

USAMEDDAC

Did you know...

Martin Army Community Hospital is the healthcare gateway for all assigned active-duty personnel, their family members and retirees and their family members. We also provide occupational health care to all government employees affiliated with Fort Benning. We have a very robust TRICARE (the military health care insurance plan) network where care that is not available at the hospital proper is provided in the local civilian community.

Did you know...

The current hospital opened in 1958 and construction for the new replacement hospital begins this spring. We employ approximately 700 military and 1,100 civilians? On an average day at MACH; 2,000 prescriptions are filled, three babies are born and approximately 2,000 outpatient visits take place. We also have approximately 360 wounded warriors assigned to the Warrior Transition Battalion who are in the process of being rehabilitated or medically discharged from the Army.

Frequently Asked Questions

1. Q - How do I enroll at Martin Army Community Hospital and in TRICARE?

- A. Upon arrival at your new duty assignment, all service members and family members will be afforded the opportunity during newcomers/inprocessing to enroll in TRICARE Prime and at MACH for medical care.

2. Q - Who is eligible?

- A. All legal family members of the active-duty service member who are enrolled in DEERS.

3. Q - How do I make an appointment?

- A. You may make an appointment or contact your care team member by calling 706-544-CARE (2273). Please select the appropriate prompt for your assigned clinic. Appointments are also available at www.tricareonline.com

4. Q - What is the Family Medical Home?

- A. We are your Medical Home -The Family Medical Home (formally the Family Practice Clinic) is dedicated to a patient-centric and whole-person model of care. The Family Medical Home clinic is organized into four teams in order to provide you timely access to a team member. To ensure we can provide you same day access for your more serious urgent care needs, we have staffed our Medical Home Teams with nurses trained to respond to your calls and address many of your needs in a timely and convenient fashion that may not even require you to come into the clinic. We are working very hard to ensure that you see your assigned provider to maximize continuity with your provider and care team. Please assist us in this effort by requesting to see your assigned provider and bring important health information with you such as your current medications, any other providers you may seen recently and any changes in your health status since your last visit. If you would like to learn more about the Patient Centered Medical Home model of care, please reference the following web site: www.pcpcc.net/consumers-and-patients

5. Q - What is the Adult Primary Care Clinic?

- A. The Adult Primary Care Clinic is a contract clinic for adult family members.

6. Q - How do I make an appointment at the APCC?

- A. Please call 706-544-CARE (2273).

7. Q - Where do I get my prescription filled?

A. The Department of Pharmacy operates two facilities that dispense medication: The Main Pharmacy, located on the first floor of Martin Army Community Hospital, just inside the hospital's clinic entrance, and the Refill Pharmacy, located at the west entrance of the Main PX Shopping Mall. All prescriptions requiring a refill are filled at the PX Refill Pharmacy. The Main Pharmacy is open Monday-Friday, 0800 -1800, and Saturday and training holidays 0800 - 1600. The PX Refill Pharmacy is open weekdays 0900 - 1800 and 0800 - 1600 on training holidays. You may also access www.tricareonline.com to refill your prescriptions at MACH. Another option is the Tricare Mail Order Pharmacy Program, where non-narcotics may be ordered and mailed to your home. The advantage to using this service, a 90-day supply is sent to your doorstep for a small co-pay billed to your credit card. More information is available by calling toll-free: 1-877-363-1303 or visiting <http://www.express-scripts.com/TRICARE/>

8. Q - Does the Pharmacy carry all medicines?

A. Authorized beneficiaries can submit prescriptions written by military or civilian practitioners. However, only prescriptions written for medications that are on the approved MACH Formulary are filled. If there is any doubt about whether the Pharmacy stocks the medication, the patient or your physician can call the pharmacy and ask if the medication is available (706-544 -1583/4771). The list of medications stocked is available on the Martin Army Home Page: <http://www.martin.amedd.army.mil>.

9. Q - Why do I have to wait so long to get my prescription?

- A. The wait times have increased due to an increase in prescriptions being submitted. The average wait time is 40-50 minutes. The best time to visit the Pharmacy is at opening time or at the very end of the day. Need your prescription sooner? Patients may also have their prescriptions filled by a local TRICARE network pharmacy, for a detailed list of pharmacies, visit the <http://www.express-scripts.com/TRICARE/pharmacy/> and search by your zip code. You will have a small co-pay.

10. Q - If I am having trouble with behavioral health or PTSD, what do I do?

- A. Call 706-544-CARE (2273) and select prompt 3, then 2, then 1, then 1, or call 706-544-3590. Behavioral health specialists and social workers are available to take care of your needs. Patients may also call Military One Source 24/7 at 1-800-342-9647 to speak to someone and request assistance.

11. Q - How do I address an issue with my care/visit or leave a compliment for a staff member?

- A. Ask to speak to the clinic NCOIC, OIC or Administrator. If your concern is not resolved, please visit the Patient Family Advocate Office or fill out a blue comment card and a representative will contact you.