

## Pledge to Patients

We are here to provide patient centered, provider driven, safe, evidence based healthcare in order to develop and support community based health. We will always treat you with dignity and respect. We will strive to make every encounter the most pleasant, patient-friendly experience possible. When we delight you, tell the world. If we disappoint you, please tell us so we can address your concerns and improve our services. Ask any clinic staff member for a copy of the Munson Patient Rights and Responsibilities. For comments or concerns call the Patient Advocate at 913.684.6211/684.6110 or submit an Interactive Customer Evaluation, the link is located on our homepage.



COL Scott Mower

Commander

Munson Army Health Center

Munson Army Health Center offers limited services from 12 p.m. to the end of the day for employee training (usually the second Wednesday of the month). Pharmacy is **Closed** from 12:30p.m.-1:30 p.m. on Training Days.

### NEW WEB ADDRESS:

<http://www.munson.health.mil/>

We are closed for all federal holidays. Keep track of training days, holiday closures and inclement weather closures by following us on Facebook, [www.facebook.com/munsonhealth](http://www.facebook.com/munsonhealth) and our Website

Web — <http://www.munson.health.mil/>

TRICARE West- <https://www.tricare-west.com/>

Health Net Federal Services - 1-844-866-WEST  
(1-844-866-9378)

Facebook — [www.facebook.com/munsonhealth](http://www.facebook.com/munsonhealth)

AARCC Appointment Line -913.684.6250

Information line -913.684.6000

Suicide Prevention -1.800.273.8255

**Mission: Munson Army Health Center provides compassionate, efficient and highly reliable healthcare to enable Soldier readiness and health promotion to all beneficiaries.**

**Vision: The leader in Soldier and Family readiness.**

# Munson Army Health Center

U.S. Army Medical  
Department Activity

550 Pope Avenue—Building 343



Updated August 30, 2018

## Munson Army Health Center Services— Information 684.6000 or 800.250.3462- 24 hours a day

### TRICARE Online

Beneficiaries can book and cancel appointments on-line at: [www.tricareonline.com](http://www.tricareonline.com) after registering for an account. For help with TRICARE Online call the help desk at 1.800.600.9332

### Appointment Access and Readiness Contact Center

Appointments may also be made by calling the AARCC at 913.684.6250 or 888.269.0109 from 7 a.m. to 4 p.m. Monday through Friday. MAHC does not offer sick call or walk-in services.

### Cancellations

Appointments can be cancelled through the AARCC, TRICARE Online or by responding to telephone or text appointment reminders. Canceling as early as possible allows the appointment to be used by another patient. To cancel an appointment call: 888.269.0109/913.684.6250.

### Public Affairs

PAO Office— 684.6343  
To subscribe to our Munson Notes (Our Monthly Newsletter) send an email with the word 'subscribe' to : [usarmy.leavenworth.medcom-mahc.mbx.pao@mail.mil](mailto:usarmy.leavenworth.medcom-mahc.mbx.pao@mail.mil)

### Quick Reference phone numbers and hours

All numbers are in the 913 area code

Allergy/Immun — Located in the Readiness Center 7:30-4 p.m. M-F— 684.6344

**Appointments (AARCC)** — 7 a to 4 p M-F — 684.6250 or 888.269.0109

Army Wellness Center — 6:30 a to 3 :30 p M-TH 6:30 a.m.-12 p.m. F— 758.3403

Behavioral Health (Multi-Disciplinary Clinic) Gentry Building — 7 to 5 p.m. M-TH 7-4 p.m. F— Walk in hours 7:30—4 p.m. M-TH 7–3 p.m. F 684.6771

Case Management — 7:30 a.m. to 4:00 p.m. M-F — 684.6442/6569

Debt Collection Assistance Office — 8 a.m. to 4 p.m. M-F - 684.6211/6110

Exceptional Family Member Program — 684-6250 by Appointment

EKG— Call the AARCC for an Appointment -684.6250

Primary Care (\*PCMH)— 7:30 a to 5:30p M-Th, 7:30 a to 4:30 p F, 684.6250

Pediatrics (\*PCMH)— 7:30 a.m. to 4 p.m. M-F — 684.6250 (AARCC)

(\*PCMH-Patient Centered Medical Home)

Laboratory — 7:a.m. to 5 p.m. M-F — 684.6161

Mammography — 8 a to 3:00p M-Th-F & 8 a to 5:30p Tu-WW — 684.6140

Medical Boards/PEBLO — 7:30 a.m. to 4 p.m. M-F — 684.6581 Gentry Clinic

Medical Readiness Center — 7:30 a.m. to 4 p.m. M-F — 684.6099/6091

Medical Records — 7:30 a.m. to 5 p.m. M-F — 684.6605

Nutrition Care — 7:30 a.m. to 4 p.m. M-F — 684.6250

Occupational Health Nurse — 7:30 a.m. to 4 p.m. M-F — 684.6546/6618

Optometry (In the Readiness Center) — 7:30 -4 p.m. M-F — 684.6750

Patient Administration — 7 a.m. to 4:30 p.m. M-F — 684.6000

Patient Advocate — 8a.m. to 4 p.m. M-F — 684.6211/6110

Pharmacy — 7:30 a.m. to 5:30 p.m. M-F — 684.6059

Pharmacy Prescription Refill — Allow 48 hours for process 684.6500 or 888.745.6435

Physical Exams — 7:30 a.m. to 4 p.m. M-F — 684.6630

Preventive Medicine — 7:30 a.m. to 4 p.m. M-F — 684.6539 Located Munson

Public Health Nurses— 7:30 a.m. to 4 p.m. M-F — 684.6535/6528

Radiology (MRI, Ultrasound) — 7:30a to 5:30 p.m. M-Th & 7:30a.m.to 5p.m.F — 684.6140

Release of Information — 8 a.m. to 4 p.m. M-F — 684.6205

Rehabilitation Center — 7:00 a.m. to 4 p.m. M-F — 684.6138/6338

Travel Clinic — 7:30 a.m. to 3:30p.m. M-F — 684.6535/6528

**TRICARE — 844.866.9378**

TRICARE Online help desk 800.4403114

Uniform Business Office/Third Party Billing — 8 a.m.to 4 :30 p.m. M-F — 684.6048

Health Net Federal Services— 1.844.866.WEST (9378)

### After Hours Health Care

MAHC does **NOT** have an **EMERGENCY ROOM**, for life threatening emergencies call **911**, for all other emergencies go to the nearest emergency room. An emergency room should never be used as a substitute for a primary care appointment.

**Nurse Triage Service**— 24-hours — 684.6250 (AARCC) Option 3

**Nurse Advice Line**— 1.800.TRICARE or 913-684.6250 Option 1 (after duty hours)

### Emergency Room Services

**St. Luke's Cushing Hospital** 913.684.1144

711 Marshall St. About 1.5 miles from the Grant Avenue Gate. Straight out the gate on 7th Street, Turn right onto Marshall Street.

**St. Johns Emergency Room** 913.680.6100

3550 S. 4th St. About 3.5 miles from the Grant Avenue Gate. From Grant Gate turn left on Metropolitan Avenue and turn right on 4th Street. The hospital's emergency area is on the right past **McDonalds**. If you get to St. Mary's University you have gone too far.

**Dwight D. Eisenhower VA Medical Center** 913.682.2000

(Active Duty Soldiers) 4101 S. 4th St. About 3.5 miles from Grant Avenue Gate. From Grant gate turn left onto Metropolitan Avenue and turn right on 4th Street. The VA is on the left just past the old Leavenworth Plaza. The VA will see Active Duty and Retired Sponsors only. They **DO NOT** see family members.