

Keesler Hospital Clinics and Services

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.

CLINICS AND SERVICES

NOTE: Parking is available in the lot in front as well as the west side of the main hospital building. Handicapped parking is located just to the west of the Outpatient Clinic Entrance.

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.

KEESLER HOSPITAL CLINICS, SERVICES (A-M)

Admission & Dispositions Located on the first floor in room 1A222. Open 24 hrs a day. Phone number is 376-4722/376-4723.

Adult Endocrine Services Located on the first floor in the Medical Specialties Clinic (1F100). Currently treating all active duty military and TRICARE Prime beneficiaries with endocrine problems. Treatment in the Endocrinology Clinic is initiated only after

primary care manager or subspecialist referral. Patient care hours are from 8 a.m.-4 p.m. on regular duty days.

Audiology Clinic Located in the ENT Clinic on the ground floor, near the outpatient clinic entrance. The clinic is currently closed pending arrival of a new Audiologist in October 2012. Until then, patients needing Audiology exams are being referred to the network. Referrals are required for audiology appointments and hearing evaluations for all ages. Hearing aids for active military only (to include reservists and ANG). The retiree hearing aid purchasing program is not accepting new clients at this time.

Blood Donor Center Located in the Arnold Medical Annex, behind the Meadows Drive tennis courts. The Keesler AFB Blood Donor Center's mission is to support the Armed Services Blood Program to collect, process, store, distribute and transfuse blood worldwide in times of peace and times of war. Hours of operation are 8 a.m.-4 p.m. Monday-Friday. Walk-ins and appointments are accepted. Please visit the Blood Donor Center Web Site to make an appointment or for more information at <http://www.militaryblood.dod.mil/KeeslerAFB/contact.aspx>

Cardiology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor and a referral is needed to access it. Cardiac catheterizations are done at the Keesler Hospital. A referral from the PCM is required.

Cardiology-Vascular Clinic located in the Medical Specialties Clinic (1F100) on the first floor and a referral is needed to obtain provider care. Cardiac Catheterizations are performed at the Keesler Hospital. A referral from the PCM and a consultation with the cardiologist is required. Cardiopulmonary Hours: 7 a.m.-5p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday.

Chiropractic Clinic: Located in Arnold Medical Annex, Building 5901, Room E01 (behind Meadows Avenue tennis courts). DOD states this is **ACTIVE DUTY ONLY** providing quality, timely, conservative chiropractic care. Manned by a civilian chiropractor and technician, access to the clinic is by **REFERRAL ONLY**. Your PCM (Primary Care Manager) will direct consults with the doctor of chiropractic to best serve your particular needs. Chiropractic gives special attention to the physiological and biomechanical aspects including structural, spinal, musculoskeletal, neurological, vascular, nutritional, emotional and environmental relationships. Specifically includes the adjustment and manipulation of the articulations and adjacent tissues of the human body, particularly of the spinal column. Included is the treatment of intersegmental aberrations for alleviation of related functional disorders. Chiropractic is a drug-free, non-surgical science and, as such, does not include pharmaceuticals or surgery. All NEW referrals are scheduled through the Chiropractic Clinic at (228) 376-3412. Hours of operation are 7a.m.-5 p.m. Monday-Friday, closed on non-training Fridays, weekends and holidays.

Coumadin Clinic Located in the Medical Specialties Clinic (1F100) on the first floor, the clinic sees all eligible beneficiaries with a referral. A nurse-managed clinic, it provides education of patients who are taking coumadin. Monitors lab values. Oversight provided by cardiologist. Hours of operation are 7 a.m.-4 p.m. Monday-Thursday. Closed for lunch from 11:30 a.m.-12:30 p.m. Available on training Fridays by appointment only. To contact, please call 376-3494.

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.

Dental Clinic, located in building 0824, about two blocks west of the hospital. Priority is given to active duty. Retirees are eligible for stand-by dental care. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday. Emergency care is available after hours through the Emergency Room. Appointments: 376-0511.

Dermatology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor. Referral only. However, established patients may be seen by contacting dermatology for follow-up care. The clinic offers Mohs micrographic surgery, a specialized technique for the treatment of skin cancer using frozen sections that permits the highest cure rate possible. Call 376-3501 or the appointment line, 1-800-700-8603.

Eligibility, Special Needs & Assignment Coordination, Overseas Clearances Located on the first floor in room 1A222. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; Closed non-training Fridays. Call Eligibility at 376-4702 and Special Needs & Assignment Coordination, Overseas Clearances at 376-5605.

ENT Clinic The clinic is located on the ground floor, near the outpatient clinic entrance. ENT is REFERRAL only for all new patients. Follow-up appointments (established visits) and ear cleaning (training Fridays) can be made by the clinic without referral. (228) 376-0418/376-0420. The clinic offers full otolaryngological services. Areas covered include otology, rhinology, facial plastic surgery, head and neck surgical oncology, and pediatric otolaryngology.

Emergency Services Department Located in the northwest corner of the hospital ground floor. It provides Level III emergency care. The telephone number is 376-0500. All patients are triaged and seen in order of the severity of their condition as determined by the triage nurse. Emergent/urgent patients will be seen first. All patients will be seen. Those with non-urgent concerns may experience prolonged wait times.

Family Health Clinic Located on the hospital ground floor next to the clinic entrance. Clinic hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. The contact number is (228) 376-0440. The staff sees acute illnesses, handles personal health assessments and provides medication refills. A clinician from Mental Health is available, by appointment, Monday and Tuesday, for mental health issues. Physical Therapy is available Monday-Thursday mornings for acute needs; appointments are booked by the triage nurses in the Family Health Clinic. A Medication Therapy Management clinic is open from 7:30 a.m.-4:30 p.m. Monday-Thursday for medication refills and bridge prescriptions. The FHC also has two disease management nurses for diabetes education, a case manager, and social worker available in the clinic. Triage nurses are available Monday-Friday to assist with same-day appointment requests for acute illnesses/injuries, or to answer questions. Appointments, medication refill requests, messages for your provider and access to the triage nurses can be accomplished by calling the appointment services line at 1-800-700-8603.

Flight Medicine Clinic Located on the ground floor between Public Health and the Emergency Room. We offer the full range of acute, routine and preventive medicine services to their empanelment. We also provide Occupational Medicine expertise to the 81st Training Wing. Hours of operation: 7 a.m.-4 p.m. Monday and Tuesday; 7 a.m.-12:30 p.m. Wednesday; 7:30 a.m.-3 p.m. Thursday (exception - "Warrior Training," second Thursday of every month - open 7:30 a.m.12 p.m.); 7:30 a.m.-3 p.m. training Fridays; closed non-training Friday. Please call the central appointment line, 1-800-700-8603, to schedule an appointment. Physical health assessments, initial flying class physicals and well-exams must be scheduled directly through the clinic. Clinic front desk: 376-0444.

Gastroenterology Clinic Located on the third Floor (3C301). The GI Clinic hours are 6:30 a.m.-4:30 p.m. Monday-Thursday and 6:30 a.m.-3:30 p.m. training Fridays. The clinic is closed on non-training Fridays and federal holidays. The GI clinic is staffed with two gastroenterologists. Patients are seen on a referral basis for most gastrointestinal problems to include, but not limited to, acid reflux, inflammatory bowel diseases, constipation/diarrhea and pancreatitis. The clinic provides services including routine or diagnostic esophagogastroduodenoscopy (EGD), inpatient or outpatient; routine or diagnostic colonoscopies, inpatient or outpatient; capsule endoscopy (Pill Cams of the small bowel; endoscopic retrograde cholangiopancreatography (ERCP); and PEG tube placement and paracentesis. Clinic front desk phone is 376-3835.

General Surgery Clinic: Located on the hospital's first floor in 1G 200. The general surgeons currently assigned to the clinic provide full-time emergency surgical call coverage and a broad range of both inpatient and outpatient procedures including bariatric surgery, vascular surgery, and venous insufficiency treatment. Keesler Hospital also serves as the sponsoring institution for the general surgery residency training program. The clinic accepts all referrals and will refer patients to specialists as necessary. Certified wound and ostomy care nursing and breast care coordination are available by consult. Patient care hours are from 7:30 a.m.-4 p.m. Monday-Friday. The phone number is 376-0425/376-0565.

Health & Wellness Center (HAWC) Located in building 4104, in front of the Dragon Fitness Center. Exercise physiologist Terri Jordan and dietician Stephanie McCann are on staff for all active duty, dependents, retirees and civilian base employees. Offers a variety of classes on various fitness-related subjects, sensible weight loss and eating right. Also facilitates the Tobacco Cessation Program. In addition, offers Gait analysis to improve running form and body fat analysis utilizing the BODPOD. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. training Friday and closed on non-training Friday. Contact the Health and Wellness Center, 376-3170, for more information.

Hematology-Oncology Clinic is located on the first floor, 1G100. They are seeing new consults as well as patients previously followed in the clinic. Patients need a referral from their PCM. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday.

Immunization/Allergy Clinic The clinic is located in room GG126, down the hall from the Emergency Room on the ground floor level. Provides all inoculations to active duty, retirees and dependents. Flu shots are administered seasonally to all patients. Allergy services including testing and shots are available at this time through a PCM referral. Allergy hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m.

Friday. Immunization hours are, 7 a.m.- 4:30 p.m. Monday-Thursday and , 7 a.m.-4 p.m. Friday. We close at 11:30 a.m. the second Thursday of each month for team training. The front desk number is 376-3553.

Infectious Diseases Located within the Allergy Clinic (GG-100) on the ground floor level near the Emergency Department entrance. The Infectious Diseases Clinic accepts pediatric and adult patients on a referral basis only. Hours of operation: 7 a.m.- 4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday,

Internal Medicine Clinic Located on the hospital's first floor (1F300). The staff sees chronic and acute complex patients and provides preventive health, non-active duty group appointments. We also have a case manager available in the clinic. Services provided are acute medical care, limited evaluation and treatment of chronic medical illnesses, medical consultation and referral for select subspecialty services. Telephone consults response and medication refills within three business days. Contact number, 376-0577/0578. If there is no response, call 376-0577 for further assistance. To make an appointment, leave a telephone consult or medication refill, dial 1-800-700-8603. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday.

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.

Life Support Classes including basic life support, advanced cardiac, advanced pediatric life support, and neonatal resuscitation program are conducted in the 81th MDG's Education and Training Department, located on the ground floor (GC600). Information about signing up for classes can be obtained through the 81st MDG Web Site (under training) or by calling 376-4370/4373/4383 or DSN: 591-4370/4373/ 4383.

People may enroll in Neonatal Resuscitation Program courses by calling 376-5351 or DSN 591-5351. Classes are held quarterly in the hospital at a location to be announced depending on the size of the class.

Medical Genetics Center Located on the ground floor in room GG700. The Air Force Medical Genetics Center provides focused genetic services relating to patient care and counseling, provider education and comprehensive diagnostic cytogenetic and DNA laboratory evaluations. The center serves the TRICARE South Region as well as Department of Defense referral sites worldwide. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. For information regarding test availability, call 377-6727.

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: 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. Monday-Thursday (closed on non-training
Fridays) - 376-4708/376-4706

Mental Health Flight Elements, most located in the Arnold Medical Annex (behind
Meadows Drive tennis courts)

Mental Health Clinic

Psychology, Psychiatry, Social Work
Telephone: 376-0385; DSN 591-0385.
Location: Arnold Medical Annex (building 5901), Room A08
Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

Mental Health professionals are available for individual counseling, medication
management, psychoeducational groups (stress management, depression
management, relaxation) and neuropsychological assessment.
Family members are seen on a space-available basis.

Triangle Mental Health Clinic:

Psychology, Psychiatry
Telephone: 377-7016; DSN 597-7016
Location: Bryan Hall, Room 217
Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training
Fridays; closed non-training Fridays

Serving the Technical School student population through the delivery of behavioral
health care services including individual counseling, group therapy (study skills/test
anxiety, adjustment to the military, anxiety management, sleep hygiene),
psychoeducation and psychological assessment and testing. Permanent party
members are seen on a space-available basis.

Family Advocacy Program:

Social Work, Psychology, Nursing
Telephone: 376-3457; DSN 591-3457
Location: Arnold Medical Annex (building 5901), Room A08
Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training
Fridays; closed non-training Fridays

The program is focused on improving the relationships of the families at Keesler
AFB. It consists of four components --Prevention, Outreach, Treatment, and Victim
Advocacy. **New Parent Support Program** is a prevention program for expectant
mothers and/or families with children under the age of 3 offered primarily through
home visitation services. **Family Advocacy Strength-Based Treatment** is a
voluntary prevention program for families experiencing high levels of stress.
Outreach services are offered through various classes in parenting, relationship

enhancement, anger management and the Keesler Playgroup. **Treatment** services are offered for individuals, couples and families who are or have experienced maltreatment. **Victim Advocacy** is a program which offers victims of domestic violence supportive services 24 hours, seven days a week. Staff members are always available to present special request classes and to speak at commanders' calls.

Alcohol and Drug Abuse Prevention and Treatment Program:

Substance Abuse Counseling

Telephone: 376-0385; DSN 591-0385

Location: Arnold Medical Annex (building 5901), Room A08

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

In an effort to promote the readiness, health and wellness of our most important resource—people—ADAPT provides comprehensive services to individuals, in coordination with their commands, who are experiencing problems attributed to substance abuse or misuse. ADAPT serves active duty by offering assessment, intervention education, prevention/outreach and rehabilitative services. ADAPT also offers DOD employees one-time assessments and will offer referral resources if further care is required or requested. Information and referral resources will be offered to dependents and retirees.

Drug Demand Reduction (DDR):

Telephone: 377-9221; DSN 597-9221

Location: Locker House (building 3101), Room 5711

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

DDR offers prevention materials, briefings and presentations to spouse organizations, schools, community groups, etc., to educate children, parents and community leaders on the dangers of drug use in our homes, schools and communities.