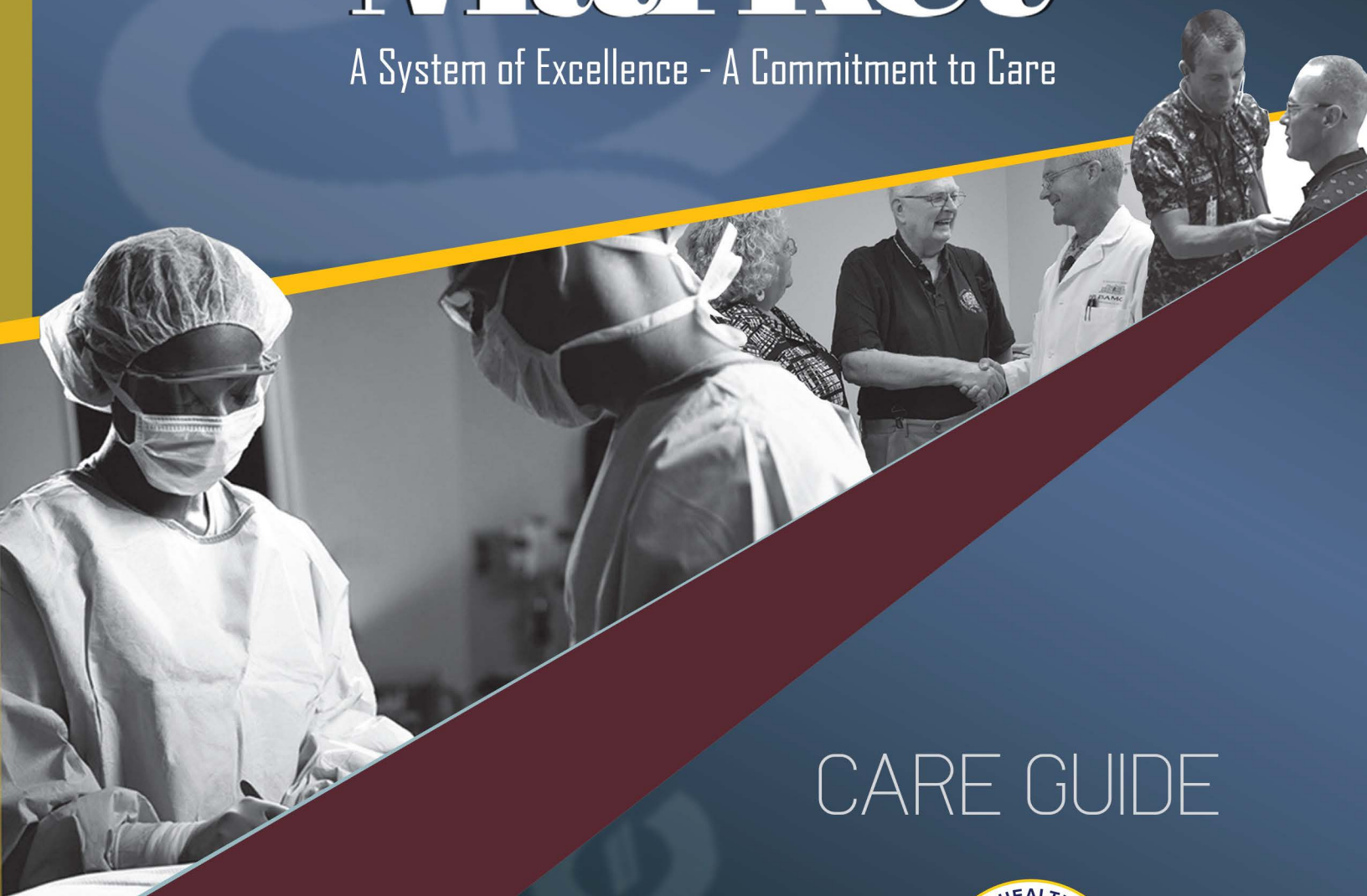


THE
SAN ANTONIO
Market

A System of Excellence - A Commitment to Care



CARE GUIDE



THE SAN ANTONIO Market

A System of Excellence – A Commitment to Care



San Antonio Market (SA Market) personnel are focused on exceeding all expectations regarding access to care, patient safety, quality, education, training, research, and readiness! Moreover, all facilities of the SA Market are rapidly transforming into a "high reliability organization" by leveraging innovation, standardization, modern process/quality improvement methods, dedication and talents of our extraordinary medical personnel.

Table of Contents

Page #

Message from the SA Market	2
Quick Access to Care	3
Military Care, Support & Ancillary Services	4
Health Maintenance Guidelines	5
Pediatric Screening Guidelines	6
Military Treatment Facility (MTF) Map	7-8
SA Market Pathology & Area Laboratory Services	9
SA Market Radiology Services	10
SA Market Pharmacy Guides	11-13
<i>Express Scripts Home Delivery</i>	14

Welcome to the San Antonio Market

The San Antonio Market (SA Market) is one of 20 large markets that directly report to the Defense Health Agency (DHA). The SA Market comprises Brooke Army Medical Center, Wilford Hall Ambulatory Surgical Center, 10 standalone military treatment facilities, and over 100 specialty services – staffed by Army, Air Force, Navy, Civilian and Contract personnel. The market serves more than 250,000 military beneficiaries across the region. Together, the market manager, medical commanders and leaders partner to coordinate health and wellness programs with a clear focus on optimizing patient-centered care and safety, while maintaining the readiness of U.S. forces throughout the globe.

Enroll With Us

We want to be your first choice for healthcare! Our primary care clinics offer enhanced access, increased provider continuity, and promote patient-centered healthcare. Enrollment with us is the first step toward receiving safe, high-quality care within the market. Even if you choose to keep your TRICARE network primary care provider, we would still like to be your first choice for specialty and surgical care. We invite TRICARE beneficiaries who would like to enroll in one of our primary care clinics to call **1 (800) 444-5445** or visit **[HumanaMilitary.com](https://www.humana.com/military)**.



Patient-Centered Care

The Patient-Centered Medical Home (PCMH) concept is a team-based approach to primary care. It allows providers and patients to take a more proactive approach to healthcare, with a strong focus on preventive care, health screening, immunizations, and chronic care management. This leads to improved clinical outcomes. It also allows for better coordination of care, improved communication between care teams, and empowers patients to participate in their care plan.



Your Avenues of Care & Support

Quick reference chart of the most popular and sought after sources.

GENERAL QUESTIONS	PATIENT RECORDS	ROUTINE APPOINTMENTS	EMERGENCY CARE	SAME DAY / URGENT CARE
 MHS GENESIS Patient Portal	 PAD Patient Administration (210) 221-3523	 CAMO Consult Appointment Management Office (210) 916-9900	 ER Emergency Room	 CAMO Consult Appointment Management Office (210) 916-9900
 Patient Experience Office	 MHS GENESIS Patient Portal	 MHS GENESIS Patient Portal	 911 CALL 911	 NURSE ADVICE LINE Military Health System
 NURSE ADVICE LINE Military Health System	 NURSE ADVICE LINE Military Health System		 988 SUICIDE & CRISIS LIFELINE	 Humana DOCTOR ON DEMAND APP
			 Urgent Care Centers	
			 MHS GENESIS Patient Portal	



STAY CONNECTED WITH YOUR CARE & THE SA MARKET



<https://www.facebook.com/59mdw>



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



988 Suicide & Crisis Lifeline



Call 988

for confidential, 24/7 crisis support.
Veterans & their loved ones, select 1.



MHS Genesis Patient Portal



Website

<https://myaccess.dmdc.osd.mil/identitymanagement>

- > Secure access to book, reschedule, cancel and review appointments.
- > Receive email & text appointment reminders.
- > One-stop-shop for secure messaging your provider, receiving test and imaging results, and renewing prescriptions.
- > Please message your PCM/team if there are no appointments apparent in the needed time frame.



Consult Appointment Management Office

Schedule/Book an appointment for any of the SA Market Military Treatment Facilities.



Website

Online through the MHS GENESIS:
<https://myaccess.dmdc.osd.mil/identitymanagement>



(210)916-9900

- OPTION 1: To Schedule Referral
- OPTION 2: To change, verify or for questions



Nurse Advice Line



1(800)874-2273
OPTION 1

Available to all TRICARE Beneficiaries in the U.S., except those enrolled in U.S. family health plan.



Urgent Care Centers

TRICARE Prime family members and retirees do not require a referral to go to Urgent Care Centers (UCCs) in the network, however, active duty patients do. Active duty patients must obtain a referral for Urgent Care in the network either from their PCM team or by calling the Nurse Advice Line:

Nurse Advice Line



1(800)TRICARE

CAMO



(210)916-9900



Emergency Room

If there is a medical emergency please visit your nearest Emergency Room, BAMC Emergency Room, or 59th Medical Wing's Family Emergency Center.



Humana Doctor on Demand App

- > 24/7 access to doctors, psychiatrists, psychologists, therapists and other medical experts
- > Eligible to all beneficiaries
- > Available for iPhone & Android
- > Download the App today!

Your Military Care Support & Ancillary Services

TRICARE Beneficiary Services Info



Brooke Army Medical Center

(210)916-3586

EMAIL usarmy.jbsa.medcom-bamc.list.bamc-bcacdao@health.mil

59TH Medical Wing

(210)292-7848

Beneficiary Counseling & Assistance Coordinator / Debt Collection Assistance Officer

Release of Information

Release of Information fulfills requests and provides various services for continuity of care documentation, Service Member retirements, insurance claims, and more.

> *Closed Weekends & Holidays*



Brooke Army Medical Center

The ROI Quick Stop Hours of Operation:



MON, TUE, THUR, FRI | 0800 – 1600
(The last patient is taken @ 1530)
WED | 0830 – 1600
(The last patient is taken @ 1530)

59TH Medical Wing

To obtain copies of medical records:



If the patient was seen at Wilford Hall during the last 5 years, they should call the Release of Healthcare Information Office at (210)292-5081.

Exceptional Family Member Program (EFMP)

EFMP provides comprehensive support to Family members with special needs by coordinating military, community, educational, medical, housing and personnel services to ensure an all-inclusive approach to care.

Brooke Army Medical Center

3551 Roger Brooke Dr. JBSA, Fort Sam Houston, TX 78234
First Floor of the BAMC Consolidated Tower, ROOM TL-110A

Hours of Operation

MON, WED, FRI (Open to Staff Only) | 0730-1630
TUES & THURS (Family Member Travel Screening & Walk-ins) | 0730-1600

Closed for Lunch 1200-1300

EFMP Case Coordinator
 (210)916-2577

EFMP Reception Desk
 (210)539-9051

59TH Medical Wing

2200 Bergquist Drive, Ste 1, Lackland AFB, TX 78236
Wilford Hall Ambulatory Surgical Center, Room #1T09 & 1T07

Hours of Operation | 0800 – 1600

Special Needs Coordinators
 (210)292-2775
 (210)292-4404

FMRC Coordinators
 (210)292-4721
 (210)292-5864

Mental & Behavioral Health Services

Open to all qualified individuals associated with Joint Base San Antonio, the San Antonio Market offers a wide range of mental and behavioral health services through the Brooke Army Medical Center and 59TH Medical Wing.

(210)539-2273



Scan QR Code to find out more about these services.

(210)292-7361



Scan QR Code to find out more about these services.

SA Market Patient Experience Officers

To our Valued Patients, San Antonio Market Patient Experience Officers are here to serve you!

Feel free to reach out with concerns, suggestions & compliments. We value your feedback and want to hear from you!

Brooke Army Medical Center

MAIN PHONE (210)916-2330

EMAIL usarmy.jbsa.medcom-bamc.list.bamc-patient-advocacy-center@health.mil

JMC Patient Experience Officer (210)808-2576

ICE Manager (210)916-4072

59TH Medical Wing

Chief, Patient Experience (210)292-6688

Patient Experience Officer (210)292-7827

Patient Advocate Cell (210)652-2159

RANDOLPH (BCAC/ DCAO)

Patient Experience (210)652-2159

Patient Advocate (210)419-0854



ICE
INTEGRATED CARE EVALUATION



ICE
INTEGRATED CARE EVALUATION



ICE
INTEGRATED CARE EVALUATION



Health Maintenance Guidelines

Please Note

The following guidelines apply to healthy adults in the general population. The right plan for your care may differ based on your medical history, family history, personal preferences and lifestyle, as well as your physician's experience.

You and your physician should work together to develop a specific preventive health screening plan for you.

Adult Screening Guidelines

Breast Cancer Screening (women only)

Mammography

Every 1-2 years starting at age 40.

Physician Breast Exam

Annually starting at age 40.

Self-Breast Exams (after being taught)

Monthly starting at age 20.

A referral is not required for a screening mammogram.

Call (210) 916-4229 / 3726 to schedule.

Cervical Cancer Screening (women only)

Pap test starting at age 21

- Every 3 years unless abnormal.
- After age 30 can extend to 5 years with negative HPV testing.
- After age 65 or a hysterectomy should discuss screening interval with provider.

A referral is not required for a pap appointment.

Call 210-916-9900 to schedule.

Colorectal Cancer Screening

Starting at age 45

- Colonoscopy (preferred method of screening) - Every 10 years
- Flexible Sigmoidoscopy - Every 5 years (may extend to 10 years with annual FIT testing)
- CT Colonography - Every 5 years
- FIT-DNA (a.k.a. Cologuard) - Every 3 years
- Fecal Immunochemical Testing (FIT) - Annually
- Fecal Occult Blood Test (FOBT) - Annually

A referral or order from your Primary Care Manager is required.

Prostate Cancer Screening (men only)

- Consider testing between ages 55 and 69.
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

A referral or order from your Primary Care Manager is required.

Lung Cancer Screening

- Risk based decision in discussion with provider for current or former smokers aged 50-80

A referral or order from your Primary Care Manager is required.

Skin Cancer Screening

- Annual full body skin exam starting at age 50 with risk factors.
- Can be performed by your Primary Care Manager.

Call (210) 916-9900 to schedule an appointment.

A referral is required if you need to see Dermatology.

Oral Cancer Screening

- Oral and pharyngeal cancers should be screened for annually starting around age 18.
- If using tobacco products, screening should begin at the age of first use.

See your dental care provider | A referral is not required.

Diabetes Screening

Blood Test

- Every 3 years for ages 40-70 with risk factors (i.e. overweight or obese, family history, etc.).
- Once at age 45 if no risk factors.

A referral or order from your Primary Care Manager is required.

Cholesterol Screening

Blood Test

- Every 5 years starting at age 20 or earlier based on risk.

A referral or order from your Primary Care Manager is required.

Hypertension Screening

- Annual blood pressure starting at age 18 with risk factors.

- Every 3-5 years for ages 18-39 without risk factors then annually starting at age 40.

A referral is not required but blood pressure screening is typically done in conjunction with an appointment.

Osteoporosis Screening (women only)

DEXA scan

- Every 2 years starting at age 65.
- Earlier in women at increased risk.

A referral or order from your Primary Care Manager is required.

Abdominal Aortic Aneurysm (men only)

Ultrasound

- Once between ages 65 and 75 with any history of smoking.

A referral or order from your Primary Care Manager is required.

Depression Screening

- Annually starting at age 11.

Adult Immunization Guidelines

- Diphtheria/Tetanus (Td or Tdap) - Every 10 years
- Influenza (Flu) - Annually
- Zoster (Shingrix) - At age 50 (2 shot series)
- Pneumococcal - At age 65 or if high risk between ages 19-64 (2nd shot 5 years after 1st)
- Human Papilloma Virus (HPV) - Ages 18-45 if not received as child (3 shot series)
- Meningococcal - Prior to college or residential living if not already vaccinated at age 16 or older. Some colleges require an additional vaccine for Meningococcal B.
- COVID-19 - One-time vaccination for ages 12 and up.

A referral or order from your Primary Care Manager is required.

FOR MORE INFORMATION VISIT:

Detailed Pediatric Schedule | https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf

Women's Health | ACOG - <https://www.acog.org/womens-health>

Vaccines and Immunizations | CDC - <https://www.cdc.gov/vaccines>

USPSTF | <https://www.uspreventiveservicestaskforce.org/uspstf/>

Choosing Wisely | <https://www.choosingwisely.org>

HealthyChildren.org - American Academy of Pediatrics | <https://www.healthychildren.org>

KEEPING YOUR BABY HEALTHY - WELL BABY VISITS

****Influenza (Flu) vaccine starting at 6 months, if applicable**

- Recommended screening start around age 3 and occur each year at ages 4, 5, and 6. After that, screening should occur at ages 8, 10, 12, and 15 by an Optometrist.
- Starting at 3 years: Visual acuity screening is recommended at ages 4 and 5 years, as well as in cooperative 3-year-olds. This involves asking your child how well they can see the details of letters or symbols from a set distance.

- Recommend establishing dental care for children as soon as their first tooth erupts or not later than their first birthday.

PATIENT NAME _____[illegible]



SAN ANTONIO

A System of Excellence



1 24/7

Brooke Army Medical Center



Website



(210)916-4141



2 24/7

Wilford Hall Ambulatory Surgical Center



Website



(210)292-7412



3

Center for the Intrepid



Website



(210)916-6100



4

Corpus Christi Clinic



Website



(361)961-6035



5

CPT Moreno Primary Care Clinic



Website



(210)916-3000
option 3



6

Gateway Bulverde Clinic



Website



(210)483-2950



7

Air Force Postgraduate Dental School



Website



(210)292-7878



8

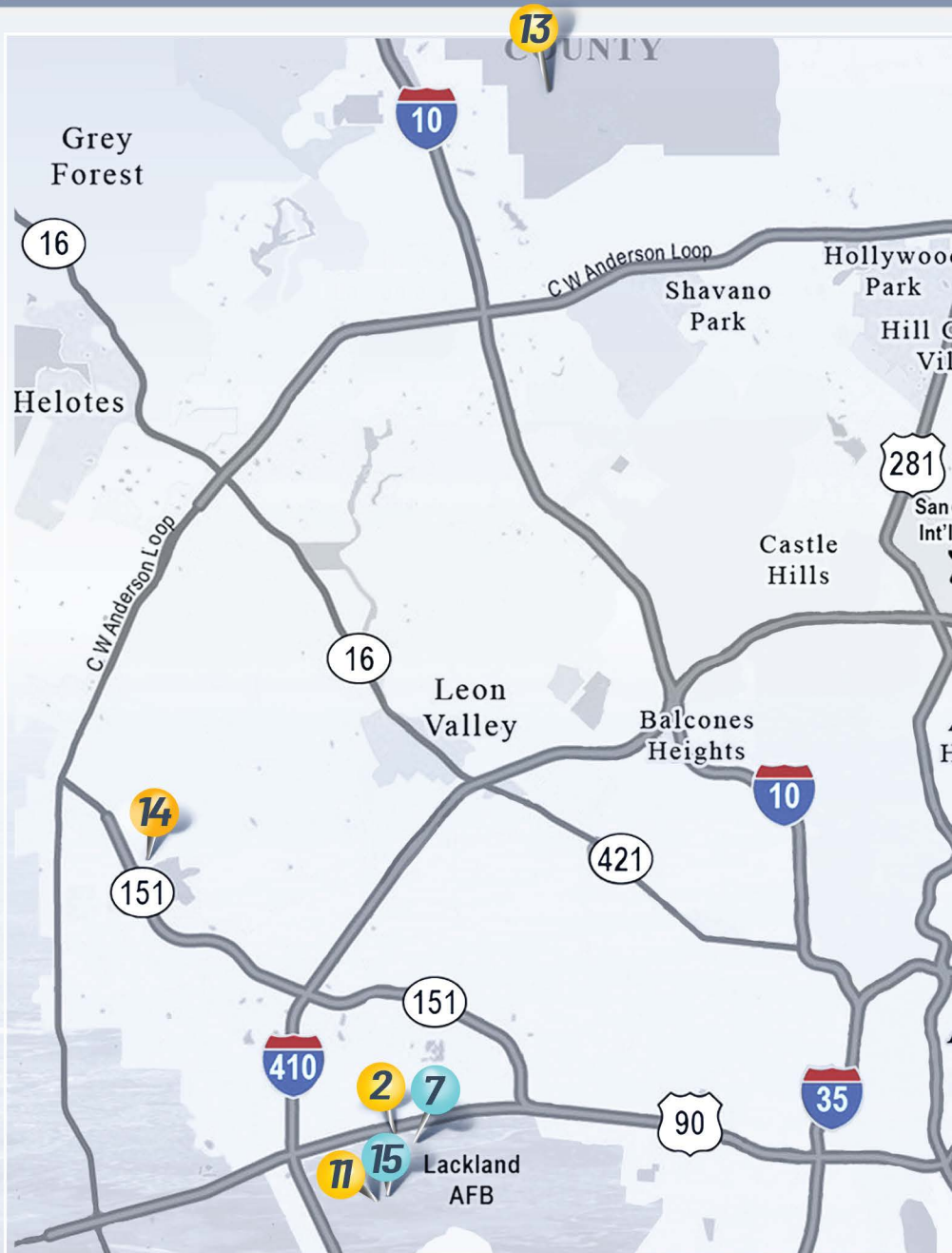
Budge Dental Clinic



Website



(210)808-3736



Where can I enroll?

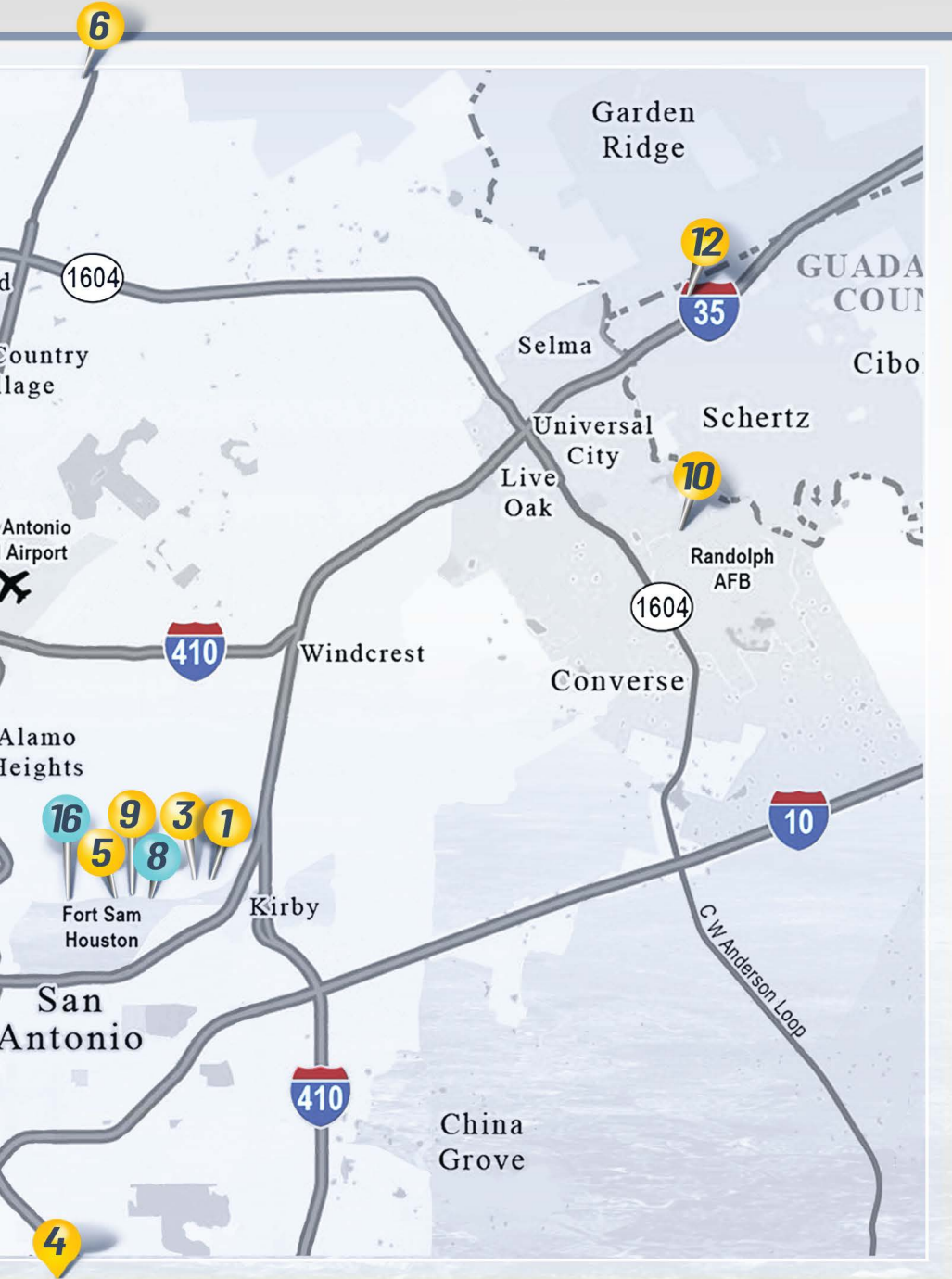
You may request to enroll at any clinic whether you're an Army or Air Force beneficiary.

Note: Active duty patients are not able to enroll at Schertz, Westover or Gateway Bulverde.

Home to NIO Market

- A Commitment to Care

Medical Treatment Facility
FOOTPRINT



McWethy Troop Medical Clinic

Website (210)916-3000 Option 4

9

Randolph Clinic

Website (210)652-6403

10

Reid Clinic Flight Medicine

Website (210)292-4277

11

Schertz Medical Home

Website (210)916-3000 option 5

12

Taylor Burk Health Clinic

Website (210)916-3000 option 3

13

Westover Medical Home

Website (210)916-3000 option 6

14

Benjamin W. Dunn USAF Dental Clinic

Website (210)292-7878

15

Rhoades Dental Clinic

Website (210)295-4156

16

Already enrolled?
Call the Consult Appointment Management Office (CAMO): (210)916-9900 or visit MHS Genesis Patient Portal to schedule your next appointment.

Pathology & Area Laboratory Services

BAMC

The Department of Pathology and Area Laboratory Services is responsible for providing responsive, high quality laboratory testing in support of patient care. DPALS offers clinical pathology services to BAMC and other medical treatment facilities worldwide, using qualified professionals and state of the art methods and instrumentation.

Specimen Collection (Phlebotomy)

HOURS OF OPERATION
MON - FRI : 0730-1600

(210)916-1412

JBSA Ft Sam Houston Blood Donor Center

HOURS OF OPERATION
· 0730-1200 for walk-in blood donations
· Platelet donation by appointment

(210)295-4655

Moreno Clinic Laboratory

HOURS OF OPERATION
MON - FRI : 0730-1600

(210)808-3580

Schertz Laboratory

HOURS OF OPERATION
MON-THUR : 0730-1500

(210)295-8041

APPOINTMENT REQUIRED

Camp Bullis Laboratory

HOURS OF OPERATION
MON - FRI : 0730-1500

(210)295-8491

APPOINTMENT REQUIRED

Westover Hills Laboratory

HOURS OF OPERATION
MON-THUR : 0800-1500
FRI & DAY BEFORE HOLIDAY : 0730-1500

(210)539-0916

APPOINTMENT REQUIRED



SCAN QR CODE FOR
MORE INFORMATION

WHASC

The Wilford Hall Ambulatory Surgical Center Laboratory provides San Antonio and the world with state-of-the-art diagnostic equipment and access to specialized DoD and commercial reference testing sites. We provide nearly unlimited testing capabilities to assist our providers in making the best clinical decisions for our patients. Our focus is to provide outstanding customer service to our patients and providers with quality and timely laboratory results.

Specimen Collection (Phlebotomy)

HOURS OF OPERATION
MON - FRI : 0700-1600

(210)292-7700

JBSA Lackland Blood Donor Center

HOURS OF OPERATION
TUE-FRI : 0800-1530
for walk-ins

(210)295-4655

Reid Clinic Laboratory

HOURS OF OPERATION
MON - FRI : 0700-1600

(210)292-1191

Gateway Bulverde Clinic Laboratory

HOURS OF OPERATION
MON-THUR : 0730-1630

(210)292-0182



SCAN QR CODE FOR
MORE INFORMATION

RANDOLPH

HOURS OF OPERATION MON-FRI : 0715-1630

CLOSED LAST WEDNESDAY OF EVERY MONTH AT 1200

Specimen collection and drop-off. No appointment necessary. Fasting blood work requires that you have no food or drink for 12 to 14 hours prior, except for water and medications. Please drink plenty of water to ensure you are well hydrated. For civilian lab requests, please ensure that the lab request includes a current fax, phone number, and the provider's signature. Testing that is ordered at other Military facilities within San Antonio may be drawn or collected at Randolph. Military providers have access to all results, regardless of collection location. Please contact the requesting provider or visit medical records to get a print out of your results.

Taking patient calls
from 1400-1630

(210)652-6403

All staff are engaged in
collecting/testing during
the morning hours

Radiology Services

We strive to support the military medical mission while contributing to the understanding of health and disease using various imaging technologies which coincide with our continued efforts to provide exceptional quality care to our patients, offer superb educational opportunities to the Residents, Students and staff and advocate cooperative support between other health-care professionals, facilities and our sister services.

Appointment Line (JBSA-Radiology Central Scheduling) ☎ (210)292-9729

BAMC

Diagnostic Services

- CT Scan (210)916-0974
- Diagnostic Studies (210)916-0974
- MRI (210)916-0832
- Mammography (210)916-4229
- Special Procedures (210)916-2754
- Ultrasound (210)916-4697

Nuclear Medicine

- Appointments (210)916-4062

Radiation Oncology

(210)916-5046



SCAN QR CODE FOR
ADDITIONAL INFORMATION

WHASC

Diagnostic Services

- CT Scan (Appts) (210)292-5200
- X-Ray (Walk-in) (210)292-5252
- Fluoroscopy (Appts) (210)292-5252
- MRI (Appts) (210)292-5200
- Mammography (Appts) (210)292-5561
- Ultrasound (Appts) (210)292-5200



SCAN QR CODE FOR
ADDITIONAL INFORMATION

RANDOLPH

Ultrasound

X-ray

Mammography



(210)652-3811

BAMC Pharmacy Guide

Activate New Prescription(s):

- Customer calls (210)916-1536 Option 6 to reach the Call Center, or pull a ticket at the kiosk to have the prescription activated at the window.
- Prescriptions activated before 1200, will be ready for pickup after 1400 same day.
- If after 1200 prescription is ready the following duty day after 1000.
- Patients may also receive a text message to let them know when the prescription is ready for pickup.
- Q-anywhere, Text "Get in line" to (833)256-3632 and follow prompts for new prescription activations only.

Activate An Urgent Prescription:

- Customer comes to the pharmacy to activate and will be filled while customer waits in pharmacy lobby.
- Examples of Urgent Prescriptions: Antibiotics, Pain Medications, Cold/Flu/COVID Related Medications, etc.

Pick-Up Medications:

- Customer pulls a ticket from kiosk for the pickup prescription category.

Refill A Prescription:

- Customer calls (210)916-1536 or 1(800)469-7170, OPTION 1 to have prescription filled at BAMC Pharmacies.
- Refill prescriptions are generally ready in 3 working days.

Renew A Prescription:

- Customer contacts provider to have new prescription placed into MHS-Genesis.
- Text "Get in line" to (833)256-3632 (*prescription must be renewed by provider in Genesis*)
- Once new prescription is placed, customer then notifies BAMC Pharmacy Call Center at (210)916-1536, OPTION 6 or pulls a ticket at kiosk to have prescription activated.

Questions/Paper Prescriptions:

If you have any pharmacy related questions, please visit the JBSA Pharmacy Website or pull a question ticket from our kiosk and our staff will call you to the window. If you need to process paper prescriptions, please pull the appropriate ticket from the kiosk in the lobby. JBSA Pharmacies no longer accepts paper prescriptions for controlled substances. Please have your provider send them electronically. Paper prescriptions will follow the same promise time as routine/urgent medications above.

Pharmacy Lockers

An automated solution that reduces lines in the pharmacy and allows the secure delivery of prescriptions refills even when the pharmacy is closed. The self-service kiosk is located at the Fort Sam Houston Post Exchange (PX) and BAMC Medical Mall.

When you order prescriptions, select "Fort Sam Houston Community/Refill Pharmacy" as your pickup location. Please make sure you have a current prescription number on hand when you first enroll. If you don't have it on hand, please call (210)916-1536. After that, you can add your fingerprint and/or military ID to make logging in even easier!

BAMC Main Pharmacy

Hours of Operation | MON-FRI | 0800-1800
SAT | 0900-1700

(210)916-1536

Ft Sam Houston PX Pharmacy

Hours of Operation | MON-FRI | 0900-1700**

(210)916-1536

McWethy Troop Medical Clinic Pharmacy

Hours of Operation | MON-FRI | 0530-1600*

(210)295-4108

Schertz Medical Home Pharmacy

Hours of Operation | MON-FRI | 0730-1630*

(210)539-0902 (210)539-0903

CPT Jennifer Moreno Pharmacy

Hours of Operation | MON-FRI | 0730-1630*

(210)916-1536

Emergency Department Pharmacy

Hours of Operation | 24 hours a day/7 days a week

(210)916-6860 (210)916-6865

BAMC Pediatric/Adolescent Pharmacy

Hours of Operation | MON-FRI | 0800-1630**

(210)916-1186

SPC Taylor J. Burk Clinic Pharmacy

Hours of Operation | MON-FRI | 0730-1630**

(210)295-8236

Westover Medical Home Pharmacy

Hours of Operation | MON-FRI | 0730-1630

(210)539-0916

* Closed Holidays

** Closed Sat, Sun & Holidays

WHASC Pharmacy

Open to all Beneficiaries who have Civilian Network Provider Prescriptions & refill pick-up

Hours of Operation | MON-FRI | 0700-1700



Reid Clinic Pharmacy

Open to Basic Trainees

Hours of Operation | MON-FRI | 0700-1600

Satellite Pharmacy

Open to all Beneficiaries who have Civilian Network Provider Prescriptions & refill pick-up

Hours of Operation | MON-FRI | 0900-1700

Gateway Bulverde Clinic

Open to all Beneficiaries

Hours of Operation | MON-FRI | 0800-1600
Closed for lunch 1200-1300

Attention:

All JBSA-Lackland Pharmacies are closed on weekends and federal holidays with limited services available on AETC Family Days.

As always, if you have any questions regarding your prescriptions, please ask any one of the pharmacy staff. Thank you for your support and for choosing JBSA-Lackland as your pharmacy of choice.

Your civilian network provider can prescribe medications directly to the following JBSA Pharmacies with the following information:

All JBSA-Fort Sam Houston & Brooke Army Medical Center Pharmacies are called "DOD JBSA FORT SAM HOUSTON PHARMACY"

JBSA-Lackland Satellite Pharmacy is called "DOD JBSA LACKLAND PHARMACY"

JBSA-Randolph Pharmacy is called "DOD RANDOLPH PHARMACY"

JBSA-Gateway Bulverde Clinic Pharmacy is called "DOD JBSA GATEWAY BULVERDE PHARMACY"

WHASC Pharmacy Guide

Activate New Prescription(s):

To process new routine prescriptions from on- or off-base providers:

- Scan the QR code to the right or text "Get in line" to 833-517-4408 or use the kiosks in the pharmacy lobby
- Follow the prompts.
- Routine prescriptions will be ready for pick-up after 1300 two duty days after activation



To process urgent* prescriptions from on-or off-base providers:

- Urgent requests will only be available at the pharmacy kiosks.
- Pull an urgent medication ticket.
- Once you have your ticket, please wait until your ticket number is called.
- After activation, please wait until your ticket is called again to pick up your medication(s).
 - Urgent medication process will take 1-2 hours, start to finish.
- If you are unable to wait, please use the kiosk again when you return and pull a pick-up ticket

****Urgent medications are short course treatments only for anti-infectives, acute pain medications, steroid treatments, or have received emergency services within the last 72 hours.**

Pick - Up Medications:

- After the appropriate time has passed, pull a pickup ticket from the kiosk.
- Your number will be called to the window when it's your turn
- Retain your prescription number to call in future refills
- Active Duty has priority when picking up medication

Request A Prescription Refill:

- Call the automated refill phone system at (210)292-9995 or (800)469-7170.
- Please listen to the entire prompt for different JBSA pick-up locations.
- When prompted for the prescription number, you can find that info on the label affixed to your medication vial.
- Prescription refills will be ready for pick-up after 1300 three duty days after request at your selected JBSA pick-up location.

Questions/Paper Prescriptions:

If you have any pharmacy related questions, please visit the JBSA Pharmacy Website or pull a question ticket from our kiosk and our staff will call you to the window. If you need to process paper prescriptions, please pull the appropriate ticket from the kiosk in the lobby. JBSA Pharmacies no longer accepts paper prescriptions for controlled substances. Please have your provider send them electronically. Paper prescriptions will follow the same promise time as routine/urgent medications above.

Randolph Pharmacy Guide

Activate New Prescription(s):

- Patient can text the words "**Get in Line**" to (833)258-0792 and follow the prompts using the patient's unique DoD ID or present in-person to the Randolph Clinic Pharmacy.
- Routine medications will be ready in by **1300 in 2 duty days**.

To process urgent* prescriptions from on-or off-base providers:

Activate an urgent prescription (limited to certain medications)

- Patient presents to the pharmacy and the prescription will be ready in 1-2 hours

Pick-Up Medications:

- Patient waits the promised time and then presents to the pharmacy & enters pick-up queue

Refill A Prescription:

- Patient calls the market refill number (210-292-9995) and follows the prompts.
- Refills are ready in 3 duty days after 1300 at the Randolph Base Exchange Pharmacy

NOTE: Not the Randolph Clinic Pharmacy

Renew A Prescription (Out Of Refills Or Expired) :

- The patient must contact his or her provider to have a new prescription ordered.
- Once the new prescription is ordered, the patient may activate the prescription either via text in-person.

Clinic Pharmacy

Open to all beneficiaries.

Hours of Operation | MON-FRI | 0730-1630**

 (210)652-4127

Satellite Pharmacy

Open to all Beneficiaries

Hours of Operation | MON-FRI | 0730-1630
Closed Saturday & Sunday,
as well as all four-day weekends

Your costs depend on where you fill your prescription and the type of drug:

- Generic Formulary
- Non-Formulary
- Brand Name Formulary
- Military Pharmacy

Get up to a 90-day supply of most prescription drugs.
\$0 copayment | Not all drugs are available.

Call first to check | Home Delivery

Get up to a 90-day supply of most prescription drugs.

- Generic Formulary: \$7
- Non-formulary: \$53 (Unless You Get Medical Necessity)
- Brand Name Formulary: \$24
- Network Pharmacy

Get up to a 30-day supply of most prescription drugs.

- Generic Formulary: \$11
- Non-formulary: \$53 (Unless You Get Medical Necessity)
- Brand Name Formulary: \$28

If you want a 90-day supply from your network pharmacy, you'll pay the cost for each 30-day supply. For example, a 90-day supply of a generic drug will cost \$33.

We still do not have our in-lobby queueing system operational at Randolph due to system challenges.

Once it is operational, patients waiting for check-in will be able to present to the Clinic Pharmacy and pull a ticket so that they can sit while waiting to activate their prescription.





SKIP THE WAIT

Express Scripts Home Delivery



Ask your provider today to submit your prescription electronically to Express Script Mail Order.



Go to <https://express-scripts.com/register?partner=DOD> or scan the QR code to create an account.



You can also register by using the Express Script app



With **FREE** standard shipping, estimated delivery is 2-4 business days

\$0 copay for Active Duty

Copays for all others depends on type of medication

90-DAY SUPPLY	Medication Type	Home Delivery
	Generic	\$12
	Brand	\$34
	Non-formulary (TRICARE Specialty Medication)	\$68

TRICARE Formulary Information

visit: <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/>





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A System of Excellence – A Commitment to Care