



BAMC Brain Injury Rehabilitation COVID-era In-Person Encounters Frequently Asked Questions

Where can I find the latest BAMC-specific COVID-19 information?

Please see the BAMC homepage for the most up-to-date information.

<https://www.bamc.health.mil/articles/covid19/>

What should I do if I think I have COVID or I've been exposed?

If there's a medical emergency, you should go to the emergency room or call 911; if you have time, let the emergency room know that you're coming and that you may have COVID. Please see the BAMC home page for the most up-to-date information. During duty hours, call the Consult and Appointment Management Office (CAMO) at 210-916-9900 to schedule a virtual appointment with your primary care management (PCM) team. Other options include sending a secure message to your PCM team, calling the MHS Nurse Advice Line at 1-800-TRICARE (824-2273), or visiting MHSNurseAdviceLine.com. BAMC also performs drive-through COVID-19 screening and testing in the first floor of the parking garage from 0800-1200 weekdays. Check the BAMC website for the most up-to-date information. Please let this clinic know because we'll need to cancel your appointments here until you are well and no longer contagious.

How are people screened for COVID before appointments?

BAMC has screeners at all entrances. Everyone who enters the building is asked a series of questions about symptoms and exposures; your temperature will be taken. If you are sick, you will not be permitted to enter the facility.

Will I have the option for tele-medicine?

Maybe. For many rehabilitation interventions, you will need to be here in the clinic with your provider/therapist. However, when possible, we are happy to provide virtual services. Discuss this with your provider. Please note that initial evaluations will need to occur in person.

Do you have special cleaning procedures in light of COVID?

Yes. BAMC follows the cleaning guidance as provided by the Centers for Disease Control, BAMC Infection Control, and BAMC Infectious Disease Service.

Do I need to wear a mask?

Yes. Joint Base San Antonio and BAMC policies dictate that everyone wears a face covering in accordance with CDC guidelines. You will need to wear a face covering the entire time you're in the hospital (waiting room, gym, examination rooms, etc.) Exceptions are made for people who cannot tolerate masks because of their medical conditions. <https://www.bamc.health.mil/docs/visitors-guidance.pdf>

What if I need a helper to accompany me?

Hospital policy states that visitors will not be permitted to accompany adult outpatients to their appointments unless special assistance is needed. Cognitively impaired adults may have one visitor where the visitor provides safety and is key to the patient's care. If you would like to have a loved one participate in your encounter by telephone or virtual health, please let your provider know. Have the number readily available. For more visitor guidance, see <https://www.bamc.health.mil/docs/visitors-guidance.pdf>

What if I get hungry or thirsty during or between appointments when I'm at the hospital?

BAMC has re-opened dining facilities for grab and go services only. Seating will not be available, and face coverings and social distancing in lines and food-service areas are required. Patrons are also required to use the hand sanitizer dispensers and hand-washing stations prior to entry.

Have there been any changes to parking?

There have been no changes to patient parking. However, because of drive-through COVID screening, half of the first floor parking garage is closed.

How do I cancel an appointment if needed?

Please call our usual front desk number, 210-916-8693. You can also call that number if you have other questions about your rehabilitation appointments during this time.