



Navigating your healthcare

Making the most of your care

We care about you and your healthcare needs. Please address any concerns you may have about your experience with our staff before you leave. Ask our staff to elevate your concern as necessary.

Emergency Services

If you require emergency care, go to the nearest emergency room or call 911.

Nurse Advice Line

Sometimes it's hard to know if you should load up the car and head to the Emergency Department when a late-night medical issue arises or whether there's a simple fix you can do at home. That's where the Nurse Advice Line comes in. The Nurse Advice Line gives TRICARE beneficiaries the ability to talk to a registered nurse 24 hours a day, seven days a week, about urgent healthcare questions.

If you have a pediatric question, your call will be routed to a pediatric nurse. If follow-up is necessary or requested, the Nurse Advice Line will call you back to check your child's status a few hours later. They are also able to schedule appointments with your primary care manager for follow-on care.

To call the Nurse Advice Line, dial 800-TRICARE (800-874-2273), option 1.

Appointment Line

To make a primary care appointment, call 907-APPT (2778). The appointment line is open weekdays, from 7 a.m. to 5 p.m. You can also call your clinic directly or make appointments in person weekdays, from 8 a.m. to 4 p.m.

- Robinson Health Clinic: 907-8282
- Joel Health Clinic: 907-JOEL (5635)
- Clark Health Clinic: 907-CLRK (2575)
- Troop and Family Medical Clinic: 907-POPE (7673)
- Womack Family Medicine Residency Clinic: 907-6451
- Hope Mills Medical Home: 908-HOPE (4673)
- Fayetteville Medical Home: 908-WOOD (9663)
- Linden Oaks Medical Home: 908-6257

If you cannot make your scheduled appointment for any reason, please remember to call 907-CNCL (2625) to cancel your appointment.

Secure Messaging

Secure messaging is a web-based service that gives providers and patients the ability to communicate securely. The interactive website allows you to initiate a consultation, receive preventive care reminders, send a note to the provider's office, request prescription renewals and refills, request lab or test results, and request appointments. Unlike a phone conversation, it also provides an audit trail so patients and providers can view the entire message history.

You can sign-up for secure messaging at your primary care clinic during your next visit. It only takes a few minutes and it can potentially save you hours of time in the future.

TRICARE Online

TRICARE Online allows you to access appointments, refill prescriptions, access your health data via Blue Button and get other health care information. Additionally, you are able to access online health risk assessments, which help you evaluate your health risks and overall quality of life.

You can access TRICARE Online at www.tricareonline.com.

Validating DEERS

Failing to update Defense Eligibility Enrollment Reporting System (DEERS) file with your current address, phone number and/or email, places your medical benefits at risk. To validate your information in DEERS:

- Call the Defense Manpower Data Support Office at 800-538-9552
- Visit the on-post military support office (where you get your ID card)
- Go to <http://milconnect.dmdc.mil> (CAC card required)
- Visit www.tricare.mil/deers

Access to Care

Emergency Care — An emergency is a medical, maternity or psychiatric problem that threatens life, limb or eyesight; or an injury/illness that causes severe pain or suffering. In an emergency, call 911 or go to the nearest hospital emergency room immediately.

Acute/Urgent Care — Acute care is for non-life threatening illnesses/injuries, or to prevent the development of a more serious health problem. Patients should schedule a primary care appointment to be seen within 24 hours. The appointment type scheduled is called a "24-hour appointment." If a primary care appointment is unavailable within 24 hours, the patient will be referred to another military clinic or to a network urgent care provider.

Routine Care — For new, non-acute medical or mental health concerns. Patients should schedule a primary care appointment to be seen within three to 14 days. The appointment type scheduled is called a "future appointment."

Health & Wellness — Wellness is preventive and health maintenance care, such as physical or periodic screening exams. Patients should schedule a primary care appointment within 15 to 45 days. The appointment type scheduled is called a "future appointment."

Authorizations for Prescription Refill or Referral Renewal — Please make sure to give us five business days' notice before your current authorization expires to avoid delays. Patients should schedule a telephone consultation appointment with their healthcare team to review the authorization. The appointment type scheduled is called a "T-con appointment."