

Hospital Clinic Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays. The Family Medicine, Internal Medicine and Pediatric Clinics see patients 7 a.m.-4 p.m. on non-training Fridays. Clinics normally are closed for Warrior Day training from 11 a.m.-5 p.m. the second Thursday of each month, as well as federal holidays and command-directed family days.

Enrolling in the Keesler Hospital

You may enroll or transfer your TRICARE Prime enrollment to the Keesler Hospital at the Patient Registration Office, room GF400, near the escalators or at the TRICARE Service Center on Pass Road. Following are other useful numbers you may need:

TRICARE Operations Patient Administration (TOPA) Flight
Admission & Dispositions: Open 24 hrs a day. 376-4722/376-4723
Outpatient Records: 7 a.m. - 5 p.m Monday-Thursday, 7.a.m - 4 p.m. Fridays).
376-4733/376-4735
Inpatient Records: 7 a.m.-5 p.m. (closed on non-training Fridays).
376-4708/376-4706

Making an appointment

TRICARE Prime beneficiaries enrolled to the Keesler Hospital may use the 1-800-700-8603 appointment line to book or cancel appointments and leave telephone consults for their primary care managers.

The appointment line is open for all Keesler Hospital TRICARE Prime beneficiaries from 6 a.m.-6 p.m. Monday-Friday; they are closed on weekends and federal holidays. Active-duty personnel may begin calling at 5 a.m. Monday-Friday to meet their appointment needs. You may also access TRICARE Online, www.tricareonline.com , 24/7 to book an appointment.

Active-duty members with acute medical problems should call the TRICARE appointment line, 1-800-700-8603, identify that you have an acute medical problem to be booked that day. If the appointment line is closed, please call the after-hours numbers 1-877-794-4629. You may also access TRICARE Online, www.tricareonline.com , 24/7 to book an appointment.

Medical Records Located on the first floor in room GF400, next to the escalators in the TRICARE office. Original records must be maintained by the Keesler Hospital. You may request copies of your medical records; currently it takes approximately four-six weeks to process a request for copies. Request forms are available. Personnel who have permanently moved should go to their nearest medical treatment facility (MTF) medical records department and complete a DD Form 877 to transfer their records to their new facility. Send requests to:

Outpatient Records
81 MDG Records Release
301 Fisher St
Keesler AFB, MS, 39534
Phone: 228-376-4733(DSN: 591)
Hours of Operation:

Outpatient Records: Monday-Thursday 7 a.m.-5 p.m, Fridays 7.a.m - 4 p.m. - 376-4733/376-4735

Inpatient Records: Monday-Thursday 7 a.m.-5 p.m. (closed on non-training Fridays) - 376-4708/376-4706

Customer Relations There are two methods to assist you. You may speak with the customer relations representative located in each outpatient clinic, ancillary service (such as pharmacy, radiology, laboratory) and inpatient units. You may also contact the hospital customer relations director, 376-3092, located in room GF405 on the ground floor behind the outpatient clinic entrance lobby information desk.

Laboratory Located at the top of the escalators on the hospital's first floor, above the clinic entrance. Hours of operation: 7a.m.-5:30 p.m. Monday-Thursday and 7 a.m.-5 p.m. Friday. Glucose Tolerance Tests and Semen Analysis must be scheduled by calling 376-4460. The Blood Donor Center is also open in the Arnold Annex. Anyone wishing to donate blood should call 376-6100.

Pharmacy

Filling prescriptions

The Main Outpatient Pharmacy, located on the Keesler Hospital ground floor, just inside the outpatient clinic entrance, provides service of new prescriptions issued from 81st Medical Group clinics. Hours of operation are 7:30 a.m.-5:30 p.m. Monday-Friday. Closed on weekends, holidays and command-directed family days.

The Satellite Pharmacy is located at the west end of the BX/Commissary mall. Hours of operation are 8 a.m.-5 p.m. Monday-Friday. Closed on weekends, federal holidays and command-directed family days. This pharmacy will fill new prescriptions from off base for authorized beneficiaries, for medications listed on the 81st MDG Formulary. Copies of the formulary are available on request at the pharmacy, or can be obtained at the website:

<http://www.keesler.af.mil/units/81stmedicalgroupresidencyprogram.asp> Click on Formulary on the left of the page.

Refills of prescriptions originally filled at Keesler should be requested by calling the automated call-in refill system at (228) 376-1000 unless otherwise directed on your prescription label. Refills may be picked up at the Satellite Pharmacy from 8 a.m.-5 p.m. Monday-Friday or at the Satellite's drive-up window which is open until 5:30 p.m. on weekdays and from 8 a.m.-2 p.m. on Saturdays for pickup only.

Transferring a prescription from another pharmacy: A refill of a non-controlled prescription medication originally filled at another pharmacy, military or civilian, may be accomplished if you bring in the bottle from the other pharmacy with a current prescription label. The label must show at least one refill remaining and be less than one year from the original fill date. Please allow 1-3 duty days for transfers to be completed. Controlled medications may be transferred one time from one military pharmacy to another military pharmacy. Controlled medication **cannot** be transferred to or from civilian pharmacies per Mississippi state law.

Questions about medications: The pharmacy has 24/7 medication information through the AudioCare RXInfo function. This system gives you specific information about your prescription. You can reach the AudioCare RXInfo by dialing (228) 376-1000. A pharmacist can also be reached during normal duty hours by calling (228) 376-4955 or (228) 377-9791.

Renewing prescriptions when there are no more refills: You will need to contact your Primary Care Manager (PCM) team or civilian provider to have your prescription renewed.

Filling prescriptions that are not available from the Keesler Pharmacy: TRICARE provides you two options: The TRICARE Mail Order Pharmacy and a network of retail pharmacies.

The TRICARE Mail Order Pharmacy (TMOP) is the most economical choice. Usually there are no Co-payments for generic TMOP prescriptions and non-formulary and brand name medications are up to 66 percent less than in the TRICARE pharmacy network. TMOP can fill up to a 90-day supply of medications, has more medications available and delivers prescriptions directly to your mailing address within 14 days. TMOP is especially useful for obtaining routinely-used maintenance medications. TMOP transactions can be completed by toll free phone or FAX, U.S. Mail or via the internet. For more information call 1-866-DOD-TMOP (1-866-363-8667) or visit www.express-scripts.com/TRICARE.

TRICARE also maintains a network of local civilian pharmacies that you can use. They may be the most convenient, but are also the most costly for you. This option is best when you cannot wait for the mail to deliver your medications. Ask your local civilian pharmacy if they participate in TRICARE.

There are a few medications that (by law) are not available from any DOD or TRICARE pharmacy.

Radiology: Located on the hospital's first floor in room 1C200. Radiology provides routine radiographs, CTs (computerized tomography), mammograms, ultrasounds, MRI (magnetic resonance imaging), Nuclear Medicine and Bone Mineral Density tests for Tricare Prime beneficiaries. Hours of operation: 7 a.m. - 5 p.m. Monday-Thursday and 7 a.m. - 4 p.m. Friday for routine radiographs. Radiology also provides 24-hour coverage through Emergency Services as well as emergency coverage for the specialty areas after hours. The front desk numbers are 376-0481/0482.

The radiology flight provides patients copies of their diagnostic imaging (DI) (these include CT, Ultrasound, MRI and other regular radiograph) exams via CD Rom. Patients can receive a CD by requesting it in person at radiology front desk. Radiology staff will require the patient to present their ID card. Reports for radiology exams are obtained through the medical records department.