antonio may be drawn or collected at Randolph. Military providers have access to all results, regardless of collection location. Please contact the requesting provider or visit medical records to get a print out of your results.

HOURS OF OPERATION

MON -FRI : 0715-1630

CLOSED LAST WEDNESDAY OF EVERY MONTH AT 1200

TAKING PATIENT CALLS FROM 1400-1630

 (210)652-6403

ALL STAFF ARE ENGAGED IN COLLECTING / TESTING DURING THE MORNING HOURS

RADIOLOGY SERVICES

We strive to support the military medical mission while contributing to the understanding of health and disease using various imaging technologies which coincide with our continued efforts to provide exceptional quality care to our patients, offer superb educational opportunities to the Residents, Students and staff and advocate cooperative support between other health-care professionals, facilities and our sister services.

APPOINTMENT LINE (JBSA-RADIOLOGY CENTRAL SCHEDULING)  (210)292-9729

BAMC

DIAGNOSTIC SERVICES

- CT Scan  (210)916-0974
- PET/CT  (210)916-0974
- Diagnostic Studies  (210)916-0974
- MRI  (210)916-0832
- Mammography  (210)916-4229
- Special Procedures  (210)916-2754
- Ultrasound  (210)916-4697

NUCLEAR MEDICINE

- Appointments  (210)916-4062

RADIATION ONCOLOGY


-  (210)916-5046



SCAN QR CODE FOR MORE INFORMATION

WHASC

DIAGNOSTIC SERVICES

- CT Scan (Appts)  (210)292-5200
- X-RAY (Walk-In)  (210)292-5252
- Fluoroscopy (Appts)  (210)292-5252
- MRI (Appts)  (210)292-5200
- Mammography (Appts)  (210)292-5561
- Ultrasound  (210)292-5200



SCAN QR CODE FOR MORE INFORMATION

RANDOLPH

DIAGNOSTIC SERVICES

- X-Ray
- Mammography
- Ultrasound

 (210)292-5200



SKIP THE WAIT

Express Scripts Home Delivery

\$0 copay for Active Duty
Copays for all others depends on type of medication



Ask your provider today to submit your prescription electronically to Express Script Mail Order.



Go to <https://express-scripts.com/register?partner=DOD> or scan the QR code to create an account.



You can also register by using the Express Script app.



With **FREE** standard shipping, estimated delivery is **2-4 business days**.

90-DAY SUPPLY

HOME DELIVERY

GENERIC	\$12
BRAND	\$34
NON-FORMULARY <small>(Tricare Specialty Medication)</small>	\$68



BAMC PHARMACY SERVICE

HOURS OF OPERATION

MON -FRI : 0800-1800

SAT : 0900-1700



(210)916-1536

ACTIVATE AN URGENT PRESCRIPTION:

- Customer calls (210)916-1536 Option 6 to reach the Call Center, or pull a ticket at the kiosk to have the prescription activated at the window.
- Prescriptions activated before 1200, will be ready for pickup after 1400 same day.
- If after 1200 prescription is ready the following duty day after 1000.
- Patients may also receive a text message to let them know when the prescription is ready for pickup.
- Q-anywhere, Text **"Get in line"** to (833)256-3632 and follow prompts for new prescription activations only.

ACTIVATE A NEW PRESCRIPTION:

- Customer comes to the pharmacy to activate and will be filled while customer waits in pharmacy lobby.
- Examples of Urgent Prescriptions: Antibiotics, Pain Medications, Cold/Flu/COVID Related Medications, etc.

PICK-UP MEDICATIONS:

- Customer pulls a ticket from kiosk for the pickup prescription category.

REFILL A PRESCRIPTION:

- Customer calls (210)916-1536 or 1(800)469-7170, OPTION 1 to have prescription filled at BAMC Pharmacies.
- Refill prescriptions are generally ready in 3 working days.

RENEW A PRESCRIPTION:

- Customer contacts provider to have new prescription placed into MHS-Genesis.
- Text **"Get in line"** to (833)256-3632 (**prescription must be renewed by provider in Genesis**)
- Once new prescription is placed, customer then notifies BAMC Pharmacy Call Center at (210)916-1536, OPTION 6 or pulls a ticket at kiosk to have prescription activated.

QUESTIONS/PAPER PRESCRIPTIONS:

If you have any pharmacy related questions, please visit the JBSA Pharmacy Website or pull a question ticket from our kiosk and our staff will call you to the window. If you need to process paper prescriptions, please pull the appropriate ticket from the kiosk in the lobby. JBSA Pharmacies no longer accepts paper prescriptions for controlled substances. Please have your provider send them electronically. Paper prescriptions will follow the same promise time as routine/urgent medications above.



PHARMACY LOCKERS

An automated solution that reduces lines in the pharmacy and allows the secure delivery of prescriptions refills even when the pharmacy is closed. The self-service kiosk is located at the Fort Sam Houston Post Exchange (PX) and BAMC Medical Mall.

When you order prescriptions, select "Fort Sam Houston Community/ Refill Pharmacy" as your pickup location. Please make sure you have a current prescription number on hand when you first enroll. If you don't have it on hand, please call (210)916-1536. After that, you can add your fingerprint and/or military ID to make logging in even easier!

WHASC PHARMACY SERVICE

**OPEN TO ALL BENEFICIARIES
WHO HAVE CIVILIAN NETWORK
PROVIDER PRESCRIPTIONS &
REFILL PICK-UP**

**HOURS OF
OPERATION**

MON -FRI : 0700-1700

ACTIVATE NEW PRESCRIPTIONS:

To process new routine prescriptions from on- or off-base providers:

- Scan the QR code to the right or text "Get in line" to (833)517-4408 or use the kiosks in the pharmacy lobby.
- Follow the prompts.
- Routine prescriptions will be ready for pick-up after 1300 two duty days after activation.



TO PROCESS URGENT* PRESCRIPTIONS FROM ON-OR OFF-BASE PROVIDERS:

- Urgent requests will only be available at the pharmacy kiosks.
- Pull an urgent medication ticket.
- Once you have your ticket, please wait until your ticket number is called.
- After activation, please wait until your ticket is called again to pick up your medication(s).
 - Urgent medication process will take 1-2 hours, start to finish.
- If you are unable to wait, please use the kiosk again when you return and pull a pick-up ticket

****Urgent medications are short course treatments only for anti-infectives, acute pain medications, steroid treatments, or have received emergency services within the last 72 hours.**

PICK - UP MEDICATIONS:

- After the appropriate time has passed, pull a pickup ticket from the kiosk.
- Your number will be called to the window when it's your turn
- Retain your prescription number to call in future refills
- Active Duty has priority when picking up medication

REQUEST A PRESCRIPTION REFILL:

- Call the automated refill phone system at (210)292-9995 or (800)469-7170.
- Please listen to the entire prompt for different JBSA pick-up locations.
- When prompted for the prescription number, you can find that info on the label affixed to your medication vial.
- Prescription refills will be ready for pick-up after 1300 three duty days after request at your selected JBSA pick-up location.

QUESTIONS/PAPER PRESCRIPTIONS:

If you have any pharmacy related questions, please visit the JBSA Pharmacy Website or pull a question ticket from our kiosk and our staff will call you to the window. If you need to process paper prescriptions, please pull the appropriate ticket from the kiosk in the lobby. JBSA Pharmacies no longer accepts paper prescriptions for controlled substances. Please have your provider send them electronically. Paper prescriptions will follow the same promise time as routine/urgent medications above.



RANDOLPH PHARMACY SERVICE

HOURS OF OPERATION

MON -FRI : 0730-1630



(210)652-4127

ACTIVATE NEW PRESCRIPTIONS:

- Patient can text the words **"Get in line"** to (833)258-0792 and follow the prompts using the patient's unique DoD ID or present in-person to the Randolph Clinic Pharmacy.
- Routine medications will be ready in by **1300 in 2 duty days**.

TO PROCESS URGENT* PRESCRIPTIONS FROM ON OR OFF-BASE PROVIDERS:

Activate an urgent prescription (limited to certain medications)

- Patient presents to the pharmacy and the prescription will be ready in 1-2 hours.

PICK-UP MEDICATIONS:

- Patient waits the promised time and then presents to the pharmacy & enters pick-up queue.

REFILL A PRESCRIPTION:

- Patient calls the market refill number (210)292-9995 and follows the prompts.
- Refills are ready in 3 duty days after 1300 at the Randolph Base Exchange Pharmacy.

Note: Not the Randolph Clinic Pharmacy.

RENEW A PRESCRIPTION (Out of Refills Or Expired):

- The patient must contact his or her provider to have a new prescription ordered.
- Once the new prescription is ordered, the patient may activate the prescription either via text or in-person.

PLEASE
NOTE

We still do not have our in-lobby queuing system operational at Randolph due to system challenges.

Once it is operational, patients waiting for check-in will be able to present to the clinic Pharmacy and pull a ticket so that they can sit while waiting to activate their prescription.

SATELLITE PHARMACY

HOURS OF OPERATION

MON -FRI : 0730-1630

Closed Saturday & Sunday,
as well as all four-day weekends

Your costs depend on where you fill your prescription & the type of drug:

• **Generic Formulary**

• **Non-Formulary**

• **Brand Name Formulary**

• **Military Pharmacy**

Get up to a 90 - day supply of most prescription drugs.

\$0 copayment | Not all drugs are available.

Call first to check | Home Delivery

Get up to a 90 - day supply of most prescription drugs.

• Generic Formulary : \$7 • Brand Name Formulary : \$24

• Non-Formulary : \$53 (Unless You Get Medical Necessity)
• Network Pharmacy

Get up to a 30 - day supply of most prescription drugs.

• Generic Formulary : \$11 • Brand Name Formulary : \$28

• Non-Formulary : \$53 (Unless You Get Medical Necessity)

If you want a 90 - day supply from your network pharmacy, you'll pay the cost for each 30 - day supply.

For example, a 90 - day supply of a generic drug will cost \$33.

As always, if you have any questions regarding your prescriptions, please ask any one of the pharmacy staff.

Thank you for your support and for choosing SAMHS as your pharmacy of choice.

A PHARMACY *Closer to Home*

FT SAM HOUSTON EXCHANGE PHARMACY

HOURS OF OPERATION | MON -FRI : 0900-1700**

 (210)916-1536

EMERGENCY DEPARTMENT PHARMACY

HOURS OF OPERATION | 24 HOURS A DAY
7 DAYS A WEEK

 (210)916-6860  (210)916-6865

REID CLINIC PHAMACY

OPEN TO BASIC TRAINEES

HOURS OF OPERATION | MON -FRI : 0700-1600**

McWETHY TROOP MEDICAL CLINIC PHARMACY

HOURS OF OPERATION | MON -FRI : 0530 - 1600*

 (210)295-4108

BAMC PEDIATRIC/ ADOLESCENT PHARMACY

HOURS OF OPERATION | MON -FRI : 0800-1630**

 (210)916-1186

SATELLITE PHARMACY

OPEN TO ALL BENEFICIARIES WHO HAVE
CIVILIAN NETWORK PROVIDER
PRESCRIPTIONS & REFILL PICK-UP

HOURS OF OPERATION | MON -FRI : 0900-1700**


SCHERTZ MEDICAL HOME PHARMACY

HOURS OF OPERATION | MON -FRI : 0730-1630*

 (210)539-0902  (210)539-0903

SPC TAYLOR J. BURK CLINIC PHARMACY

HOURS OF OPERATION | MON -FRI : 0730-1630**

 (210)295-8236

GATEWAY BULVERDE CLINIC

HOURS OF OPERATION | MON -FRI : 0800-1600**
CLOSED FOR LUNCH : 1200-1300

CPT JENNIFER MORENO PHARMACY

HOURS OF OPERATION | MON -FRI : 0730-1630*

 (210)916-1536

WESTOVER MEDICAL HOME PHARMACY

HOURS OF OPERATION | MON -FRI : 0730-1630

 (210)539-0916

** CLOSED SAT, SUN & HOLIDAYS
* CLOSED HOLIDAYS

Key

CIVILIAN NETWORK PROVIDERS

YOUR CIVILIAN NETWORK PROVIDER CAN PRESCRIBE
MEDICATIONS DIRECTLY TO THE FOLLOWING JBSA
PHARMACIES WITH THE FOLLOWING INFORMATION:

- ▲ ALL JBSA-FORT SAM HOUSTON & BROOKE ARMY MEDICAL CENTER PHARMACIES ARE CALLED "DOD JBSA FORT SAM HOUSTON PHARMACY"
- ▲ JBSA-RANDOLPH PHARMACY IS CALLED "DOD RANDOLPH PHARMACY"
- ▲ JBSA-LACKLAND SATELLITE PHARMACY IS CALLED "DOD JBSA LACKLAND PHARMACY"
- ▲ JBSA-GATEWAY BULVERDE CLINIC PHARMACY IS CALLED "DOD JBSA GATEWAY BULVERDE PHARMACY"



BENEFICIARY **TEXT** SERVICE

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1(877)345-7262

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A NETWORK OF CARE - A COMMITMENT TO EXCELLENCE