

## How do you access your care?

Nurse Advice Line: 1-800-TRICARE, Option 1

**Patient Representative:** 910-907-9504, Located in room 500 next to pharmacy, Hours M-F 8:00am-4:30pm

**Pharmacy Services:** Hours M-F 8:00am-5:00pm. Last prescription is accepted @ 4:45pm (narcotics 4:15pm)

**Radiology:** Hours M-F 7:00am-4:15pm

**Laboratory:** Hours M-F 7:30am-4:00pm  
Closed for lunch 12:00pm-1:00pm

**Immunizations:** Walk-in hours M-Th 8:00am-8:00pm, Friday 8:00am-4:00pm.  
Please have medical and/or shot record before taking a number

**OB Registration:** 910-907-9878

**Case Management:** For patients with complex medical conditions (referral needed, you will be contacted)

**Behavioral Health:** Hours M-F 7:30am-4:30pm.  
Call 910-907-APPT (2778), select option 2

**Optometry Services (Active Duty):** Hours 7:30am-4:30pm. Closed every 1st Wednesday 1:00-3:00pm and training every 2nd Thursday 1:00-4:30pm.

**Physical Therapy:** Call 910-907-APPT (2778)  
Select option 2

## MAKE APPOINTMENTS

WAMC Call Center: M-F 7:00am-5:00pm  
910-907-APT (2778) or 1-888-610-7420

## CANCEL APPOINTMENTS

WAMC Cancellation Line:  
910-907-CNCL (2625) or  
910-907-APPT (2778)  
Make or cancel appointments online  
through TRICARE On-line.  
[www.tricareonline.com](http://www.tricareonline.com)

## WATER

Receive appointment reminders  
By text message or email.  
[www.wamc.amedd.army.mil/documents/WATER.pdf](http://www.wamc.amedd.army.mil/documents/WATER.pdf)

## NO SHOWS

The percentage of "No Shows" translates  
To thousands of lost appointments per year

## SECURE MESSAGING

Ask your healthcare team to assist  
you to register at the clinic  
<https://app.relayhealth.com/>



**ARMY MEDICINE**  
Serving To Heal...Honored To Serve



# Welcome to Your Patient Centered Medical Home



Robinson Health Clinic  
Tagaytay & Gruber Road  
Bldg. C-1722  
910-907-8282

# WHAT IS A PATIENT CENTERED MEDICAL HOME?

Army Medicine is transforming from a healthcare system to a System for Health beginning with our primary care services.

We are transitioning to comprehensive, collaborative care.

**YOU**, the patient, are our center, our focus, our partner in your healthcare journey. Patient Centered Medical Home is a multidisciplinary approach to deliver comprehensive primary care.

Each patient will partner with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others to develop a comprehensive, personal healthcare plan.

The Team guides and navigates the health care system with you.

**YOU**, the patient takes an active role as an engaged decision maker.

Patients have an active role in their health care and have an opportunity to meet with the health care team on a regular basis which builds trust and strengthens communication.

At its heart, Patient Centered Medical Home is healthcare the way it should be – easy to access, patient-centered, team based and quality focused on comprehensive coordinated care.



You Are Our Partner



## Medical Neighborhood

A network of clinicians and services providing care to patients. Partnered through collaboration, the Medical Neighborhood and your Health Care Team will coordinate inpatient care, post-acute rehabilitation, emergency care, specialty care, allied services (pharmacy, laboratory, radiology), patient education and other wellness and preventive services.

