

## Medical Info

### Medical Care

Marines, Sailors, and their families assigned to MCB Quantico and MCAF Quantico can receive general and specialized clinical services at Naval Health Clinic Quantico's Family of Clinics.

#### EMERGENCY CARE

Call 911 or immediately go to the nearest emergency room. NO Referral Needed.

What is "Emergency Care?"

- Absence of immediate medical attention will result in a threat to life, limb or sight.
- When a person has severe, painful symptoms requiring immediate attention to relieve suffering. Contact your clinic **Primary Care Manager (PCM)** within 24 hours or the next business day after receiving emergency care to coordinate additional and/or follow-up care.

#### URGENT CARE

Beneficiary must contact PCM or Duty Provider (available 24 hours a day 7 days a week). A referral is required before seeking care at an urgent care facility.

(For more information see "How do I reach my Primary Care Provider").

What is "Urgent Care?"

- A medically necessary service within 24 hours.
- A medically necessary service that will NOT result in further disability or death if not treated immediately.
- Requires professional attention within 24 hours as delay could develop into an emergency.

#### HOW DO I REACH MY PRIMARY CARE PROVIDER

Important numbers to use 24/7 or when an Urgent Care referral is necessary.

- Naval Health Clinic Quantico (703) 784-1725
- Officer Candidate School (OCS) (703) 784-2062 or 2063
- The Basic School (TBS) - call the Officer Candidate School (703) 784-2062 or 2063

- Washington Navy Yard Branch Health Clinic -notify TRICARE at 1-877-874-2273 and contact your PCM the next business day
- Sugar Grove Branch Health Clinic (304) 249-6380

## POINT OF SERVICE OPTION

Beneficiary seeks care without contacting a Primary Care Manager or Duty Provider (Available 24/7) and becomes financially responsible for the care.

What is "Point of Service?"

- Costly for you!
- Beneficiaries are financially responsible for care including a \$300.00 deductible and 50 percent cost share, but allows Non Active Duty TRICARE Prime enrollees to receive non-emergency, TRICARE-covered services from any TRICARE-authorized provider without a Primary Care Manager Referral or regional contractor authorization.

<http://www.med.navy.mil/sites/nhcq/Pages/Welcome.aspx>

## Dental Care

Dental Services are limited to active duty personnel assigned to Marine Corps Base Quantico, tenant commands, and independent duty. Family members may be seen for overseas screening only.

Available services include Oral Diagnosis/Exams, General Dentistry, Dental Hygiene, Periodontics, Prosthodontics and Oral Surgery.

**Front Desk Hours of Operation:** Monday-Friday: 0700-1530  
Wednesday: 0700-1130

**Scheduled Appointments are:** Monday-Friday: 0700-1530  
Wednesday: 0700-1130

**Sick call:** Monday-Friday: 0700-0930

**\*\*Patients are expected to check-in 15 minutes prior to every appointment. In the event you are unable to keep your scheduled appointment, please give at least 24 hours notice by calling 703-784-2802/2804, so that your appointment spot may be utilized for another patient.**

**Contact Information:** (703)784-2801/2802/2804

<http://www.med.navy.mil/sites/nhcq/Clinics/Main/Patients/Pages/Dental.aspx>

## Tricare

If a uniformed service medical facility cannot provide the inpatient care needed, that facility will provide the patient a statement of non-availability that allows them to receive care on a cost-sharing basis at a civilian medical facility. To ensure TRICARE coverage, family members should contact their respective Naval Hospital's TRICARE Primary Care Manager (PCM) PRIOR to using TRICARE.

**Emergency Care** -- Emergency care is necessary when the sudden and unexpected onset of a medical condition, or the acute worsening of a chronic condition threatens life, limb, or sight and requires immediate medical treatment. Contact with your PCM is required within 24 hours of treatment.

**Urgent Care** -- Urgent care is when medically-necessary treatment for an injury or condition will not result in further disability or death but should not be put off (within 24 hours). Authorization for urgent care is required from your PCM PRIOR to receiving care.

If you do not contact your PCM in emergency or urgent care cases, you may be charged for medical care.

For additional information regarding TRICARE, call 800-931-9501.

<http://www.tricare.mil/>

## Naval Health Clinic Quantico's Family of Clinics

John Henry Balch Health Clinic (Mainside)  
3259 Catlin Avenue  
Quantico, VA 22134-6050  
(703) 784-1515 (Quarter Deck)

<http://www.med.navy.mil/sites/nhcq/Pages/Welcome.aspx>

## Health care provider for military member

<https://www.healthnet.com/portal/home.do>

## Dental care provider for military members

<http://www.ucci.com/was/uccweb/home.jsp>

## Pharmacies

Naval Health Clinic Quantico personnel are trained professionals whose focus is providing you with the best possible healthcare. Pharmacy personal work with your physician to make sure you are receiving the correct strength and schedule your physician has prescribed. Your prescription is constantly checked to insure that it is properly filled, labeled and free of significant drug interactions. Pharmacy personal are available to answer questions and concerns you may have about your medications. For your safety, always read the instruction label and any precautionary labels on your medication bottle before administering or taking the first dose. Please ask if you are unsure about how and when to take your medications.

### Pharmacy Hours

### How to refill a prescription?

### What medications are available?

### Prescription Drop Off Box

### Mailing Address

### Contact Information

The Pharmacy has peak business hours from 1030 to 1500 daily. Please plan your visit around these times as it may reduce your waiting time.

Pharmacy Hours

Monday through Friday: 0730-1800

Military and Civilian written prescriptions and refills. If you have civilian written prescriptions, please present **no later than 1730**.

## Veterans Affairs

<http://www.va.gov/>

## Wounded Warriors

Wounded Warrior Regiment, Quantico VA.

The Marine Corps Wounded Warrior Regiment provides and facilitates non-medical care to combat and non-combat Wounded, Ill, and Injured (WII) Marines, and Sailors attached to or in direct support of Marine units, and their family members in order to assist them as they return to duty or transition to civilian life. The WWR assists active, reserve and veteran Marines. The Regimental Headquarters element, located in

Quantico, VA, commands the operations of two Wounded Warrior Battalions located at Camp Pendleton, California and Camp Lejeune, North Carolina, and multiple detachments in locations around the globe.

The WWR has quickly become a proven unit providing WII Marines, their families, and caregivers support to help them through the processes of recovery and transition. The Marine Corps care model is unique in that its approach is to ensure recovering Marines return to their units as quickly as their medical conditions will allow. Allowing Marines to "stay in the fight" is what makes the Marine Corps care model successful.

### **Sergeant Merlin German Wounded Warrior Call Center**

24 hours a day - 7 days a week  
365 days a year contact:  
1-877-4USMCWW or 1-877-487-6299

<http://www.woundedwarriorregiment.org/>

## **Wounded Warriors Family Support**

Their mission is to provide support to the families of those who have been wounded, injured or killed during combat operations. The families of casualties suffer in many ways: some financially, some psychologically. Wounded Warriors Family Support mitigates their trauma by allowing them to find peace and solace as a family once more in family-friendly resorts that we provide free of charge. The resort condominiums that we own in Orlando, Florida and Galveston, Texas are quiet havens where war torn families can reunite and become stronger.

<http://www.woundedwarriorhospitalfund.org/>

## **The Navy Marine Corps Relief Society**

Founded in 1904, the Navy-Marine Corps Relief Society is a private non-profit charitable organization. It is sponsored by the Department of the Navy and operates nearly 250 offices ashore and afloat at Navy and Marine Corps bases throughout the world. The Society was incorporated in the District of Columbia and has its [headquarters](#) in Arlington, Virginia. It is managed by a [Board of Directors](#) whose members are active duty or retired members of the Naval Services or spouses of active duty or retired members of the Naval Services.

***The mission of the Navy-Marine Corps Relief Society is to provide, in partnership with the Navy and Marine Corps, financial, educational, and other assistance to members of the Naval Services of the United States, eligible family members, and survivors when in need; and to receive and manage funds to administer these programs.***

<http://www.nmcrs.org/>

## Visiting Nurse

The Society has a Visiting Nurse Program staffed with Registered Nurses (RNs) at many of its full service offices. The primary function of the Visiting Nurse is to provide health education and information about health-related resources. (Information regarding the Combat Casualty Visiting Nurse (CCA-VN) program is addressed [at this link](#).)

The Society's Visiting Nurse Program, in partnership with the Navy's Bureau of Medicine has developed *Your Baby and You: Birth to One Year* - a publication designed to provide useful information on how to care for a child at home and also help decide when the child should be seen by a healthcare provider. To download a .PDF version of this publication, select the button below. Then print from the Acrobat command line.  
<http://www.nmcrs.org/babybook02-08.pdf>

The Visiting Nurse is available to make hospital or home visits to eligible clients in the interest of improving their quality of life by promoting understanding of information about the individual's health issues. Visits are frequently made to new mothers and infants, to patients recovering from surgery, and to patients with chronic health problems. The Visiting Nurse will see patients of any age.

Referrals to the Visiting Nurse may be made by military or civilian doctors, nurses, or social workers or a patient may contact the Visiting Nurse directly by calling the local Society office.

All Navy and Marine Corps members, active duty or retired, their family members, and their survivors, within a 25-mile radius of the program site may be eligible for Visiting Nurse services. The Visiting Nurse may also offer resource information by telephone or mail to individuals outside the driving area.

Society Visiting Nurses make more than 40,000 patient contacts each year. As with all of the Society's programs, Visiting Nurse services are delivered free of charge.

### **NMCRS Quantico, FSO**

Navy-Marine Corps Relief Society  
Marine Corps Base  
2034 Barnett Ave., PO Box 415  
Quantico, VA 22134  
e-mail to: Presha Merritt, [presha.merritt@nmcrs.org](mailto:presha.merritt@nmcrs.org)

**Hours:** Mon-Fri 0800-1600

**Phone:** (703) 784-9754

**DSN:** 278-3355

**Fax:** (703) 640-6751