



DEPARTMENT OF THE ARMY
UNITED STATES ARMY HEALTH CLINIC GRAFENWOEHR
UNIT 28037, CMR 415
APO, AE 09114-0034

MCEU-BAV-GFW

26 May 2020

MEMORANDUM FOR GRAFENWOEHR MILITARY COMMUNITY

SUBJECT: Health Protection Measures on the Grafenwoehr Health Campus

1. References:

- a. General Order 1B, 8 May 2020
- b. Center for Disease Control and Prevention (2020). Steps Healthcare Facilities Can Take Now to Prepare for COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/steps-to-prepare.html>.
- c. Center for Disease Control and Prevention (2020). Outpatient and Ambulatory Care Settings: Responding to Community Transmission of COVID-19 in the United States. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/ambulatory-care-settings.html>.
- d. Center for Disease Control and Prevention (2020). Hand Hygiene Recommendations: Guidance for Healthcare Providers about Hand Hygiene and COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/hand-hygiene.html>.
- e. Center for Disease Control and Prevention (2020). Guidance for Pharmacies: Guidance for Pharmacists and Pharmacy Technicians in the Community Pharmacies during the COVID-19 Response. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pharmacies.html>.

2. Purpose: To establish safe social distancing in order to safe guard the health of the patients, staff, visitors and workers of the Grafenwoehr Health Clinic.

3. Scope: This policy applies to all patients, staff, visitors and workers on the Grafenwoehr Health Campus (Buildings: 436, 475, 476 and 507).

4. Policies: The following changes to our current practice are effective immediately. We realize that these restrictions may create challenges, and we are very sorry for any difficulties they may cause. If you have questions or concerns, please contact the Patient Advocate for assistance, point of contact information is on line 11 of this memorandum.

5. Health Screenings:

- a. All patients will enter through the main door only of the building they are visiting.

b. A health screening is required when entering any building on the Health Clinic Campus, which may include having your temperature checked and answering some questions about your health, exposure risk and any recent travel.

c. Any visitor presenting with upper respiratory symptoms or other COVID-19 symptoms, has a high risk of prior exposure to COVID-19 or has traveled from outside Germany in the past 14 days will be rerouted to the Acute Respiratory Care Clinic (ARC) and not be able to proceed to other clinic areas.

d. If you are sent to the ARC, you will not be listed as “no show” for your original appointment. The staff of the ARC will work with you to address the needs of your original appointment or have you rebooked to another time when you are well.

6. Face Coverings and Hand Washing:

a. To help maintain a healthy environment, all patients and visitors age 6 years and older are required to wear a face covering or mask throughout the duration of their visit. We ask that you bring your own face covering or mask to wear.

b. All patients and visitors are required to wash hands prior to entering the clinic.

c. It is not permitted to reuse disposable gloves from outside the facility after washing hands as this presents a significant infection risk.

7. All Appointments and Services:

a. Adult patients are not permitted to bring visitors (spouse, child, friend) to their appointment, unless special assistance is required.

b. One adult caregiver only may accompany pediatric patients.

c. The total number of people permitted in the waiting area and throughout the clinic remain limited. After checking in, you may be asked to return to your vehicle or wait outside until called for your appointment (please bring a cell phone).

8. Lab:

a. Please request all labs (pregnancy test, WIC, STI screening) prior to arrival at the clinic to decrease that number of patients in the waiting area.

b. Request labs by using Tricare Online Secure Messaging at <https://app.tolsecuremessaging.com/security/login/default.aspx?bid=DHA>

9. Pharmacy:

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- a. Please request all refills prior to arrival at the clinic to decrease the amount of patients waiting in the lobby.
- b. Request refills telephonically by utilizing the number on the prescription label or by utilizing Tricare Online.
- c. Refills requested prior to 0700 will be ready for pick up any time after 1000. Refills requested after 0700 will be ready the following business day.
- d. When picking up refilled medications, select the "called in refill" option on the QFlow kiosk.

10. Tricare:

- a. In order to limit the number of people in building 476, we are asking patients to use telephonic services whenever possible.
- b. To obtain a copy of your referrals, please call Tricare ISOS at 0800-589-1599 and select option #3.
- c. If you need assistance to schedule a referral appointment with a network provider, please contact the HealthCare Finder at 06371-9464-3248 or the Outpatient Liaison at 06371-9464-3075.

11. The point of contact for this memorandum is LTC Sarah Ohm at DSN: 590-3043 or sarah.n.ohm.mil@mail.mil.

AVERY J. CARNEY
LTC, SP
Commanding