San Antonio Market (SA Market) personnel are focused on exceeding all expectations regarding access to care, patient safety, quality, education, training, research, and readiness! Moreover, all facilities of the SA Market 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.

Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message from the SA Market</td>
<td>2</td>
</tr>
<tr>
<td>Quick Access to Care</td>
<td>3</td>
</tr>
<tr>
<td>Military Care, Support &amp; Ancillary Services</td>
<td>4</td>
</tr>
<tr>
<td>Health Maintenance Guidelines</td>
<td>5</td>
</tr>
<tr>
<td>Pediatric Screening Guidelines</td>
<td>6</td>
</tr>
<tr>
<td>Military Treatment Facility (MTF) Map</td>
<td>7-8</td>
</tr>
<tr>
<td>SA Market Pathology &amp; Area Laboratory Services</td>
<td>9</td>
</tr>
<tr>
<td>SA Market Radiology Services</td>
<td>10</td>
</tr>
<tr>
<td>SA Market Pharmacy Guides</td>
<td>11-13</td>
</tr>
<tr>
<td>Express Scripts Home Delivery</td>
<td>14</td>
</tr>
</tbody>
</table>
Welcome to the San Antonio Market

The San Antonio Market (SA Market) is one of 20 large markets that directly report to the Defense Health Agency (DHA). The SA Market comprises Brooke Army Medical Center, Wilford Hall Ambulatory Surgical Center, 10 standalone military treatment facilities, and over 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.

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.
**STAY CONNECTED WITH YOUR CARE & THE SA MARKET**

- [https://www.facebook.com/59mdw](https://www.facebook.com/59mdw)
- [https://www.facebook.com/BrookeArmyMedicalCenter](https://www.facebook.com/BrookeArmyMedicalCenter)

---

**988 Suicide & Crisis Lifeline**

Call 988 for confidential, 24/7 crisis support. Veterans & their loved ones, select 1.

---

**Urgent Care Centers**

TRICARE Prime family members and retirees do not require a referral to go to Urgent Care Centers (UCs) in the network; however, active duty patients do. Active duty patients must obtain a referral for Urgent Care in the network either from their PCM or by calling the Nurse Advice Line.

- **Nurse Advice Line**: 1-888-TRICARE
- **CAMO**: (210) 916-9900

---

**Emergency Room**

If there is a medical emergency please visit your nearest Emergency Room, San Antonio Market, Brooke Medical Wing’s Family Emergency Center.

---

**Humana Doctor on Demand App**

- 24/7 access to doctors, psychiatrists, psychologists, therapists, and other medical experts
- Eligible retail beneficiaries
- Available for iPhone & Android

---

**Consult Appointment Management Office**

Schedule/Book an appointment for any of the SA Market Military Treatment Facilities.

- **Website**: [https://www.facebook.com/59mdw](https://www.facebook.com/59mdw)
- **CAMO**: (210) 916-9900

---

**Your Avenues of Care & Support**

Quick reference chart of the most popular and sought-after services.
Your Military Care Support & Ancillary Services

TRICARE Beneficiary Services Info

Brooke Army Medical Center
(210)916-3586
EMAIL
usarmy.jbssa.medcom-bamc.list.bmc-bcacdcaco@health.mil

59TH Medical Wing
(210)292-7848
Beneficiary Counseling & Assistance Coordinator / Debt Collection Assistance Officer

Release of Information

Brooke Army Medical Center
59TH Medical Wing

The ROI Quick Stop Hours of Operation:
MON, TUE, THUR, FRI | 0800 – 1600
(Wed | 0830 – 1600)
(Mon | 0800 – 1600)

To obtain copies of medical records:
(210)292-4075
(210)292-7380
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)

Brooke Army Medical Center
59TH Medical Wing

EFMP Case Coordinator
(210)735-4978
(9 (210)292-2775

EFMP Reception Desk
(9 (210)539-9051

Open to all qualified individuals associated with Joint Base San Antonio, the San Antonio Market offers a wide range of mental and behavioral health services through the Brooke Army Medical Center and 59TH Medical Wing.

Mental & Behavioral Health Services

Brooke Army Medical Center
59TH Medical Wing

(210)539-2273
(210)292-7361

Scan QR Code to find out more about these services.

SA Market Patient Experience Officers

Brooke Army Medical Center
59TH Medical Wing

To our Valued Patients, San Antonio Market Patient Experience Officers are here to serve you!
Feel free to reach out with concerns, suggestions & compliments. We value your feedback and want to hear from you!

Chief, Patient Experience
(210)292-6688

Patient Experience
(210)292-7827

Patient Advocate Cell
(210)652-2159

Patient Advocate
(210)419-0854

JMC Patient Experience Officer
(210)808-2576

ICE Manager
(210)916-4072

ICE

Randolph (TX/CA/NC)

Chief, Patient Experience
(210)292-6688

Patient Experience
(210)292-7827

Patient Advocate
(210)652-2159

ICE

ICE
**Health Maintenance Guidelines**

**Please Note**

The following guidelines apply to healthy adults in the general population. The right plan for your care may differ based on your medical history, family history, personal preferences and lifestyle, as well as your physician’s experience. You and your physician should work together to develop a specific preventive health screening plan for you.

---

### Adult Screening Guidelines

#### Breast Cancer Screening (women only)

**Mammography**
- Every 1-2 years starting at age 40.

**Physician Breast Exam**
- Annually starting at age 40.

**Self-Breast Exams (after being taught)**
- Monthly starting at age 20.

A referral is not required for a screening mammogram. Call (210) 916-4229 / 3726 to schedule.

#### Cervical Cancer Screening (women only)

**Pap test** starting at age 21
- Every 3 years unless abnormal.
- After age 30 can extend to 5 years with negative HPV testing.
- After age 65 or a hysterectomy should discuss screening interval with provider.

A referral is not required for a pap appointment. Call 210-916-1900 to schedule.

### Colorectal Cancer Screening

**Starting at age 45**

- Colonoscopy (preferred method of screening) - Every 10 years
- Flexible Sigmoidoscopy - Every 5 years (may extend to 10 years with annual FIT testing)
- CT Colonography - Every 5 years
- FIT-DNA (a.k.a. Cologuard) - Every 3 years
- Fecal Immunochemical Testing (FIT) - Annually
- Fecal Occult Blood Test (FOBT) - Annually

A referral or order from your Primary Care Manager is required.

### Prostate Cancer Screening (men only)

- Consider testing between ages 55 and 69.
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

A referral or order from your Primary Care Manager is required.

### Lung Cancer Screening

- Risk based decision in discussion with provider for current or former smokers aged 50-79

A referral or order from your Primary Care Manager is required.

### Skin Cancer Screening

- Annual full body skin exam starting at age 50 with risk factors.
- Can be performed by your Primary Care Manager.

Call (210) 916-9900 to schedule an appointment.

### Oral Cancer Screening

- Oral and pharyngeal cancers should be screened for annually starting around age 18.
- If using tobacco products, screening should begin at the age of first use.

See your dental care provider. A referral is not required.

### Diabetes Screening

**Blood Test**
- Every 3 years for ages 40-70 with risk factors
- Once at age 45 if no risk factors

A referral or order from your Primary Care Manager is required.

### Cholesterol Screening

**Blood Test**
- Every 5 years starting at age 20 or earlier based on risk.

A referral or order from your Primary Care Manager is required.

### Hypertension Screening

- Annual blood pressure starting at age 18 with risk factors.
- Every 3-5 years for ages 18-39 without risk factors then annually starting at age 40.

A referral is not required but blood pressure screening is typically done in conjunction with an appointment.

### Osteoporosis Screening (women only)

**DEXA scan**
- Every 2 years starting at age 65.
- Earlier in women at increased risk.

A referral or order from your Primary Care Manager is required.

### Abdominal Aortic Aneurysm (men only)

- Once between ages 65 and 75 with any history of smoking.

A referral or order from your Primary Care Manager is required.

### Depression Screening

- Annually starting at age 11.

### Adult Immunization Guidelines

- Diphtheria/Tetanus (Td or Tdap) - Every 10 years
- Influenza (Flu) - Annually
- Zoster (Shingrix) - At age 50 (2 shot series)
- Pneumococcal - At age 65 or if high risk between ages 19-64 (2nd shot 5 years after 1st)
- Human Papilloma Virus (HPV) - Ages 18-45 if not received as child (3 shot series)
- Meningococcal - Prior to college or residential living if not already vaccinated at age 16 or older. Some colleges require an additional vaccine for Meningococcal B.
- COVID-19 - One-time vaccination for ages 12 and up.

A referral or order from your Primary Care Manager is required.
**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 9, 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**
- Recommend establishing dental care for children as soon as their first tooth erupts or not later than their first birthday.

**Influenza (Flu) vaccine starting at 6 months, if applicable**
You may request to enroll at any clinic whether you’re an Army or Air Force beneficiary.

Note: Active duty patients are not able to enroll at Schertz, Westover or Gateway Bulverde.
The Department of Pathology and 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)

JBSA Ft Sam Houston Blood Donor Center
HOURS OF OPERATION
Mon - Fri: 0730 - 1600
(210)295-4655

Moreno Clinic Laboratory
HOURS OF OPERATION
Mon - Fri: 0730 - 1530
(210)608-3580

Schertz Laboratory
HOURS OF OPERATION
Mon - Fri: 0730 - 1530
(210)295-6041

Camp Bullis Laboratory
HOURS OF OPERATION
Mon - Fri: 0730 - 1500
(210)795-8491

Westover Hills Laboratory
HOURS OF OPERATION
Mon - Fri: 0730 - 1500
FRI & DAY BEFORE HOLIDAY: 0730 - 1400
(210)539-0916

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 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.

Taking patient calls from 1400-1630
(210)652-6403

All staff are engaged in collecting/testing during the morning hours.
Activate New Prescription(s):
- 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 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 An Urgent 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 Guide

Activate New Prescription(s):

- 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.
Pharmacy Guide

Activate New Prescription(s):
- Patient can text the words "Text to 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 1000 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

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 in-person.

Your costs depend on where you fill your prescription and the type of drug:
- Generic Formulary
- Non-Formulary
- Brand Name Formulary
- Military Pharmacy

Get up to a 30-day supply of most prescription drugs.
- $0 copayment | Not all drugs are available.
- Call first to check | Home Delivery

We still do not have our in-lobby queueing 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.
Ask your provider today to submit your prescription electronically to Express Script Mail Order.

Go to [https://express-scripts.com/register?partner=DOD](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

$0 copay for Active Duty

*Copays for all others depends on type of medication*

<table>
<thead>
<tr>
<th>Medication Type</th>
<th>Home Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic</td>
<td>$12</td>
</tr>
<tr>
<td>Brand</td>
<td>$34</td>
</tr>
<tr>
<td>Non-formulary (TRICARE Specialty Medication)</td>
<td>$68</td>
</tr>
</tbody>
</table>

TRICARE Formulary Information

THE SAN ANTONIO MARKET

A System of Excellence – A Commitment to Care