

Fort Belvoir Facebook Virtual Town Hall Q&A Recap

May 14, 2020

This is not a verbatim transcript. Questions and answers may be edited for clarity.

Participants:

- COL Michael Greenberg, Fort Belvoir Garrison Commander
- CAPT Cynthia Judy, Director, Fort Belvoir Community Hospital
- Mr. George Dickson, Director, Family and Morale, Welfare and Recreation
- Mr. Kevin Rennick, Director, Human Resources
- Ms. Nicolle Giroux, Director, Family Child Care Program

Question: Can we keep the drive thru pharmacy?

CAPT Cynthia Judy: The drive thru pharmacy was never intended to be a permanent solution. It was implemented to minimize the number of people in the hospital during the pandemic. But activating prescriptions in advance over the phone or on the internet, will remain after the drive thru to pharmacy option is gone. To activate your prescription in advance, call 571-231-3224. Option two, option two.

Question: Has the hospital considered a strategy for off-site well child clinic for vaccinations? We've gotten some feedback that some folks are uncomfortable bringing a well child into the hospital.

CAPT Cynthia Judy: We've implemented a lot of measures at the hospital to keep people safe, and so I don't want families to worry about being a well child into the hospital. The bulk of COVID screenings take place in the emergency department and in the COVID tents behind the hospital.

Question: When will the PX and Commissary screenings end?

COL Michael Greenberg: As the Health Protection Conditions change, we will make adjustments to our screening protocols.

Question: Why is Marine Corps Base Quantico allowing their barbershops to open?

COL Michael Greenberg: If you look at the Governor's order, Quantico is not in that affected area. And just because they're 20 minutes down the road, doesn't mean that they're in that same area as we are. They are not exhibiting the same cases as, the area we are in. Therefore they are able to make adjustments to their services based on their local conditions.

Question: How do we get our required physical exams for our children to enroll in school?

CAPT Cynthia Judy: Family medicine and pediatrics are accepting appointments, so you can make those appointments. A lot of things can be done in advance by using secure messaging.

Question: Will pharmacy activation be done at Dumfries Clinic?

CAPT Cynthia Judy: The phone number is 800-377-1723 select option 2 then option 2 for Army, select option 2 for Dumfries or option 3 for Fairfax.

Question: How do I get my medical records?

CAPT. Cynthia Judy: Call 571-231-3774 select option one for outpatient records or option two for release of information.

Question: Where can I find out more information about being an FCC provider?

COL Michael Greenberg: For questions about Family Child Care Program, call 703-805-1824.

Question: Can I get my medical records in order to PCS without going to the hospital?

CAPT Cynthia Judy: Yes, Call 571-231-3774 select option one for outpatient records or option two for release of information.

Question: Will Child Development Center notifications go out multiple times if more spaces are available?

COL Michael Greenberg: The answer is yes. And so we're going to take a deliberate approach to notify the top tier so that we know what we will have capacity for when we get to a new norm capacity, which could be a month or two from now. We want to make sure that when tell you we have a space for your child, that we don't come back to say we no longer have that space. As we as we fill up the CDCs, if there are additional spaces, we will continue to work down a waitlist to make sure that we are at full capacity.

Question: How do I get my baby enrolled in DEERS when there are no appointments available on the online scheduler?

Mr. Kevin Rennick: It is important that we ensure you baby is enrolled to receive the medical benefit. So under our COVID-19 procedures, if you come to the ID Card Office indicating that this is a NEW enrollment, we will assist you with this new enrollment.