

Munson Notes Newsletter

Special Edition



As of 10 April 2020

COVID-19

To see the most up to date information, go to our Facebook page or Website.

<https://www.facebook.com/munsonhealth/>

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



DEPARTMENT OF THE ARMY
U.S. ARMY MEDICAL DEPARTMENT ACTIVITY
550 POPE AVENUE
FORT LEAVENWORTH KS 66027-2332

April 8, 2020

Dear Fort Leavenworth Soldiers, Family Members, and Munson Army Health Center (MAHC) Beneficiaries:

During this time of national emergency, we are dedicated to providing timely and safe access to medical services. We are also committed to protecting our patients and staff from COVID-19 infections. To reduce exposure risks, we are maximizing telephonic healthcare options for primary care, behavioral health, and rehabilitative care as well as providing a drive thru (curbside) pharmacy.

As always, call 911 for any medical emergencies. If you believe you have COVID-19, you can evaluate your symptoms using the CDC's self-checker available at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>. If you otherwise feel ill, please stay home. For medical complaints/concerns requiring attention from a provider, contact the MAHC Call Center at 913-684-6250 between the hours of 0700-1600.

For answers to questions outside the MAHC Call Center's hours, you may speak with a healthcare professional by calling the MHS Nurse Advice Line at 1-800-TRICARE (874-2273), option 1 or visit [MHSNurseAdviceLine.com](https://www.MHSNurseAdviceLine.com) for a web or video chat. You can also send a secure message through the TOL Secure Messaging directly to your primary care team.

Presently, our primary care clinics are providing telephonic care to address the majority of immediate patient needs. Those patients scheduled for a face-to-face visit will be contacted by a member of their provider team if their appointment is deferred or switched to a telephonic encounter. Most routine care such as preventive examinations and all elective surgeries (ex. Vasectomies) are temporarily deferred. In-person appointments for well-baby examinations, acute care issues and military readiness will only be conducted when coordinated in advance through your provider team.

Doctor-ordered laboratory testing (ex. pregnancy tests) are still offered at our Lab between the hours of 0700-1630. We are also offering walk-in acute behavioral health care for Active Duty Service Members at the Gentry Clinic between the hours of 0700-1600; however, we urge patients to call ahead at 913-684-6771 when possible.

Walk in COVID-19 testing is not offered. Due to testing limitations and constraints, all testing requires a Doctor's order. Patients determined to meet testing criteria by their primary care team will be directed for swab specimen collection at an outdoor collection site on the backside of MAHC.

Patients should not enter MAHC unless directed by their provider team. All patients will wear a cloth mask or a similar covering across your mouth and nose if over the age of two while inside MAHC. Those MAHC personnel unable to maintain appropriate social distancing from

others will also be masked for your protection. Please do not bring visitors along with you, so as to limit potential exposures.

We will continue implementing measures as necessary to protect our staff and patients. We strongly encourage patients to monitor our website at <https://www.munson.health.mil/> and Facebook page at <https://www.facebook.com/munsonhealth/> for updates on the latest changes to services. We truly appreciate your patience and support during these turbulent times.

Your health and safety remain our highest priority.

Sincerely,

Scott A. Mower
Colonel, U.S. Army
Commanding



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Munson Army Health Center Services

As of April 10, 2020

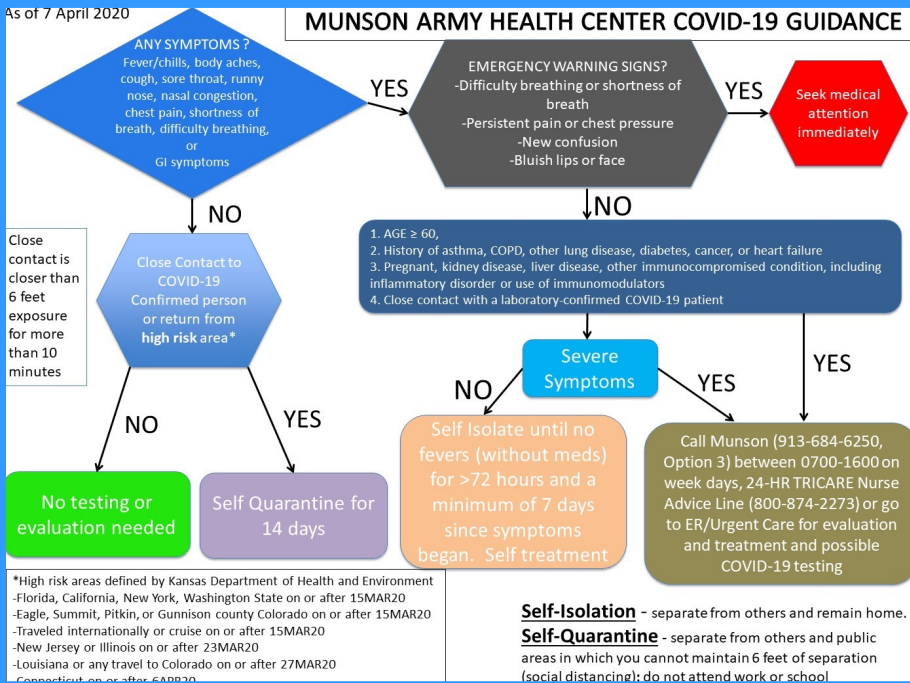
Color Key

	Normal Operations
	Modified Service Utilizing Virtual/Limited Face to Face (F2F) Care
	Limited Operations/Modified Hours
V	Virtual (Telephonic) Services Only
	Closed

	Allergy (Wednesdays appointment only)
V	Army Wellness Center (Virtual coaching and classes available on-line)
V	Behavioral Health (F2F: Urgent AD Only 0700-1600/Virtual by appointment only)
	Chiropractic Services
	Debt Collection Assistance Office
V	EFMP
	Hearing Exams (As Part of Physical Exam Only)
	Immunizations (Well-baby Shots 12 months and under, No walk-ins)
	Laboratory 0700 - 1630 (No walk-ins for COVID-19 testing)
	Medical Boards (Call 913-684-6581)
	Medical Records
V	Nutrition (weight management, pre-diabetes, diabetes, hypertension, high cholesterol, underweight appointment only)
	Occupational Health (Mission Essential Employees Only)
	Occupational Therapy
	Optometry (Acute Only) (As Part of Physical Exam)
	Patient Administration
	Pediatrics (F2F: Well-baby 12 months and under)
	Patient Advocate (call 913-684-6211/6110)
	Pelvic Floor Therapy
	Pharmacy (Drive-Thru prescription pick-up 1000-1400/Call in prescriptions 0800-1630)
	Physical Exams (No Special Schools)
V	Physical Therapy (F2F: Post-Op Only 0700 - 1600/Virtual appointments)
V	Primary Care (F2F: Acute appointments/Virtual Care)
	Public Health (Mission Essential Employees Only)
	Radiology Services 0800 - 1630
V	Referral Management
	Release of Information
V	Uniform Business Office/Third Party Billing

As of 7 April 2020

MUNSON ARMY HEALTH CENTER COVID-19 GUIDANCE



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Exceptional Family Member Program Updated 25 March 2020

- EFMP update appointments are telemedicine only.
- Turning in EFMP forms is now through secure email.
- Family Member Travel Screenings are now telemedicine only.
- Patients with scheduled appointments will be given the option to reschedule.

**Due to privacy and HIPPA laws we can not screen families using Skype or similar products.
Stay plugged into our FB page for all updates.**

Change in Hours As of 8 April 2020

- Pharmacy- 8 a.m.-4:30 p.m.
Drive-Thru Pharmacy 10 a.m.-2 p.m.
- Radiology- 8 a.m.-4:30 p.m.
- Laboratory- 7 a.m.-4:30 p.m.
- Behavioral Health
7 a.m.- 4 p.m.
- Acute/Emergency and Telehealth

This Flyer will be updated as needed.
Stay connected on our Website
and on Facebook.

Kansas Dept. of Health and
Environment COVID-19

[http://www.kdheks.gov/
coronavirus/COVID-
19 Resource Center.htm](http://www.kdheks.gov/coronavirus/COVID-19 Resource Center.htm)

Department of Primary Care Information

*****NEW**UPDATE 27 March 2020**

- In order to reduce risks to our patients and staff we will only be providing face-to-face care to patients who have acute medical needs that must be addressed. Common examples of acute medical needs would for broken bones, strep throat, common flu, RSV in pediatrics, ear and sinus infections, and onset of skin rashes.
- We will address non-acute medical needs telephonically or virtually for medication refills, referrals, diabetes management, and nutrition care.
- We have also put a pause on providing non-urgent medical procedures such as vasectomies and skin lesions.
- Patients with routine care appointments that were originally scheduled to be done within Munson will be contacted by our medical providers and have their appointments performed telephonically by their scheduled medical provider.
- We are now doing well baby checks 12 months and younger. Schedule your appointment now. ****NEW****

Centers for Disease Control and
Prevention (CDC) Website

[https://www.cdc.gov/
coronavirus/2019-ncov/
index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

Nutrition Clinic Updates As of 27 March 2020

DoD Beneficiaries 18 years and older may book a virtual telephone nutrition appointment – self-refer for weight management, hypertension, high cholesterol, Diabetes by calling Call Center (913) 684-6250.



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Pharmacy Drive-Thru Process

New Hours Starts 8 April 2020

10 a.m.-2 p.m.

How Does This Work?

1. Enter into our parking lot at Biddle Blvd. and Blochberger Terrace. Located at the Northwest area of our main building.
2. Choose the Drop-Off or Pick-Up lane.
3. If you are picking up a refill go to the Pick-Up lane,
4. If it is a new prescription and you need to Drop-Off a hard copy prescription, go to the Drop-Off Lane.
5. If you called us to fill a "Called in Prescription" or a Prescription that was put in by your Munson PCM go to the Pick-Up lane.
6. You must call ahead of time at **913-684-6059** to pick up an electronic prescription and it will be ready for pick up in 2 hrs. After 12 p.m. call in, the pick up is next day after 10 a.m.
7. If you dropped off a hard copy prescription, then you will be asked to come back in 2 hours for pick up. You may drop off hard copy before 10 a.m. If dropped off after 12 p.m. pick-up is next day.
8. Have your ID available. The pharmacy staff member will take your ID card to go in our building and get your prescription. Then we will give your ID card back.
9. If you are picking up for a child under 10 years old, have their name, Date of Birth and the prescription you are picking up.

Please be Patient as we work through this new system.

Inclement Weather Message for Drive-Thru Pharmacy

Your safety and that of our pharmacy staff safety are top priorities. As such, our drive-thru pharmacy service may be temporarily suspended during heavy rain, thunderstorms, and tornado events. We will resume drive-thru services after the weather danger has safely passed. Please monitor the weather and try to time your drive-thru visits when forecasts are favorable.

Your patience and kindness are very much appreciated.

Munson Army Health Center

Constant, Dedicated Care



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Munson Rehabilitation Information

Due to Munson Going to Mission Essential Personnel we have the following change.

The rehabilitation clinic will now only see post-operative patients. This is a readiness issues. If you are a patient of ours who just had surgery or if your scheduled surgery was still performed, do not cancel your PT appointments.
New Hours: 0700-1600 M-F Close for lunch 1200-1300

Please call the Rehab front desk for questions
913-684-6338/6139

www.facebook.com/munsonhealth

This notice is posted 23 March 20 1600hrs



COVID-19

CORONAVIRUS vs. COLD vs. FLU vs. ALLERGIES

SYMPTOMS	COVID-19*	COLD	FLU	ALLERGIES
Fever	Common (measured at 100 F or higher)	Rare	High (100-102 F), can last 3-4 days	No
Headache	Sometimes	Rare	Intense	Sometimes
General aches, pains	Sometimes	Slight	Common, often severe	No
Fatigue, weakness	Sometimes	Slight	Common, often severe	Sometimes
Extreme exhaustion	Sometimes (progresses slowly)	Never	Common (starts early)	No
Stuffy nose	Rare	Common	Sometimes	Common
Sneezing	Rare	Common	Sometimes	Common
Sore throat	Rare	Common	Common	No
Cough	Common	Mild to moderate	Common, can become severe	Sometimes
Shortness of breath	In more serious infections	Rare	Rare	Common
Runny nose	Rare	Common	Sometimes	Common
Diarrhea	Sometimes	No	Sometimes**	No

For more information: www.kdheks.gov/coronavirus

* Information is still evolving.
 ** Sometimes for children.

Sources: KDHE, CDC, WHO, National Institute of Allergy and Infectious Diseases, American College of Allergy, Asthma and Immunology.

