



FORT NOVOSEL OUT-PROCESSING INSTRUCTIONS

"ABOVE THE BEST"

OUTPROCESSING
LOCATION GUIDE

LYSTER MEDICAL CLINIC	BLDG #	ROOM #	OFFICE HOURS
MEDICAL RECORDS/PAD	Virtual - https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing (For assistance please call (334)255-7038)		
MEDPROS/PDHRA			
TRICARE			
FAMILY ADVOCACY PROGRAM (FAP)			
BEHAVIORAL HEALTH			
ARMY SUBSTANCE USE DIS CLC (SUDCC)			
Other Locations	BLDG #	Location Description	OFFICE HOURS
CIF	6002	NEXT TO MUSEUM	M-F 0730-1415
FORT Novosel SCHOOLS	22210	BLDG 21041 RED CLOUD	M-F 0700-1600
PROPERTY BOOK OFFICE	1215	18TH ST (BY BASE SUPPLY STORE)	M-F 0800-1600
BROWN DENTAL FACILITY	4405	NEAR INN KEEPER/RUF	M-F 0730-1600
EDUCATION CENTER	4502	NEAR KINGSMAN/RUF (fortruckereducationcenter@gmail.com)	M-F 0730-1600
CENTER LIBRARY	212	PAST KINGSMAN/RUF	M/F 1000-1700 TU-TH 1100-1900
TECHNICAL LIBRARY	9204	NEAR JOKER/RUF	M-TH 0800-1800; F 0800-1600
BLDG 5700	RM #	REMARKS	OFFICE HOURS
HOUSING OFFICE	160	ON POST HOUSING SEE NEIGHBORHOOD CENTER	M-F 0730-1615
ACS (ARMY COMMUNITY SERVICES) EFMP	350		M-F 0730-1615
ARMY EMERGENCY RELIEF	350		M-F 0730-1615
DEERS/RAPIDS/ID CARDS AND TAGS	130		M-F 0730-1600
UTILITIES	190		M-F 0830-1600 Lunch 1230-1330
ARMY MILITARY PAY OFFICE (FINANCE)	120	1ST FLOOR - GET HANDOUT FROM AMPO DESK AREA.	
ACADEMIC FLIGHT RECORDS	210	NON-FLIGHT SM SIGN	M-F 0730-1530
AUDIT READINESS	280		M-F 0730-1600 TH 0730-1300
PAS (PERSONNEL AUTOMATION SECTION-PERM. PARTY ONLY)	280P/280S		
VOTING ASSISTANCE	229		M-F 0900-1130/1300-1500
SECURITY	260		M-F 0730-1615
TRANSPORTATION OFFICE	270		M-F 0730-1615
OCONUS LEAVE (Honduras & Egypt only)	185	Mrs. Johnson (terry.l.johnson194.civ@mail.mil)	M-F 0730-1600

Out-processing Work Center Guide

9.(a) WORK CENTER: <u>PERSONNEL INFORMATION</u> LOCATION: BLDG 5700, 2ND FLOOR N. RM 280 OFFICE HOURS: MON-FRI: 0730-1600 THU 0730-1300 PHONE: 5-1814/2869 *THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*
9.(b) WORK CENTER: <u>PERSONNEL MANAGEMENT</u> LOCATION: BLDG 5700, 2ND FLOOR N. RM 280 TO OUTPROCESS: MUST BE IN UNIFORM. MPD WILL SIGN ON FINAL OUT DATE PHONE: 5-1814/2869 *THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*
9.(c) WORK CENTER: <u>MEDICAL FACILITY (VIRTUAL)</u> LOCATION: https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing OFFICE HOURS: VIRTUAL PHONE: 5-9916 To Out-process: COMPLETE STEPS OUTLINED ON VIRTUAL OUT-PROSSESSING HANDOUT
9.(d) WORK CENTER: <u>DENTAL FACILITY</u> LOCATION: Brown Dental Clinic BLDG 4405 Innkeeper St OFFICE HOURS: Mon-Fri 1230-1500 for in/out processing. No in/out processing every other Wed. PH: (334) 255-3393/2367. To Out-process: Must have ID Card, Orders and Amendments. *ALL SOLDIERS MUST CLEAR*
9.(e) WORK CENTER: <u>DEERS / RAPIDS / ID CARDS AND TAGS</u> LOCATION: BLDG 5700, 1st Floor N. RM 130 OFFICE HOURS: MON-FRI: 0730-1600 (sign in by 1530) PHONE: 5-2437 To Out-process: Must have ID Card, Orders and Amendments. *ALL SOLDIERS MUST CLEAR*
9.(f) WORK CENTER: <u>TRANSPORTATION OFFICE</u> LOCATION: BLDG 5700, 2ND Floor S. RM 270 OFFICE HOURS: MON-FRI: 0730-1600 (sign in by 1530) PHONE: 5-9842 To Out-process: Must have ID Card, Orders and Amendments. *ALL SOLDIERS MUST CLEAR*
9.(g) WORK CENTER: <u>CENTRAL ISSUE FACILITY</u> LOCATION: BLDG 6002 (Next to the Museum) OFFICE HOURS: MON-FRI: 0730-1415* PHONE: 5-9573/9226 To Out-process: Must have ID Card, Orders and Amendments. You must dry clean flight jackets, have ALSE tag and flight helmet. *Call to verify hours due to change in Initial Entry Rotary Wing Student (IERW) and Flight Surgeons in-processing. *ALL SOLDIERS MUST CLEAR*
9.(h) WORK CENTER: <u>EDUCATION CENTER</u> LOCATION: BLDG 4502, RM 153 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-2378 To Out-process: Must have ID Card, Orders and Amendments. *ALL SOLDIERS MUST CLEAR*

Out-processing Work Center Guide

<p>9.(i) WORK CENTER: <u>ARMY EMERGENCY RELIEF</u> LOCATION: BLDG 5700 RM 350 OFFICE HOURS: MON-FRI: 0730-1530 PHONE: 334-255-2341 *THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
<p>9.(j) WORK CENTER: <u>POST EXCHANGE</u> LOCATION: BLDG 9214 OFFICE HOURS: MON-SAT: 0900-2000, SAT-SUN: 1000-1800 & HOLIDAYS: 1000-1600 PHONE: 334-503-9044 *THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
<p>9.(k) WORK CENTER: <u>SECURITY OFFICE</u> LOCATION: BLDG 5700, 2ND FLOOR N. RM 260 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-3871/2200 *IMCOM BLDG 5700, RM 230: 5-2854/2972*</p>
<p>9.(l) WORK CENTER: <u>HOUSING OFFICE</u> LOCATION: Off Post Housing/Barracks BLDG 5700, 1ST FLOOR, N RM 160 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-3161 LOCATION: On-Post Housing Schedule appointment with Corvias - 45 Red Cloud Road OFFICE HOURS: MON-FRI: 0800-1700 PHONE: 334-440-8988 To Out-process: All Soldiers (except TDY) must clear Housing. Must have ID Card, orders and Amendments. *ALL SOLDIER MUST CLEAR EXCEPT TDY *</p>
<p>9.(m) WORK CENTER: <u>ARMY COMMUNITY SERVICES CENTER</u> LOCATION: BLDG 5700, 3RD FLOOR, RM 350 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-3161 To Out-process: Must have ID Card, Orders and Amendments. ALL Soldiers are required to return any items signed out of lending Hangar prior to departure from the installation. *ALL SOLDIERS MUST CLEAR*</p>
<p>9.(n) WORK CENTER: <u>TRAINING AIDS CENTER</u> LOCATION: BLDG 550 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-2156 To Out-process: Soldiers who have items signed out of the Training Aid Center are required to return items prior to departure from the installation. *THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
<p>9.(o) WORK CENTER: <u>CHILD & YOUTH SERVICES / SCHOOL LIAISON OFFICER</u> LOCATION: BLDG 8946 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-9638 To Out-process: If you are taking school age dependent children out of any of the local schools, you will have to show a copy of the school withdrawal papers. This will assist with your transfer of school records and help minimize in-processing time at your next post. Additionally, an explanation of services available to ease the childcare and education / school transition is provided. *ALL SOLDIERS MUST CLEAR*</p>

Out-processing Work Center Guide

9.(p)	<p>WORK CENTER: <u>RESERVE COMPONENT CAREER COUNSELOR</u></p> <p>LOCATION: BLDG 5700, 2ND FLOOR S. RM 240</p> <p>OFFICE HOURS: MON-FRI: 0900-1200, 1300-1600</p> <p>PHONE: 5-9120</p> <p>*THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
9.(r)	<p>WORK CENTER: <u>FORT NOVOSEL PRIMARY SCHOOL</u></p> <p>LOCATION: BLDG 22210 ARTILLERY RD</p> <p>OFFICE HOURS: MON-FRI: 0700-1600</p> <p>PHONE: 255-2853 POC is Ms. Vicki West</p>
9.(s)	<p>WORK CENTER: WORK CENTER: <u>OCONUS LEAVE</u></p> <p>LOCATION: BLDG 5700, ^{1ST} Floor RM 185</p> <p>OFFICE HOURS: MON-FRI: 0730-1600 PHONE: 5-0788</p> <p>*ONLY OCONUS PERSONNEL GOING TO HONDURAS & EGYPT MUST CLEAR*</p>
9.(t)	<p>WORK CENTER: <u>POST OFFICE</u></p> <p>LOCATION: BLDG 9000</p> <p>OFFICE HOURS: MON-FRI: 0900-1300; 1400-1615</p> <p>PHONE: 5-6446</p> <p>*THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
9.(u)	<p>WORK CENTER: <u>SEPARATION HISTORY AND PHYSICAL EXAMINATION</u></p> <p>LOCATION: Lyster Medical Clinic BLDG 301, Primary Care Clinic</p> <p>PHONE: (800) 261-7193</p> <p>OFFICE HOURS: MON-FRI: 0800-1200 / 1300-1400</p> <p>To Out-process: Exams should be completed by VA up to 180 prior to separation, if completed/ validated by MTF within 30 days before date of separation.</p> <p>*THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>
9.(v)	<p>WORK CENTER: <u>SOLDIER FOR LIFE TRANSITION ASSISTANCE PROCESSING</u></p> <p>LOCATION: BLDG 4502, 2ND FLOOR N. RM 250</p> <p>OFFICE HOURS: MON-FRI: 0730-1600</p> <p>PHONE: 5-1814/2869</p> <p>*THIS WILL BE CLEARED BY MILITARY PERSONNEL DIVISION OUT-PROCESSING SECTION*</p>

Out-processing Work Center Guide

<p>9.(w) 9.(aa) WORK CENTER: <u>ACADEMIC / FLIGHT RECORDS</u> LOCATION: BLDG 5700, 2ND FLOOR S. RM 210 OFFICE HOURS: MON-FRI: 0730-1530 PHONE: 5-2792</p> <p>To Out-process: Must have ID Card and be in Uniform.</p> <p>ACADEMIC RECORDS. Course completion requirements, to include participation in the graduation ceremony, must be met prior to out-processing this section. All permanent party personnel that have attended a Fort Novosel course of instruction must clear this station.</p> <p>FLIGHT RECORDS Permanent party air-crewmembers assigned to USAACE G3, USAARL, and ACLC must also clear this station.</p> <p>*All other permanent party air-crewmembers will out-process through their unit's flight records section.</p> <p style="text-align: center;">*NON- AIR CREW MEMBER MAY SIGN, YOURSELF, OFF* *ALL STUDENTS MUST CLEAR*</p>
<p>9.(x) WORK CENTER: <u>ARMY COMMUNITY SERVICES CENTER-EMFP</u> LOCATION: BLDG 5700, 3RD FLOOR, RM 371G OFFICE HOURS: MON-FRI: 0730-1530 PHONE: 5-9277</p> <p>To Out-process: Must have ID Card, Orders and Amendments.</p>
<p>9.(y) WORK CENTER: <u>ARMY SUBSTANCE USE DISORDER CLINICAL CARE (SUDCC) (VIRTUAL)</u> LOCATION: https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing OFFICE HOURS: VIRTUAL PHONE: 5-7028</p> <p style="text-align: center;">*ALL STUDENTS MUST CLEAR*</p>
<p>9.(z) WORK CENTER: <u>AUDIT READINESS</u> LOCATION: BLDG 5700, 2nd FLOOR N. RM 280 OFFICE HOURS: MON-FRI: 0730-1600 THU 0730-1300 PHONE: (334) 255-3548/2432/1836</p> <p>ALL REGULAR ARMY SOLDIERS MUST HAVE A RECORDS REVIEW COMPLETED WITH THE LAST 12 MONTHS.</p>
<p>9.(aa) WORK CENTER: <u>BEHAVIORAL HEALTH (VIRTUAL)</u> LOCATION: https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing OFFICE HOURS: VIRTUAL PHONE: 5-7028</p> <p>To Out-process: COMPLETE STEPS OUTLINED ON VIRTUAL OUT-PROSSESSING HANDOUT</p> <p style="text-align: center;">*ALL SOLDIERS MUST CLEAR*</p>
<p>9.(ab) WORK CENTER: <u>CENTER LIBRARY</u> LOCATION: BLDG 212 PAST KINGSMAN/RUF OFFICE HOURS: TH-SAT: 1000-1600 PHONE: 5-3885</p>

Out-processing Work Center Guide

9.(ac) WORK CENTER: <u>PROPERTY BOOK OFFICE</u> LOCATION: BLDG 1215 Off of Nighthawk St OFFICE HOURS: MON-FRI: 0800-1600 PHONE: 5-1361/2181 To Out-process: All Hand Receipt holders must have a copy of their Property Hand Receipt that has been cleared. *ALL SOLDIERS MUST CLEAR*
9.(ad) WORK CENTER: <u>TECHNICAL LIBRARY</u> LOCATION: BLDG 9204 OFFICE HOURS: MON-THU: 0800-1800 FRI: 0800-1600 PHONE: 5-2944 To Out-process: Must have ID Card, and any material that was signed out. Clear Center Library prior to out processing Technical Library. *ALL SOLDIER MUST CLEAR*
9.(ae) WORK CENTER: <u>UTILITIES CLEARING</u> LOCATION: BLDG 5700, 1ST FLOOR N RM 190 OFFICE HOURS: MON-FRI: 0830-1230, 1330-1600 PHONE: 5-3554 To Out-process: Be prepared to finalize arrangements for all Electric, Telephone, and Cable Services in your name. *ALL SOLDIER MUST CLEAR*
9.(af) WORK CENTER: <u>VOTING ASSISTANCE</u> LOCATION: BLDG 5700, RM 229 OFFICE HOURS: MON-FRI: 0900-1100/1300-1500 PHONE: 5-1839 *ALL SOLDIER MUST CLEAR*

Medical Out Processing

PCS Medical Out Processing Instructions: Please read and follow the directions below. Steps 1 thru 2 are arranged in order to ensure a smooth process and the individual links or phone numbers have been included as well. **“IF”** you have questions after you complete all of the steps, please 334-255-7732. **Or “IF”** you would like to talk with someone from Lyster, a representative will be at building 5700 every duty day, between 0745 and 0815 in room 282. **NOTE: For your safety**, the Virtual Medical In and Out Process has been established to limit face to face contact. Additionally, the Contact Information for a specific section is located to the right of this page or within other areas of the Lyster Army Health Clinic Website.

Step 1. Update DEERs: Ensure your record is updated and current; your local work and home addresses, your phone and email addresses. If DEERs **does not** have the best contact information for you and your family, it will **delay** your medical registration. DEERs office is located at building 5700, DEERs/ID Card section, call 800-538-9522 or <https://milconnect.dmdc.osd.mil/milconnect>

Step 2. PCS Medical Out Processing: Send an email to usarmy.rucker.novosel-lahc.list.mcd-virtual-in-out-processing@health.mil; Subject Line type **“PCS, Last name”** and in the email body type your **name**, **“DOD ID number, next duty location and a valid telephone number** and no other identifying information”. LAHC team members will reply within 24 hours; replies will come from MEDPROs/Medical Facility, Patient Administration, TRICARE, Behavioral Health, SUDCC, FAP, Physical Exams and EFMP.

Medical Records: Patient Administration will ensure your Medical Records will be forwarded to your next duty location.

*****Advisory***** For Service Members; upon completion of steps required, you may require a mandatory medical appointment and will be notified by a phone call or email from an LAHC Team Member.

Separation Health Physical Exam (SHPE), Medical Out Processing Instructions for Retirement, ETS or Separation: Please read and follow the directions below. **National Guard/Reserves** coming off of Active Duty (AD) Orders, **ONLY** Steps 1 and 2 is mandatory, unless you have been seen and have medical care established at LAHC while on AD. **ALL others**, Steps 1 thru 5 are arranged in order to ensure a smooth process and the individual links or phone numbers have been included as well. **“IF”** you have questions after you complete all of the steps, please call 334-255-7732. **Or “IF”** you would like to talk with someone from Lyster, a representative will be at building 5700 every duty day, between 0745 and 0815 in room 282. **NOTE: For your safety**, the Virtual Medical In and Out Process has been established to limit face to face contact. Additionally, the Contact Information for a specific section is located to the right of this page or within other areas of the Lyster Army Health Clinic Website.

Step 1. Update DEERs: Ensure your record is updated and current; your local work and home addresses, your phone and email addresses. If DEERs **does not** have the best contact information for you and your family, it will **delay** communication. DEERs office is located at building 5700, DEERs/ID Card section, call

800-538-9522 or <https://milconnect.dmdc.osd.mil/milconnect>

Step 2. Separation Medical Out Processing: Send an email to usarmy.novosel.medcom-lahc.list.mcd-virtual-in-out-processing@health.mil; for Subject: type of SHPE "Ret, ETS or Sep", Last name"; in the email body type your name, "DOD ID number and a valid telephone number and no other identifying information". LAHC team members will reply within 24 hours; replies will come from MEDPROs/Medical Facility, Patient Administration, TRICARE, Behavioral Health, SUDCC, FAP, Physical Exams and EFMP.

Step 3. Soldier is within 30 days of separation or terminal leave.

Step 4. Soldier calls Central Appointment Line at 1-800-261-7193, option. 1. They are available Monday – Friday 0700-1600 and Soldier requests Part 1 appointment for a separation physical.

Step 5. Soldier attends and completes the Part 1 separation physical and then will leave with an Appointment for a Part 2 Separation Physical with PCM to finalize the physical.

Medical Records Request: Please email usarmy.novosel.medcom-lahc.list.release-of-information@health.mil with your name, DODID, and a copy of your separation or retirement orders.

*****Advisory***** For Service Members; upon completion of steps required, you may require a mandatory medical appointment and will be notified by a phone call or email from an LAHC Team Member.



To leave feedback or recommendations to the process, feel free to contact us via email at usarmy.novosel.medcom-lahc.list.mcd-virtual-in-out-processing@health.mil

Contact Information

Clinic Hours: Monday-Friday, 0730-1615; closed weekends, holidays, and every 3rd Wednesday at noon. **NOTE:** Lyster is NOT an ER/Urgent Care facility.

TRICARE Nurse Advice Line (NAL): 1-800-874-2273, **if the clinic is closed or you are out of the Lyster area, traveling or on leave.** The NAL will determine your place of care; ER, Urgent Care (UC) or schedule appointment at Lyster. *** **(Mandatory for Active Duty Service Members** to call [800-261-7193](tel:800-261-7193), **option 1** and **report ER or Urgent Care visits.**

Sick Call (Active Duty Service Members with Acute Issues Only): Monday-Friday, 0600 - 0630; closed weekends and holidays. NOTE: Acute injuries and illnesses ONLY. Anything older than 72 hours, please make an appointment with your provider.

Central Appointment Line: 800-261-7193, option 1 for virtual, face to face or specialty appointment requests, telephone consultations or Provider messages. Monday – Friday from 0700 to 1600.

Medical Records and Medical Release of Information: If your **dependents are 14 and older**, they must have a signed DD Form 2870, Medical Release of Information on file with LAHC Patient Administration/Medical Records for spouses, parents, or guardians to access medical record or appointments for their dependents. For additional Information, please visit the LAHC website, at <https://lyster.tricare.mil/Getting-Care/Patient-Administration> or call 334-255-7835. Monday – Friday from 0730 to 1600.

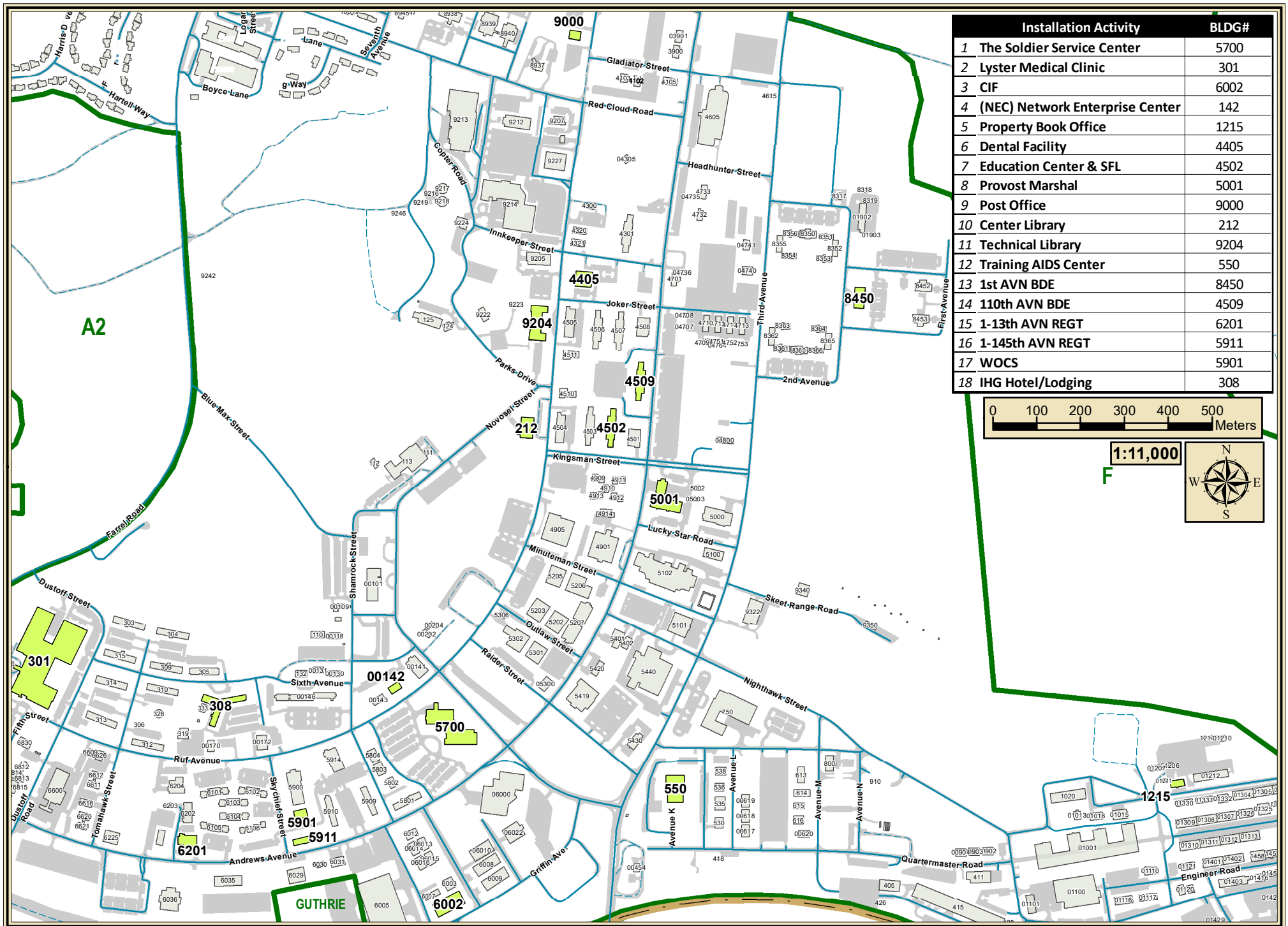
Medical Records Request, Patient Administration: To request a copy of your medical record please visit <https://lyster.tricare.mil/Getting-Care/Patient-Administration> complete the form provided on the site then fax or email to the address/number shown and we will virtually assist you obtaining what your need.

Patient Administration, REGISTRATION and REGISTRATION UPDATES: If you and or your family members need to register and/or update your registration for LAHC, please call 334-255-7835 for virtual registration. Monday-Friday, 0730-1600.

Pharmacy Services: All prescriptions and Over The Counter (OTC) requests should be submitted to the pharmacy by filling out a drop off form. Please see our website and [FaceBook](#) page for instructions and up to date information. Drop off forms can be found on the Lyster website or inside of the clinic. Prescription pick up hours are Monday-Friday from 0730-1615.

Referral information: <https://www.humanamilitary.com> Track and print your referrals after TRIACRE has approved and assigned the Network Provider with **Beneficiary self-service log in/DS log in.**

DS Logon: Access to military websites without CAC or CAC card reader. Register (Need An Account), Activate, Upgrade, look up your Username or reset your Password at <https://myaccess.dmdc.osd.mil>
For additional information about a DS Log in visit <https://myaccess.dmdc.osd.mil>



Installation Activity		BLDG#
1	The Soldier Service Center	5700
2	Lyster Medical Clinic	301
3	CIF	6002
4	(NEC) Network Enterprise Center	142
5	Property Book Office	1215
6	Dental Facility	4405
7	Education Center & SFL	4502
8	Provost Marshal	5001
9	Post Office	9000
10	Center Library	212
11	Technical Library	9204
12	Training AIDS Center	550
13	1st AVN BDE	8450
14	110th AVN BDE	4509
15	1-13th AVN REGT	6201
16	1-145th AVN REGT	5911
17	WOCS	5901
18	IHG Hotel/Lodging	308



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