

CARE WITH HONOR

PATIENT INFORMATION GUIDE



EVANS ARMY COMMUNITY HOSPITAL





Welcome to Evans Army Community Hospital, the community hospital and health center for the total military family at Fort Carson and neighboring communities. We are proud of our staff and volunteers, our facilities and our success in providing high quality health and wellness services to our patients, especially the Soldiers of Fort Carson and their families.

This patient information guide has been prepared as a helpful guide to our services and facilities. It begins with an introduction to our history and to your rights and responsibilities as a welcome patient in our hospital and clinics. It then describes, by clinic and service, the many ways we are striving to keep you healthy or to manage problems should our preventive measures fail.

We invite you to become familiar with your TRICARE health care options and to select the TRICARE Prime option. With your enrollment in TRICARE Prime, we can offer you priority access to care as well as a full range of wellness and preventive services. We invite you to our conveniently located primary care clinics - Family Medicine, Internal Medicine or Pediatrics - as your personal and your family's Primary Care Manager (PCM). During acute illness, we provide same-day scheduled appointments with PCMs. Our fully staffed Emergency Department stands ready to handle life and limb-saving services during emergency situations.

My staff and I are here to care for you, your family, and to provide you with the highest quality health care in the most acceptable fashion possible. Please let us know how we can best serve you through any of our staff or the Patient Advocate (526-7225 or 526-7256/7532). **I have an open door policy.**

**Commander
MEDDAC, Fort Carson
Evans Army Community Hospital**

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Did you know?

Evans Army Community Hospital is a not-for-profit community hospital that has been meeting the health care needs of Department of Defense beneficiaries in the Pikes Peak region since 1942. Evans Army Community Hospital offers comprehensive inpatient and outpatient services in a **tobacco free** and **latex safe environment**.

Our staff includes some of the area's most respected physicians. We continually introduce new programs and technologies and our hospital consistently receives high ratings from The Joint Commission.

If you or a loved one has ever been a patient at Evans Army Community Hospital, you are already familiar with our courteous, knowledgeable staff and our pleasant, well-designed facility. Most importantly, our highly trained physicians, nurses and other health care professionals deliver the finest medical care.

MEDICAL SERVICES AND PROGRAMS

Emergency Services	Radiology
Behavioral Health	Laboratory
Well Women's Health	Health & Wellness Center
Critical Care Services	Internal Medicine
OB/GYN	Pediatrics
Surgical Services	Family Practice
Pharmacy Services	EENT Services
Gastroenterology Services	Chiropractic Services
Podiatry Services	Orthopedic Services
Physical Therapy	Occupational Health
Dermatology Services	Occupational Therapy
Dietary Services	Preventive Medicine
Pain Management	



During your stay

YOUR HEALTH CARE TEAM

Your physician, podiatrist, chiropractor, nurse midwife, nurse practitioner, physician's assistant, or licensed independent practitioner has primary responsibility for your treatment while you are here as a patient. All tests, medications, treatments and consultations with other specialists and the hospital's staff are ordered by your health care team.

A staff of professional nurses works with your physician to plan and provide your nursing care. In addition to your physicians and nurses, many other health care specialists such as technicians, therapists, pharmacists, dietitians, case managers and other professional staff will participate in your individual care plan. Additionally, personnel in areas such as purchasing, environmental services and engineering are busy behind the scenes working for your comfort and safety.

Hospital volunteers are also here to help make your stay more pleasant. Their activities include staffing the various clinic and information desks, library/craft cart, and many other posts throughout the hospital.

PATIENT RIGHTS

While you are a patient at our hospital, we want you to know what to expect from us and what we can do to help you and your family.

As a patient and/or surrogate decision maker, you have the right to:

- be informed of the right to care that is respectful, recognizes dignity and is private to the extent possible
- receive considerate and respectful care based on your cultural, psychosocial, spiritual, personal values, beliefs, and preferences
- privacy and confidentiality
- receive care in a clean and safe environment, free from unnecessary restraints
- be well informed about your health and care
- participate in your care plan
- consent to or decline treatment
- information in the language you understand or to have information interpreted
- know the names and experience level of those providing your care
- have the family involved in making informed decisions based on information provided regarding risk, benefits, & alternatives, with the patient or the surrogate decision maker's permission
- file a complaint without being subject to recrimination, reprisal, coercion, or unreasonable interpretation of care, treatment, or services. If the above concerns are not addressed they may contact The Joint Commission
- appropriate assessment and management of pain
- pastoral and other spiritual services
- consent to or decline participation in research studies
- have medical records maintained in confidence
- access information in your medical records, and may ask for an accounting disclosure if your information has been released
- contact the Patient Advocate by directly calling 526-7225 or calling the hospital operator 526-7000
- be informed prior to the initiation of billing procedures

PATIENT RESPONSIBILITIES

As a patient your responsibilities include:

- providing information about your health, including past illnesses, hospital stays and use of medicine
- informing staff when translation is required
- asking questions when you do not understand information or instructions regarding care or services
- telling your physician if you believe you cannot follow through with your plan of care or course of services
- accepting consequences for outcomes when choosing to not follow plan, care or services
- being considerate of other patients, staff and the hospital personnel
- following the hospital's rules and regulations and respect for hospital property and the belongings of others

CONCERN/SUGGESTION/GRIEVANCE PROCESS

The Hospital has a well defined process to address your concerns. All of the hospital staff are available & empowered to listen to your comments and take the necessary steps to resolve any issues you may have regarding your hospital experience. We encourage you to speak to members of your health care team or their supervisor about any issues you may have. A Patient Advocate can be reached by dialing 526-7225.

RIGHTS AND SERVICES FOR THE DISABLED

Evans Army Community Hospital continually strives to meet the requirements of the Americans with Disabilities Act (ADA) regarding the rights of all disabled individuals. If you or a visitor encounter any physical or communication barrier in the hospital or believe you have been denied access because of your disability please call 526-7225. The hospital can provide you with assistive devices including:

- Auditory listening materials

- Phone amplifiers on all telephones

Tell your nurse if you need assistive devices or services.

PATIENT CONFIDENTIALITY AND RELEASE OF INFORMATION

In order to comply with Army Regulation 40-66, Medical Record Administration and Health Care Documentation, the Health Insurance Portability & Accountability Act (HIPAA) and out of respect for our patients and their families, the release of patient health information is very limited. Family and friends may obtain limited information by calling the Admission's Office desk at 526-7287. Calls from family and friends may be transferred to your unit. We advise patients to provide friends and family members their room number and unit name, thus allowing the operator to transfer calls directly to you. You may receive flowers and or mail during hospitalization. Notice of privacy protection is available in all outpatient clinical areas. The Evans Army Community Hospital HIPAA Compliance Officer can be reached at 526-7540.

STANDARD PRECAUTIONS

Evans Army Community Hospital follows the guidelines established by the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) to prevent the possible transmission of communicable diseases, including Hepatitis B, Hepatitis C, and HIV. These guidelines are known as "standard precautions." This means the hospital takes certain precautions when treating all patients to prevent the possible spread of these diseases. To prevent the spread of these illnesses, health care workers wash their hands before and after caring for patients and wear gloves, goggles and gowns when there is the possibility of contact with blood or body fluids.

PREVENTING INFECTIONS IN THE HOSPITAL

What you as a patient can do.....

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help protect yourself from infections in the hospital.

Planning ahead for surgery (if applicable)...

Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.

If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection noticeably.

If you are overweight, losing weight will reduce the risk of infection following surgery.

If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.

While in the hospital following surgery...

Wash your hands carefully after handling any type of soiled material. This is especially important after you have gone to the bathroom.

Since you are part of your healthcare team, ask your healthcare team if they have washed their hands before working with you.

If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if you notice any of the following: a loose or wet dressing, pain, redness, or swelling.

Likewise, if you have a dressing on a wound, let your nurse know promptly if it works loose or gets wet.

If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.

Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice, or sufficient pain medications.

SAFETY

While in bed, we suggest you keep the top two side rails raised to prevent rolling out while asleep or sedated and to help you get out of bed. The side rails are for your protection because hospital beds are generally higher than beds at home. Do not try to lower or climb over your bed rails.

If at any time you have a concern about your safety, please notify your nurse.

Check with your nurse before using any electrical appliances. Only appliances with three-pronged plugs may be used in patient areas.

As part of the hospital's safety program, regular fire drills and tests of our alarm system are conducted. When the fire alarm system is activated, some doors will close automatically. In the event of an actual emergency, directions and assistance will be provided.

Children visiting their family and friends must be closely supervised by their parent or guardian at all times.

Only children with scheduled appointments should be brought to outpatient clinics. Please call ahead to the individual clinic area for exceptions to this policy.

TIPS TO AVOID A FALL DURING YOUR STAY

Illness and/or medicines can affect your ability to move and can put you at risk for falls.

To avoid a fall while in the hospital, please follow these suggestion from our nursing staff.

ALWAYS:

- wear loose fitting, non-skid footwear and walk slowly

- wear your eyeglasses

- use your cane, walker or other personal assistive devices

- plan regular trips to the toilet to avoid the need to rush

- ask for help getting out of bed if you feel weak, dizzy or light-headed

- don't be afraid to ask for help, advice, or sufficient pain medications

- ask to have your bedside table, telephone, and call bell/light within your reach

- use the call light in the bathroom if you need help getting back to bed

- call the nursing staff if there is a spill on the floor



PERSONAL PROPERTY AND MEDICATIONS

Please take advantage of the hospital safe to store your valuables, ask your nurse for assistance. Even in the safest of places thefts can sometimes occur. The hospital cannot be responsible for the loss of money, jewelry, or other valuables left in your room. Immediately notify security at 526-7655 if a theft occurs or call the hospital operator. We strongly encourage patients to leave valuables at home since all jewelry must be removed for surgery. When not in use, store dentures, eyeglasses and hearing aids in the tray of your bedside table; not on your food tray. To avoid accidental disposal, dentures should be placed in a labeled denture cup. Please leave your personal medications at home. Exceptions to our medical policy will be made on an individual basis.

LOST AND FOUND

To report a lost or found item, advise your nurse or call Hospital Security at 526-7655.

SECURITY

In the interest of personal safety all exterior public building entrances are locked when visiting hours end. Entrances are secured starting at 2000 until 0545. To request entry to the hospital after hours, check in with AOD located in the West Entrance lobby.

FIREARMS AND WEAPONS

Firearms and weapons, including those regulated or authorized by a permit are prohibited. Only personnel performing law enforcement or security duties may carry firearms within the facility. Such personnel are authorized firearms only when on duty and in connection with official duty.

YOUR ACCOMMODATIONS

ROOM ASSIGNMENT

Most of the rooms at Evans Army Community Hospital are semiprivate (two beds), although we do have a limited number of private rooms, and four bed rooms. While every effort will be made to arrange for your preference, private rooms are assigned as patient's conditions warrant and on a first-come, first-served basis. A request for a private room should be made through your nurse.

TELEPHONE INSTRUCTIONS

Local telephone services are provided for each patient at no charge. The number is listed on the telephone. Family members or friends can call you directly if you have provided them your phone number. To help ensure a patient's rest, incoming calls to patient rooms are restricted from 2100 until 0730. To place **local calls**, dial 99; then dial the desired phone number.

CELL PHONES/CAMERA PHONES

Limit use of cell phones and cell phone cameras due to equipment frequency conflicts as well as to protect patient privacy.

TELEVISION—YOUR CABLE SELECTION

3 FOX	20 C-SPAN	36 VH1	52 SPEED	70 FX
4 WB	21 ED CH	37 AMC	53 G4 Tech TV	71 GOLF
5 NBC	22 New Born Channel	38 SCI-FI	54 WE	72 GAME
6 WGN	23 New Born SPAN	39 ABC FAM	55 FOOD	73 FSN
8 PBS	24 ESPN2	40 WEATHER Channel	56 MTV	74 MSNBC
9 GOVACC	25 ESPN	41 CMT	57 GAC	77 EVANS Channel
10 GOVACC	26 LIFE TIME	42 USA	58 SOAP	
11 CBS	27 CNN HLN	43 E!	59 DISNEY	
12 HSN	28 A&E	44 HIST	60 NICK	
13 ABC	29 DSC	45 COMEDY	61 TBS	
14 QVC	30 SPIKE TV	46 TLC	62 TNT	
15 UPN	31 CNN	47 BRAVO	65 HALMRK	
16 INSP	32 CNBC	48 APL	66 COURT	
17 KMAS	33 BET	49 HGTV	67 FOX NC	
18 TBN	34 UNI	50 TCM	68 TRAVEL	
19 PIN	35 TOON	51 TVLAND	69 NGC	



PATIENT EDUCATION

The Lane Medical Library offers a variety of health related videos and educational reading materials for patients and family members. Library hours are Monday through Friday from 0800-1600. A variety of health topics and newborn care programs are also available on closed-circuit television offered on the hospital's cable network. These programs augment what nurses teach patients on a one-to-one basis. We also have a Patient Education page on our website with a very broad choice of information resources. Ask your nurse for more information.

PATIENT DINING

At Evans Army Community Hospital, we offer a restaurant style dining experience for our patients, which is similar to ordering hotel room service. Our Nutrition Care Division is committed to providing you with high quality meals of your choice, in a timely manner, at the appropriate temperature and delivered by one of our personable nutrition care employees. Menus are available at your bedside and include a variety of healthy food choices. In addition to the usual fare, we offer a special entrée, vegetable, and soup of the day. Order call-in hours are 0600-0700 for the breakfast meal; 1000-1130 for lunch; and 1530-1630 for dinner. Meals are served at 0700-0800 (breakfast), 1150-1245 (lunch), 1630-1730 (dinner). Simply call 526-7222 from your bedside phone and place your meal order with one of our experienced dietetic technicians. You may order one meal at a time or up to three meals in a row. Your doctor may prescribe a special diet for you, which may limit your menu choices. Our dietetic technicians will assist you with menu selections to ensure that your personal, cultural, and religious needs are met. Always check with your nurse before eating anything brought from outside the hospital to ensure it won't interfere with any tests that are planned. We hope you will enjoy your hospital dining experience. Let us know if there is anything else we can do to increase your satisfaction with our hospital dining.

VISITOR FOOD SERVICE

The hospital dining facility, located on the first floor west is open to patients, visitors and staff and provides a full range of meals. The hours are 0600-1000 (breakfast), 1100-1400 (lunch), and 1600-1730 (dinner) on weekdays. Holiday and weekend hours are 0630-0800 (breakfast), 1130-1300 (lunch), and 1600-1730 (dinner). A food cart, located on the second floor walkway, is available Monday–Friday from 0700-1300 (breakfast and lunch items). Vending machines with soft drinks and snacks also are available outside the dining facility. We are only able to accept cash for meal items purchased in the dining facility.

FOOD AND SAFETY GUIDELINES

The hospital's Food Services Department prepares meals for patients under strict sanitary conditions to insure food served to patients is safe. We will strive to accommodate your individual diet preferences with food prepared by the Food Services Department. If you feel your dietary needs are not being met, you can always ask to speak with a dietitian. Bringing in food from outside the hospital is highly discouraged because many patients are on special diets and foods from outside the hospital may not be appropriate for some diets. Also, patients in the hospital are more likely to become sick from bacteria in food that does not affect a healthy person.

MAIL

Our mail staff will personally deliver your mail to your bedside. Our Mail and Distribution phone number is 576-7216.

NEWSPAPERS

Newspapers are available from the vending machine outside the main hospital entrance.

GIFT SHOP— THE CORNUCOPIA

Located near the west entrance is the Cornucopia, our candy and gift shop. The gift shop has plants and flowers available for purchase. The hours of operations are Monday–Friday; 0900 to 1500. Closed on weekends. Phone number is 576-3875.

COFFEE SHOP/CART

Freedom Grounds Coffee Shop offers a wide variety of hot and cold flavored beverages. The coffee shop is located in the central mall between Physical Therapy and Nutrition Care Division. Hours of operation are Monday–Friday: 0630-1100. Closed on weekends.

SPECIALIZED SUPPORT SERVICES

INTERPRETIVE SERVICES

Interpretive services for sign language and for foreign languages are available at no cost and can be arranged through the hospital, check with your nursing staff for assistance with this.

NOTARY SERVICES (FOR MEDICAL REASONS ONLY)

During regular weekday office hours, the services of a notary public are available to patients. To be directed to a notary public, call the Admission's Office at 526-7287/7288.

LIBRARY CART

The library/craft cart is a lending library that provides patients with a wide choice of reading materials and small craft items. Volunteers operating the cart make rounds on Tuesdays and Thursdays.

SPIRITUAL CARE

Chaplains

Chaplains are available to all patients and their families in need of spiritual care, counseling and pastoral visitation. Chaplains try to make routine pastoral visits to all patients both to introduce the availability of spiritual care and to determine if there are any spiritual or emotional needs with which they can assist. Our chaplains are trained in special hospital ministry and are a vital part of our health care team. Communion and anointing of the sick are available upon request. The chaplain can be reached at 526-7386/7412 or through the hospital operator (526-7000). For emergencies, chaplains (Catholic and Protestant) are available 24 hours a day, 7 days a week. We have a Catholic Priest contracted for ministry available M-W-F and Sundays. Counseling and guidance is available during the duty day in the Department of Ministry and Pastoral Care offices, located next to the Chapel on the first floor. If you are unable to come to the office, a chaplain can visit you in your room or talk to you on the telephone. After duty hours the Post "on-Call," chaplain is available through the Post EOC 526-3400. Religious and "Self Help," literature is available outside the chapel doors, and is free for the taking. Bibles are available in every patient room for your use, or you may request a copy from the Chaplain's Office. Other "Books of Faith," (Islam, Jewish, etc.) are also available upon request.

Chapel and Services

Healer Chapel is located on the first floor of the hospital near Patient Administration (admitting). As a part of the chapel, a "Blessed Sacrament Chapel," is located off the left side of the main chapel. Either chapel is available for quiet moments, prayer and meditation – open 24 hours a day. A Prayer Box is located in the rear of the main chapel, and prayer requests can be made at any time – cards are removed daily and shared with the ministry team. Worship services are offered regularly every week:

Catholic Mass M-W-F at 1200 and Sunday at 1100

Protestant Services are Sunday at 0900

Bereavement Room

A "Quiet Place," bereavement room is located on the second floor to the left of the crossover bridge from the clinic side. This room is specially designed for those in grief, either over the loss of a loved one, or having received difficult news. Keys for the "Quiet Place," are available from the Administrative Officer on Duty (AOD) and certain departments (Labor and Delivery, ER, ICU, and the Chaplain's Office). The room contains a phone, literature, etc.

Religious Freedom: Under the United States Constitution and Title 10, USC., you have the right of religious freedom. Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. This includes the right to ask for a chaplain visit, prayer, anointing, etc. ; and the right to have your own religious leader (i.e. pastor, rabbi, etc.) contacted to visit you. The chapel facilities for prayer and meditation (open 24/7) are located on the first floor east side.

YOUR HEALTH CARE DECISIONS

As a legally competent adult, you have the right to be involved in decisions about your care. Your physician will provide an explanation of your illness, treatment options and the possible outcomes. He or she will answer your questions and make recommendations regarding your medical treatment. We encourage you to discuss your condition and your choices for treatment with your family or others who are close to you.

ADVANCE DIRECTIVES

You may have heard the term “Living Will”. A living will or advance directive allows you to make known your specific preferences about the type of medical care you would want if you were terminally ill or suddenly incapacitated. Some of the issues to consider are life support measures, resuscitation efforts, nourishment procedures and other matters. Federal law requires that you are informed of your right to make these decisions, and therefore, at the time of admission you will be given information that will explain the concept of advance directives. If you have an Advanced Directive please bring a copy with you to have it placed in your Outpatient Record.

The three kinds of advance medical directives recognized in Colorado are as follows:

Living Will- a document you sign telling your physician not to use artificial life support measures if you become terminally ill.

Medical Durable Power of Attorney – a person you name who will make decisions for you if you become unable to make them.

CPR (Cardiopulmonary Resuscitation) Directive – an order that allows you to refuse resuscitation if you stop breathing on your own or if your heart stops.

It is not necessary for you to have any advance directives in order for you to receive care and treatment. Should you want to create an Advance Directive contact your nurse. For more information about, or to obtain an advance directive, please contact the Fort Carson Legal Assistance Office at 526-0490/5572 or Admissions/Disposition Office at 526-7287/7288. You will be asked during the admission process if you are interested in being an organ donor. Nursing personnel have the contact information for The Donor Alliance; the current Organ Procurement Or-

ETHICS CONSULTATION

Many of today’s health care decisions are very complex. They deal with questions of life and death and the quality of life. Such decisions may be complicated if the patient is not able to make his or her wishes known at the time decisions must be made. Family members who have responsibility for such decisions may be confused about the effects of their decisions. The Hospital’s Ethics Committee provides consultation services to help a patient or family deal with such concerns. This team assists patients, families and hospital staff in talking about an appropriate plan of care. The role of the Ethics Committee is advisory only, the team does not judge or make decisions. None of the parties involved are bound by the suggestions or opinions discussed at the Ethics consultation meeting. The consultation is intended to help clarify issues for those involved and to help them move on in making decisions. Anyone directly involved with a patient can seek a consultation on the patient’s behalf. This includes the patient, family members, physicians, the nurses caring for the patient and other members of the patient’s health care team. You may contact a member of the Hospital’s Ethics Consult Team, by dialing the Patient Advocate Office at 526-7225 or the Chaplains Office at 526-7386.

FOR YOUR VISITORS

OUR LOCATION & PARKING

Evans Army Community Hospital is located at 1650 Cochrane Circle (building 7500) on the south side of Fort Carson. The easiest way to drive to the hospital is to enter through Gate 5 on the west side of post on Highway 115, which is up the hill (heading south) from Gate 1. As you drive on post you will see a large brick hospital to your right. Patient parking is located on the west (mountain side) of the hospital. Expectant mothers and disabled parking is located on the east and west sides of the hospital adjacent to the building (proper indicators required).



VISITING HOURS

General visiting hours are 1100 to 2000 everyday. However, please check with your nurse as hours can vary depending on your medical unit. In consideration of other patients, visitors may be limited to two visitors in the patient's room. If you do not feel up to having company, ask the nurses to restrict your visitors.

DISCHARGE ARRANGEMENTS

Your physician will determine your discharge date and will write a discharge order. Your physician or nurse may request case management services during your stay and for your discharge. You and/or your family may also contact the Case Management Department at 524-4043 to request help arranging post-hospital services. When you are ready to leave the hospital, you will be accompanied to the lobby by a staff member.

FINANCIAL AND INSURANCE INFORMATION

If you have hospitalization insurance, please bring your identification cards with you at time of registration. As a courtesy, the hospital will bill your insurance company for you. You may be asked to pay a subsistence fee, if applicable, at the time of discharge. Payments may be paid at the Treasurer's Office on the first floor. Hours for the Treasurer's Office are Monday – Friday from 0700 to 1530. After hour and weekends, please call the Treasurer's Office the next business day at 526-7769.

TRICARE INFORMATION

Evans Army Community Hospital is located in the TRICARE West Region and supported by the TRICARE Regional Office – West (TRO-West). TriWest Healthcare Alliance (www.TriWest.com) is the TRICARE Contractor for the West Region. If you are moving to Fort Carson from another region and plan to continue to use TRICARE Prime as your health care benefit, you must change your TRICARE enrollment. This is known as “portability.” When you are able to give TriWest your local address and phone number, you can then change your enrollment to Fort Carson/West Region. The changes to your enrollment should occur within 30 days of your arrival to Fort Carson. You can enroll and change your enrollment option at www.tricareonline.com.

TriWest has two TRICARE Service Centers (TSCs) located on Fort Carson to serve you during regular duty hours. One is within Evans Army Community Hospital in Suite 2064. The other is located in the Fort Carson Welcome Center, Building 1218, Room 163. Portability can also be done via telephone by calling 1-888-TRIWEST (1-888-874-9378), choosing option #2 and following the voice prompt by stating “enrollment” into the automated telephone answering system. The status of referrals and authorizations is also available by calling 1-888-TRIWEST (1-888-874-9378), choosing option #2 and following the voice prompt by stating “authorizations” into the automated telephone answering system.

Humana Military Healthcare Services is the contractor that will be scheduling military facility appointments for healthcare in the Colorado Springs area. To schedule an appointment call 1-719-457-2273. In addition to calling Humana Military Healthcare Services to schedule an appointment with a military facility PCM, you can use the internet. By registering with: www.tricareonline.com you can access appointments as well.

Enrollment of NEWBORN BABIES: Parents have 60 days from the child's birth to have the child enrolled in DEERS and then TRICARE Prime. For the first 60 days of life, the baby is considered TRICARE Prime as long as one parent is enrolled in TRICARE Prime. In order to avoid costly healthcare, parents must obtain their child's birth certificate and Social Security Number as soon as possible. The sponsor must enroll the child in DEERS when they have the documentation by going to the DEERS office (bldg. 1042 O'Connell Blvd., Tel. 526-8423). When the DEERS enrollment is done, the child can then be enrolled in TRICARE Prime. New enrollments are also processed by your local TRICARE Service Center.

Call 1-888-TRIWEST (1-888-874-9378), choosing option #2, for any questions you may have about your healthcare.

IMPORTANT TELEPHONE NUMBERS

Note: If you are calling from inside the hospital, all phone numbers with the prefix “526” or “524” can omit the “52” in the dial string. For example to call the hospital operator who can provide you with numbers not in this directory, you would call 6-7000.

Admissions & Discharges	526-7287/7288	Eyes Ears Nose& Throat Clinic	526-7450	Operator	526-7000
Allergy Clinic	526-7451	Emergency Room	526-7111	Orthopedic Clinic	526-7440
American Red Cross	526-7144	Family Medicine Clinics		Oral Surgery Clinic	526-7100
Appointments		DiRaimondo FMC	524-2047	Pain Clinic	526-5033
Tricare Appointments	457-2273	Family Practice Clinic	524-4068	Patient Advocate	526-7225
24 Hour Toll Free	1-866-874-9378	Robinson FMC	524-4142	Pediatric Clinic	526-7653
ASAP	526-2862	Warrior FMC	526-9277	Pharmacy Services	526-7410
Behavioral Health	526-7155	Gastroenterology Clinic GI	526-7453	Physical Therapy	526-7120
Bereavement Support	524-4314	General Surgery Clinic	524-4166	Podiatry Clinic	526-7435
Birth Registration	526-7278	Immunizations - Adult	526-7451	Preventive Medicine	526-2939
Cardiology	526-7774	Immunizations - Peds	526-7860	Radiology - X Ray	526-7300
Carson Care Clinic	526-7025	Internal Medicine Clinic	526-7160	Refill Pharmacy Toll Free	888-745-6427
Chaplain's Office	526-7386	Laboratory	526-7900		
Chiropractic Clinic	526-7834	Lost And Found	526-7951	Refill Pharmacy	524-4081
Correspondence/Release of Medical Information	526-7284	Mail Room	526-7216	Social Work Services	526-4585
		Contract and Support	526-7628	Third Party Collections	526-7700
Coumadin Clinic	526-7389	Med Management Division	526-4801	Treasurer	526-7769
Dermatology Clinic	526-7185	Medical Library	526-7560	TRICARE Service Center	457-2273
Dietitian	526-7290	Nuclear Medicine	526-7350	Tumor Registry	526-7828
Dining Facility	526-7972	OB/GYN Appointments	526-7172	Urology Clinic	526-7115
Disease Management	526-7022	Occupational Health	526-2939	Wellness Center Bldg	526-3887

