

# NAVAL SUPPORT ACTIVITY BETHESDA



## 2023 INSTALLATION GUIDE

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### Naval Support Activity Bethesda

4655 Taylor Road  
Bethesda, MD 20889-5600  
(301) 295-6246

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Capt. Scott Switzer, USN

#### CHIEF CONTENT MANAGER

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# QUICK PHONE GUIDE

## NSA BETHESDA EMERGENCY SERVICES: 777 (Landlines) or 301-295-0999 (Cell Phones)

### SEXUAL ASSAULT PREVENTION AND RESPONSE

**301-442-8225**

**301-319-3844**

American Red Cross

Main: 301-295-1538

After Hours: 877-272-7337



Army Troop Command

301-319-2648



Child Development Center I

301-295-0014



Child Development Center II

301-400-1200



DEERS/ID Cards

295-0103/0127/0612



ID card appointments:

[idco.dmdc.osd.mil/idco](https://idco.dmdc.osd.mil/idco)



Fitness Center

301-295-2450



Medical Photo

301-295-1014/5



Military and Family  
Support Center

301-319-4087



Naval Medical Leader and  
Professional Development  
Command

301-400-2721



Navy Exchange Bethesda

240-743-4200



Navy Lodge Bethesda

301-654-1795



Navy-Marine Corps  
Relief Society

301-295-1207



Navy Medicine Readiness  
& Training Command

301-400-3859



NSA Bethesda  
Security Desk

301-319-8937



NSA Bethesda Public Affairs  
301-295-1803



Visitor Control Center  
102 Wood Rd.  
Bethesda, MD 20814



301-295-4607 • 301-400-2434

<https://ndw.cnic.navy.mil/BethesdaVCC>

School Liaison  
301-295-7849



Tranquility Hall Bldg. 62  
301-400-0200



Walter Reed Bethesda  
Command Communications  
301-295-5727  
301-400-0012



Uniformed Services  
University  
1-800-515-5257



Uniform Shop  
240-743-4200 Ext. 2301

Walter Reed Bethesda  
Chaplain  
301-295-1510



USO Warrior and  
Family Center  
240-552-9350



WRNMMC Information  
301-295-4000



## DSN INSTRUCTIONS

DIALING FROM NSA BETHESDA/WALTER REED BETHESDA TO AN OVERSEAS DSN:

Dial "94" + 10-digit DSN number

*What is my NSA Bethesda/Walter Reed Bethesda DSN number?*

A DSN (Defense Switch Network) phone number is organized the same way as a non-DSN number. To determine your DSN number, you need to know: 1.) the area code; 2.) the prefix; 3.) the 4-digit extension.

1. THE DSN AREA CODE FOR NSA BETHESDA/WALTER REED BETHESDA IS: 312-

2. DSN PREFIXES FOR NSA BETHESDA/WALTER REED BETHESDA. IF YOUR LOCAL NUMBER STARTS WITH:

295 – your DSN prefix is 295-

319 – your DSN prefix is 285-

400 – your DSN prefix is 469-

3. YOUR EXTENSION WILL NOT CHANGE

Combine the three elements to determine your DSN number. Example:

(1) Local number #301-295-8900 is DSN #312-295-8900

(2) Local number #301-400-8900 is DSN #312-469-8900

(3) Local number #301-319-8900 is DSN #312-285-8900

# Welcome Aboard ...

On behalf of the approximately 450 dedicated Naval Support Activity Bethesda military and civilian professionals who operate this installation, it is my pleasure to welcome you!

NSA Bethesda became an established Naval Installation on October 1, 2011. In that time, we have continuously evolved to facilitate the important research, medical, educational and other work that occurs inside our fence line.

As we move into our second decade, we are proudly enabling that work by providing safety, security, and operational support to more than 40 tenants across the installation.

As the home of Walter Reed National Military Medical Center (WRNMMC); the Uniformed Services University; and the Navy Medical Leader and Professional Development Command, we're constantly working to create and maintain an environment enabling staff to thrive, patients to heal, and guests to feel at home.

Detailed descriptions of these larger tenants as well as information about our incredible additional mission partners and activities are included in this guide. I hope you'll take the time to read up and learn about them.

NSA Bethesda support provides services including the region's flagship Navy Exchange and Uniform Store; a robust Morale, Welfare, and Recreation program; a highly-rated Child Development Center; and a highly adaptive Military and Family Support Center.

Each provides an important resource to those who live and work here, from daily sundries at the Navy Exchange, to exercise opportunities at the MWR Fitness Center, to child care at the CDC, to life skills classes and learning opportunities at the Military and Family Support Center.

Our security forces are comprised of highly trained civilian and military personnel who team together to ensure the security of the base as well as rapidly react to emergencies. These women and men protect the installation 24/7, providing safety for the thousands of



people working on the installation and the thousands of patients who visit WRNMMC each day.

Whether you're here for a short stay or you're becoming a new member of our local community, we hope you find the 2023 Installation Guide a useful tool for navigating the many support services and opportunities we have to offer.

This guide is designed with you in mind, and it is an honor and privilege to serve you.

Very respectfully,  
Scott Switzer  
CAPT, USN  
Commanding Officer





# Naval Support Activity Bethesda



## Vision Statement

As an installation, we create an environment that enables patients to heal, staff to thrive and guests to feel at home.

## Mission Statement

Naval Support Activity Bethesda provides customer-focused installation management and base operating support to our tenant activities in their pursuit of excellence. We partner in healing, wellness, research and education.



# HOUSING, LODGING, AND ACCOMMODATIONS



## **WOUNDED, ILL AND INJURED (WII)**

### Fisher Houses

The five Fisher Houses at Naval Support Activity Bethesda - the most on any base in DoD system - provide lodging to WII and their family members. There are 73 suites, 60 of which are handicapped accessible and are private, offer a place to stay at no cost while loved ones are receiving treatment. Patients who are medically cleared may also stay at the Fisher House. Each Fisher House includes a common area, communal dining and family rooms.

### Tranquility Hall

Tranquility Hall (Bldg. 62) is a 153-suite, ADA-compliant WII building providing two-bedroom suites including a kitchenette, washer and dryer, and lounge area for outpatients and their non-medical attendants. Tranquility Hall also features Austin's Playroom, a drop-in child activity center providing certified childcare to eligible patrons for hourly care. Warrior Café, located on the first floor, offers daily food service.

## **UNACCOMPANIED HOUSING E1-E4**

### Comfort and Sanctuary Halls

Comfort Hall (Bldg. 60) and Sanctuary Hall (Bldg. 64) offer unaccompanied quarters that include social spaces, laundry facilities, and cooking areas for enlisted service members E-1 to E-4.

## **HOUSING REFERRAL OFFICE**

The housing referral office is located in Building 17B, 3rd floor in suite 3D. The housing office maintains extensive lists of properties for rent, including single family homes, townhomes, condos, and apartments as well as shared rooms and local hotel information. In addition, the Rental Partnership Program (RPP) allows active duty service members to move into participating apartment communities without paying a security deposit and application fee. Rent is provided at a discounted price. Contact the housing office at 301-295-6564 for additional information and a list of participating communities. New personnel should keep in mind that parking on the installation is limited; they should research commuter routes and options before choosing a home. Housing information can also be obtained at [cnic.navy.mil/BETHESDAHousing](http://cnic.navy.mil/BETHESDAHousing).

## **GOVERNMENT HOUSING**

NSA Bethesda does not have open family housing. There are several on-base housing locations in the Naval District Washington (NDW) region.

Assignments for service members should be made on DD Form 1746, and submitted with your PCS orders, dependent information and the detachment endorsement from your last duty station. Servicemember

applications can be forwarded to NSA Bethesda housing office or to the intended Housing Community. Unaccompanied Housing information is provided at check-in. For more information, call 301-400-0200.

### **Washington, D.C.**

Joint Base Anacostia-Bolling (JBAB); Bellevue (Lincoln Military Housing): two- and three-bedroom townhomes for enlisted personnel. Joint Base Anacostia-Bolling (Hunt-Pinnacle Military Housing): two-, three- and four-bedroom townhomes and houses for enlisted and officers. The JBAB Family Housing Office handles all the assignments for the communities. Contact JBAB at 202-433-0346 or 210-0139.

### **Maryland**

Glen Haven (Balfour Beatty Military Housing), off-base: three- and four-bedroom apartments for E6 and below, and three and four-bedroom townhomes for E7 and higher, including officers. Contact Glen Haven at 301-649-9700.

Andrews Air Force Base; Liberty Park (AMC East Communities): two-, three- and four-bedroom

townhomes and single family homes for both enlisted and officers. Contact Liberty Park at 301-736-8082.

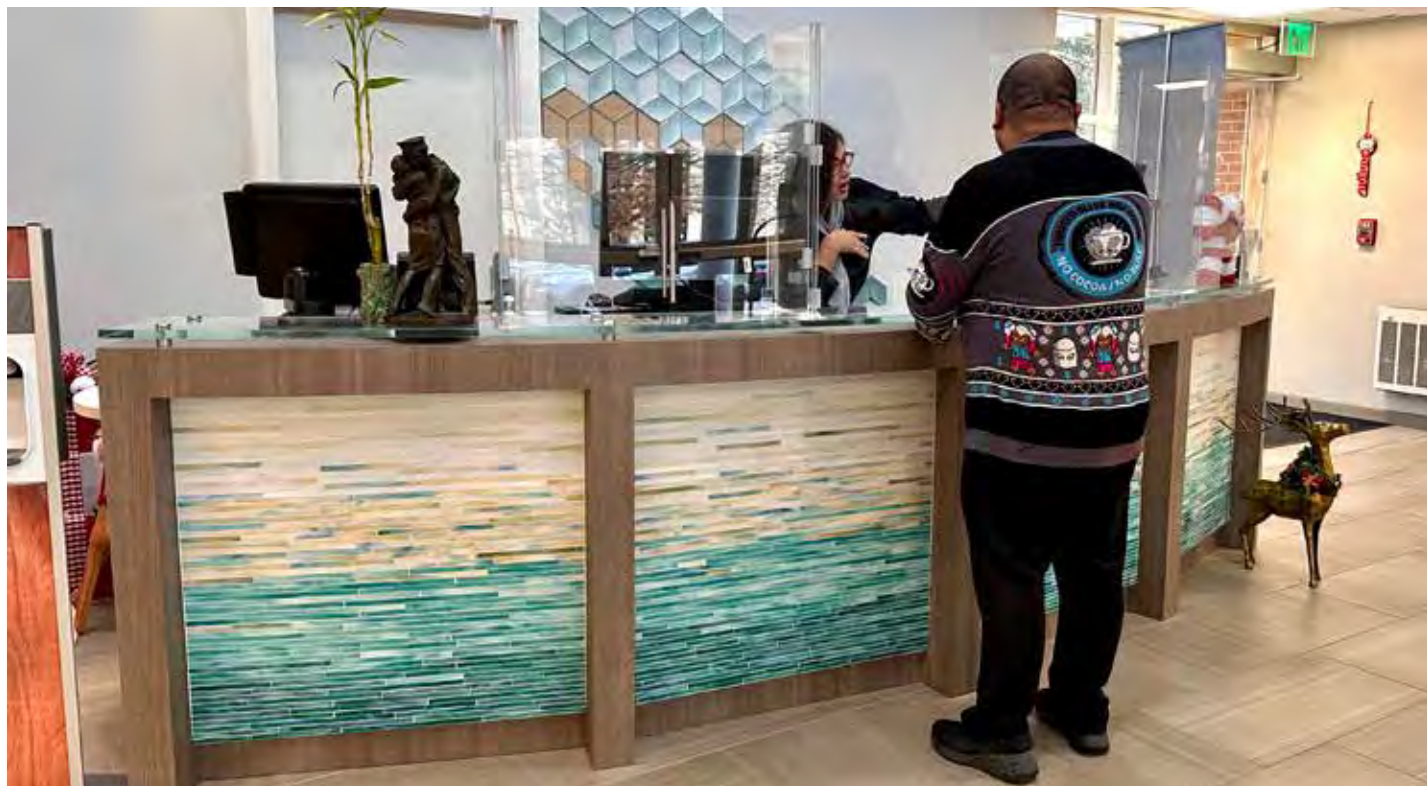
Fort Meade; (Corvias Military Living): two-, three-, four- and five-bedroom townhomes and single family homes for enlisted and officers. Contact Corvias Military Living at 410-305-1258.

### **Virginia**

Fort Belvoir; The Village of Belvoir (The Michaels Org.): two-, three-, four- and five-bedroom homes across 15 distinct villages able to house both enlisted and officers. Contact The Village of Belvoir at 703-619-3878.

### **NAVY LODGE**

Operating under Navy Exchange Service Command, Navy Lodge Bethesda offers 106 guest rooms. Authorized patrons include all branches of military service and their families, DoD civilians, reservists/ National Guard, international military and retirees. Advance reservations are accepted for those traveling on temporary duty, medical, permanent change of station (PCS) or travel orders. For more information, call 301-654-1795.

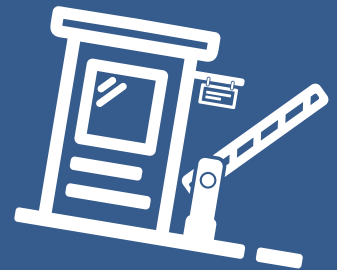


# ACCESSING AND NAVIGATING THE INSTALLATION

For the latest information on accessing NSA Bethesda, visit our VCC website at:  
<https://ndw.cnic.navy.mil/BethesdaVCC/>



For the latest NSA Bethesda gate hours, please visit our gate hours page at:  
<https://ndw.cnic.navy.mil/NSABGateInfo/>



For information on commuting to and from NSA Bethesda, visit our Commuters page at:  
<https://ndw.cnic.navy.mil/NSABCommuters>



To have NSAB traffic alerts sent directly to your phone, text NSABTRAFFIC to 888-777.



<https://ndw.cnic.navy.mil/Bethesda>

# PARKING AND COMMUTER INFORMATION

## [WMATA](http://wmata.com)

[wmata.com/service/parking](http://wmata.com/service/parking)

## [Vanpool options](http://wmata.com/service/regional-transportation/vanpools.cfm)

[wmata.com/service/regional-transportation/vanpools.cfm](http://wmata.com/service/regional-transportation/vanpools.cfm)

## [Park and Ride](http://commuterconnections.org/park-ride-lots-in-the-metropolitan-washington-baltimore-regions/)

[commuterconnections.org/park-ride-lots-in-the-metropolitan-washington-baltimore-regions/](http://commuterconnections.org/park-ride-lots-in-the-metropolitan-washington-baltimore-regions/)

## [NSA Bethesda Commuter Line](http://301-400-CARS)

301-400-CARS (2277)

### PARKING

Parking is limited on NSA Bethesda. There are two patient parking garages located adjacent to the medical center. Staff parking is limited, by permit only, and there may be a waitlist. New staff may not be able to park on base upon arrival and should plan accordingly. There is no open parking on the installation. Parking is strictly enforced.

Public parking in downtown Bethesda is also an option. Staff can park in these areas and ride the Metro to the Medical Center Station.

Additional cost of parking in Bethesda:

Monthly = \$195

On-Street Parking=\$2.25 per hour

Surface Lot Parking=\$2.00 per hour

Garage Parking = \$1.50 to \$1.75 per hour

*\*The parking facility at the Grosvenor - Strathmore Metro Station on the Red Line is only one stop from the Medical Center Station.*

### METRO RAIL STATION PARKING

Parking is available at 44 metro rail stations. The list of metro rail stations and the daily costs for parking can be found on the WMATA website. The cost of parking is not included in the NCR Transit Fringe Benefit.

### PARK AND RIDE LOTS

Park and Ride lots are located throughout the Washington Metropolitan Region. In most cases, parking is free, and there is a connection to the Metrorail via buses that can be paid for using the Transit Benefit Program. For Park and Ride lots in the Metropolitan Washington Region (Washington D.C., Maryland, Virginia and West Virginia), please review the Park and Ride finder website.

### CARPOOL/VANPOOL COMMUTER ASSISTANCE

Parking designated for carpools spots are located in:

Bldg. 17 – Level 1

Bldg. 32 – Level 3

Contractors are also eligible for these spots. For more information or assistance in planning your commute, contact 301-319-3818.

### SECURITY/BASE ACCESS

To reach the security department for emergencies, dial 777 from an on-base phone or 301-295-0999 from a landline. For non-emergencies, call 301-295-1246.

### MASS TRANSIT FRINGE BENEFITS (MTFB)

MTFB is available to civilian and active duty staff. This is in addition to their current pay, up to \$270 per month for their personal commuting costs using mass transit.

MTFB can be applied to rail, bus or approved vanpools, but not parking costs.

Online applications are available at: [www.whs.mil/mass-transportation-benefit-program](http://www.whs.mil/mass-transportation-benefit-program)

When applying for the benefit online, use the following organizational codes:

- **Navy Active Duty/Navy Civilian** = N-18 BUMED
- **Army Active Duty** = WRNMMC (Army Active Duty)
- **DoD Civilian** = DHA-NCR MD-WRNMMC-DHA-NCRMD-Walter Reed National Military Medical Center



For more Parking and Commuting information, use your smart phone to scan this QR code

# FACILITIES SERVICES REQUEST GUIDE

NSA Bethesda relies on NAVFAC Public Works Department (PWD) Bethesda to service and maintain its buildings and roads, provide electricity, water, and sanitation services, oversee construction of new infrastructure, and ensure compliance with environmental laws and regulations. See Frequently Asked Questions below for guidance on reporting repair problems.



**SMOKE, FIRE, BURNING, CHEMICAL SMELLS,  
OR PERSONNEL TRAPPED IN ELEVATORS**  
Call 777 or Fire Department at (301) 295-0319

## Frequently Asked Questions (FAQs)

### How should I report a problem if I live in a Lodging Facility (Buildings 60, 62, & 64)?

Call Central Billeting Front Desk at 301-400-0200.

### How do I get new or additional keys and/or locks?

NSA Bethesda MUIC Building Managers submit requests to Mr. Mike Davidson in installation security.

### How can I find out the current status on a request for services, or report a service performance issue?

Contact your Building Manager. Building managers may check the **Maximo website** anytime or call **202-685-1880** from 0700-1530 M-F.

### How can I report a facility service contract performance issue?

Contact your Building Manager. Building Managers will contact their PWD Facility Management Specialist (FMS) located in Bldg. 27, 2nd Flr. to submit a **Customer Comment Record** form. This requires the contractor to respond in writing and documents the issue for future contractor selection.

## General NSA Bethesda Facility Issues

Problems within NSA Bethesda maintained (MUIC) buildings (non-hospital or university) during regular business hours should be routed through your Building Manager.

**Emergency facility requests** 24/7, call the NAVFAC Service Desk at **202-685-1880**. After-hours calls are transferred to the Public Works Duty Officer cell phone.

### Building Managers request service as follows:

**Non-Emergency facility requests** enter an online Maximo service request via the "Self Service" module OR email the request to:

**NAVFAC\_Wash\_HELPDESK-PWD-Bethesda@navy.mil**

Include:

1. Base/Building #/Room #
2. Detailed Description of Problem
3. POC, Email and Phone #
4. Priority (URGENT or ROUTINE)

### Exterior Repair Issues

Report all issues to your Building Manager to request service.

### Projects & Service Contract Modifications

**(E.g., renovations, wall reconfigurations, paving, etc.):**

Contact the appropriate Building Manager. The Building Manager will submit a Customer Service Request Form to the PWD Facility Management Specialist located in Bldg. 27, 2nd Flr.

## WRB Facilities Help Desk

Phone: (301) 295-1070



For all Hospital Buildings including:

1-10, 14, 19, 27, 51, 54, 55, 62, 63, 84T, 85T, 148, 149, 203, 225, 241

## USU Facilities Help Desk

Phone: (301) 295-3045



For all University Buildings including:

28, 42, 43, 44, 45, 46, 47, 53, 59, 70, 71, 72, 73, 74, 76, 79, 147

# NSA BETHESDA TRAFFIC ALERTS



**TEXT**  
**NSABTRAFFIC**  
**TO**  
**888-777**



# USO WARRIOR AND FAMILY CENTER BETHESDA



The USO Warrior and Family Center at Naval Support Activity Bethesda offers a comprehensive array of specialized services and programs in a supportive and home-like setting. The 16,000-square-foot facility is dedicated to serving our nation's wounded, ill, and injured troops, their families and caregivers, as well as active duty and military families.

It includes classrooms, an ADA-compliant kitchen and dining room, a community events space and healing gardens, and industry-leading art therapy and music programs to help in the healing of visible and invisible wounds and illnesses.

An integral part of the building is the USO Welcome Desk where volunteers greet, assist and orient visitors to USO activities taking place inside and outside of the building. To receive event notices, sign-up at: [www.USOmetro.org/newsletter](http://www.USOmetro.org/newsletter)

USO Warrior and Family Center Bethesda volunteers staff the USO Center and assist guests with all of the amenities the center offers. Volunteers are trained to provide local area information as well as support for events and activities taking place in the building. They interact with active duty military members as well as Wounded Warriors receiving treatment at Walter Reed Bethesda. Volunteers are asked to commit to at least two shifts per month and must be at least 18 years old. Register to volunteer at [volunteers.uso.org](http://volunteers.uso.org) and choose Bethesda. For hours and other information, call 240-552-9350.





# VOLUNTEER OPPORTUNITIES

THE AMERICAN RED CROSS



AT WRNMCC

The American Red Cross at WRNMMC stands ready to provide assistance to patients and their families. Every year, Red Cross volunteers provide an average of 42,000 items to support patients and families receiving care throughout the hospital and more than 70,000 hours of their time. There are currently more than 500 volunteers who support a variety of activities. Volunteers include civilians and active duty members, military spouses, administrators and healthcare professionals who practice to the full extent of their credentials and support activities across Naval Support Activity Bethesda. They volunteer in the Department of Rehabilitation and greet wounded, ill and injured service members arriving via MEDEVAC. A Comfort Cart goes throughout the inpatient wards every day, supplying



patients with toiletries, snacks, magazines, movies and other items to make their stay more comfortable. The Animal Visitation team's many dogs greet patients, families and staff in common areas and are available for visits to patients. Yoga classes are taught by volunteers at numerous locations. A Coffee Morning program serves patients, families and staff

coffee, donuts and fruit. They sit at Information Desks assisting patients with wayfinding. During the summer, approximately 50 youth volunteers join us, working in various clinics throughout the medical center. If you're interested in volunteering, please stop by our office in Bldg. 10, Mon.-Fri. between 0800 and 1500, or call our office at 301-295-1538.

To initiate a Red Cross Emergency Communication message, please call 877-272-7337.



## NAVY-MARINE CORPS RELIEF SOCIETY

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. As a non-profit, volunteer service organization, we use both financial and non-financial resources to identify solutions to meet emerging

needs. We help clients improve personal financial skills and encourage individual financial responsibility. Our volunteers assist clients in creating a personal budget, process Quick Assist Loans, provide emergency financial assistance, teach Budget for Baby® classes and knit or crochet handmade baby blankets. Office hours are 0800-1530, Monday-Friday. We are located in Building 11, Room 118. Appointments are not required for Quick Assist



Loans or Emergency Leave travel, however they are recommended for all other assistance. To make an appointment for assistance or learn more about volunteering, call 301-295-1207.

# WHERE TO EAT



## MWR DINING FACILITY - BUILDING 62

Serving breakfast, lunch, dinner, and coffee, Monday through Friday, and brunch and dinner on weekends and holidays. Offers a variety of healthy and tasty choices. For more information, call 301-400-0577.

**Location:**

Tranquility Hall  
Bldg. 62

**Please see website for hours:**

[NavyMWRBethesda.com](http://NavyMWRBethesda.com)

## THE DRY DOCK

Next to Subway and Dunkin' Donuts, the Dry Dock is a mini-mart stocked with snacks, deli sandwiches, drinks, cards and novelties.

**Location:**

Liberty Zone  
Bldg. 2, 1st floor

**Hours of Operation:**

Mon-Fri: 0700-1800

## FLAGSHIP VENDING CENTER

Multiple vending machines offer a full array of products with 24-hour convenience.

**Location:**

Arrowhead Zone  
Bldg. 9, 1st floor

**Hours of Operation:**

24/7

## WENDY'S

Wendy's offers hamburgers, salads, chili, baked potatoes, fries, and a kid's menu and more.

**Location:**

Bldg. 31,  
Near Gate 3

**Hours of Operation:**

Mon-Fri: 0600-2100  
Sat-Sun: 1000-1900

## WILLIAM III GOURMET COFFEE

This coffee cart serves a variety of gourmet coffee and light fare.

**Location:**

Bldg. 85T

**Hours of Operation:**

Mon-Fri:  
0700-1300

## USU SNACK LINE

Sandwiches, soup and salad.

**Location:**

University Road  
Bldg. B, 1st Floor

**Hours of Operation:**

Mon-Fri: 0630-1530

## USU CAFETERIA

Entrée specials, sandwiches, soup and salad.

**Location:**

University Road  
Bldg. B, 1st Floor

**Hours of Operation:**

Mon-Fri: 0600-1400

## THE DAILY GRIND

We proudly serve Starbucks freshly brewed lattes, cappuccinos, espressos, coffee, tea and other beverages; fresh baked goods and Grab 'n Go meals.

**Location :**

Tranquility Hall  
Bldg. 62

**Please see website for hours:**

[NavyMWRBethesda.com](http://NavyMWRBethesda.com)



### NEX FOOD COURT

NEX Bethesda's Food Court offers dining inside the main store. Panda Express, White Lotus Sushi, and Tropical Smoothie Cafe all offer diverse menu options throughout the day.

**Location:**  
NEX Food Court  
Bldg. 82, 2nd Floor

**Hours of Operation:**  
Daily: 0900-1800

### CAFE 8901

Café 8901, the medical center dining room (also known as the "Galley" and "DFAC") offers standard menus for breakfast, lunch and dinner, as well as Seasonal Menus for lunch and dinner. Café 8901 menu features include Fit and Flavorful, World Bistro, Chef's Table, deli, dessert, brick oven pizza, grille stations, and a full service salad bar featuring sauté stations for fresh shrimp, beef and chicken.

**Location:**  
Arrowhead Zone  
Bldg. 9, basement

**Hours of Operation:**

Open Daily	Lunch: 1100-1400
Breakfast: 0600-0900	Grab & Go: 1400-1600
Grab & Go: 0900-1100	Dinner: 1600-1830
	Grab & Go: 1830-2200

### LISA'S GOODIES

**Location:**  
America Zone  
Bldg. 19, 1st Floor

**Hours of Operation:**  
Mon-Fri: 0600-1630

### WILLIAM III GOURMET COFFEE-AMERICA ZONE

This coffee cart serves a variety of gourmet coffee and light fare.

**Location:**  
America Zone  
Bldg. 19, 1st Floor

**Hours of Operation:**  
Mon-Thurs: 0600-1530  
Fri: 0600-1500

### WILLIAM III GOURMET COFFEE

William III Gourmet Coffee shop features top quality coffees, cappuccino, gourmet muffins, biscotti and a full lunch menu.

**Location:**  
Eagle Zone  
Bldg. 10 1st Floor

**Hours of Operation:**  
Mon-Thurs: 0600-1530  
Fri: 0600-1500



### SUBWAY AND DUNKIN' DONUTS

Located a short distance from Main Street Café, Subway and Dunkin' Donuts feature made-to-order sandwiches, freshly baked donuts, and coffee and ice cream, with in-store seating.

**Location:**  
Liberty Zone  
Bldg. 2, 1st floor

**Hours of Operation:**

<b>Dunkin' Donuts</b>	<b>Subway</b>
Mon-Fri: 0600-2000	Mon-Fri: 0900-2000
Sat: 0700-1500	Sat-Sun: 0900-1500
Sun: 0700-1400	

# MORALE, WELFARE, AND RECREATION



[www.navymwrbethesda.com](http://www.navymwrbethesda.com)

## MWR FITNESS CENTER

Our Fitness Center is a state-of-the-art facility offering a variety of equipment and Group Fitness classes including Spinning and Boot Camp. There are also Aquatics programs, Personal Training services, Fitness Challenges, Virtual 5K Fun Runs and other exciting activities for all levels of fitness. For more information, call 301-295-2450.

### Indoor Facilities

- Running Track
- Basketball Court
- Racquetball Court
- Volleyball Court
- Indoor 50-meter swimming pool
- Cardio & weight equipment
- Adaptive training & sports
- Stretching and abdominal training area
- Spinning studio
- Fitness studio
- Locker rooms

### Outdoor facilities

- Softball Field
- Running Track
- Outdoor volleyball
- Horseshoe pits
- Multipurpose synthetic field, sand volleyball court & a sport court

## HOURS

For current Fitness Center hours, please visit our website.

## COMMUNITY RECREATION

Community Recreation engages patrons by providing recreational programs and services in the areas of special events, leisure skills, and outdoor recreation which includes picnic pavilion and equipment rentals. Equipment Rentals include tables, chairs, camping equipment, coolers and more. Reduced prices are available for Liberty Eligible patrons. Liberty includes Single E1- E6 Service Members, Enlisted Geographical Bachelors, Wounded, Ill, & Injured Service Members and their Non-Medical Attendants. For more information, please visit [NavyMWRBethesda.com](http://NavyMWRBethesda.com).

## TICKETS & TRAVEL OFFICE

MWR Tickets & Travel is your source for discounted tickets for local sporting events, amusement parks, movie theaters, special events, area attractions, nearby ski resorts, and popular parks in the U.S., including Disney theme parks, Universal Studios, and Colonial Williamsburg. Travel services and references are available in the office. For more information please visit [NavyMWRBethesda.com](http://NavyMWRBethesda.com).



### CHILD DEVELOPMENT CENTERS (CDC)

Two CDCs located at NSA Bethesda provide full-time and hourly care (space available basis) for children 6 weeks through 5 years of age. Staff members provide personal attention, gentle guidance, and developmentally appropriate activities for children. The centers use “The Creative Curriculum” to guide staff in assessing and meeting each child’s intellectual, physical, social, creative and emotional needs. Children eligible for care at the Child and Youth Program are children of active duty military and Department of Defense civilians assigned to NSA Bethesda as well as other Washington, D.C. metro area military installations.

All facilities are licensed by the DoD and participate in the USDA’s Child and Adult Care Food Program (breakfasts, lunches and afternoon snacks). The CDCs are accredited by the National Association for the Education of Young Children.

Fees are based on total family income, which is verified by recent Leave and Earnings Statements (LES). Fees will not be pro-rated. Weeks that include a federal holiday are billed at the same rate. A \$100 registration fee is payable in advance and credited towards the first weekly payment. For more information, please call 301-400-1200. To register, visit [militarychildcare.com](http://militarychildcare.com).

### CDC I

**Location:**  
8700 Constitution Dr.,  
Bldg. 26

**Hours of Operation:**  
Weekdays: 0600-1800  
Weekends: Closed  
Federal Holidays: Closed

**Phone:** 301-295-0014

### CDC II

**Location:**  
8715 Constitution Dr.,  
Bldg. 87

**Hours of Operation:**  
Weekdays: 0600-1800  
Weekends: Closed  
Federal Holidays: Closed

**Phone:** 301-400-1200

*NOTE: The CDCs follow OPM guidance for operations during inclement weather.*

### AUSTIN’S PLAYROOM

Austin’s Playroom provides hourly child care to eligible patrons. Care is provided for children 6 weeks to 12 years old. Austin’s Playroom is sponsored by the Mario Lemieux Foundation and is managed by NSA Bethesda’s Child & Youth Programs.

**Location:**  
8715 Constitution Dr.,  
Bldg. 88

**Hours of Operation:**  
Weekdays: 0730-1700  
Weekends: Closed  
Federal Holidays: Closed

**Phone:** 301-400-0118



# MILITARY AND FAMILY SUPPORT CENTER



The Military and Family Support Center (MFSC) is here for all branches of service. The MFSC, located on the first floor in Bldg. 11, offers helpful programs and professional services to assist you in meeting the unique challenges of military life. Active duty military, wounded warriors, dependents, retirees, reservists, and DoD civilians (some exceptions may apply) are eligible to participate in programs. MFSC can be reached at 301-319-4087 or [usn.bethesda.nsabethesdamd.list.nnmc-ffsc@health.mil](mailto:usn.bethesda.nsabethesdamd.list.nnmc-ffsc@health.mil).

## VIRTUAL SUPPORT

All MFSC programs offer virtual support in addition to traditional, in-person services. If you prefer to access our services virtually, please contact us to discuss your needs and we will do everything we can to accommodate you.

## COMMAND TRAINING SUPPORT

Does your command need annual General Military Training (GMT)? The MFSC team will come to you and provide tailored, on-site training for your services members. Training units include Suicide Awareness, Sexual Assault Prevention and Response (SAPR),

Domestic Violence Prevention, Family Advocacy, Financial Planning, and specialized training to target the specific needs of your unit.

## COUNSELING AND ADVOCACY PROGRAM (CAP)

The Counseling and Advocacy Program (CAP) at MFSC consists of Clinical Counseling and the Family Advocacy Program (FAP). Clinical Counseling is individual, marriage, or family counseling provided by a licensed professional at no cost. The counseling is short-term, non-medical, and goal directed. MFSC counseling focuses on emotional reactions and situational difficulties such as depression, troubled relationships, or family issues which can result from deployments, separations, relocations, and other stresses common to military life. FAP is a proactive program providing for the education, prevention, and treatment of family violence. The FAP staff seek to prevent violence, abuse and neglect in families and intervene protecting vulnerable parties if it does occur. FAP Victim Advocate (FAP VA) services are also available.

## **CRISIS RESPONSE**

Crisis Response is the quick response provided for commands, personnel, and families when they are faced with crisis situations, ranging from sexual assault or loss of life to natural disaster, mass casualties, evacuation, repatriation, and mobilization or war. In the midst or aftermath of an incident, the MFSC provides command consultation, crisis intervention, coordination of support, resources and volunteers, 24-hour information and referral, critical incident stress debriefing, and follow-on counseling or referral services.

## **DEPLOYMENT SUPPORT**

The MFSC plays a key role in assisting service members and families before, during, and after deployment. The program is designed to help service members and their families successfully manage the challenges of deployment (separation and deployment) by helping them to better anticipate and understand the associated physical and emotional demand.

## **EXCEPTIONAL FAMILY MEMBER SUPPORT (EFMP)**

Families with special needs deserve special care. The EFMP Liaison ensures military families with chronic illness or disabilities can receive needed services. The MFSC offers assistance to service members and family members by finding resources for medical, counseling, and educational services, and respite care and support groups.

## **FAMILY EMPLOYMENT READINESS PROGRAM (FERP)**

Most military spouses work. It can be challenging to maintain a career while transferring to new duty stations with your service member. The goal of the FERP is to help you learn how to get a job and maintain a career as a military family member. Family employment specialists help family members make career decisions, develop employment search skills, assist with resume writing, career planning, networking, interviewing and provide civilian and federal employment information and resources.

## **INFORMATION AND REFERRAL (I&R)**

The I&R program is a one-stop referral center staffed

with trained specialists to help service members and their families locate and access services that they want and need within the local military and civilian community.

## **LIFE SKILLS EDUCATION**

The MFSC provides solution-oriented programs to expand knowledge and social skills to enhance self-esteem and interpersonal relations. Through individual and group sessions, Life Skills Educators provide anger management, couples communication, parenting, stress management, suicide awareness and prevention, conflict resolution, team building, and much more. Classes and training are offered on-site, at the MFSC, and at command locations upon request.

## **NAVY GOLD STAR PROGRAM**

This program exemplifies the Navy's long term commitment to families of fallen warriors by honoring the sacrifices of those service members who have lost their lives while serving on active duty — ensuring their parents, spouses and children remain part of the Navy family. The Gold Star Coordinator provides long-term survivor assistance support services and survivor advocacy through a coordinated community response. Gold Star Family reserved parking is available behind the MFSC.

## **NEW PARENT SUPPORT (NPS) HOME VISITATION**

This is a voluntary early intervention program for expecting and new parents. The key component is home visitation. It is designed to promote healthy family functioning, child development, and positive parent-child interactions. NPS specialists offer prenatal and postnatal education and support, developmental screening, and assistance in accessing military and community resources. NPS also offers infant massage workshops and family play groups.

## **OMBUDSMAN TRAINING AND SUPPORT**

Ombudsmen are Navy spouses designated by the commanding officer as a link to Navy families. MFSC assists Ombudsmen by providing ongoing training and support. You may also contact an Ombudsman seven days a week by calling the

Command Duty Office at 301-295-4611.

### **OUTREACH SERVICES**

Outreach Services are the relationship between the MFSC, commands, and their community. The MFSC assesses command and community needs, identifies specific needs and develops tailor-made programs to address command concerns, taking services directly to Sailors, Soldiers, Airmen, Marines, Wounded Warriors, Reservists and their families.

### **PERSONAL FINANCIAL PLANNING**

The MFSC provides financial education, training and individualized counseling with emphasis on long-term financial responsibility. Learn about budgeting, home and/or car buying, Thrift Savings and financial issues related to deployment. Financial counselors assist service and family members in developing spending plans and provide valuable financial planning information.

### **RELOCATION ASSISTANCE PROGRAM**

Whether you are expecting orders for an overseas tour or changing home ports, the MFSC can help service members and families prepare. Relocation specialists offer one-on-one assistance helping with information about personal property entitlements, travel pay and allowances, obtaining details about the new home port such as housing, cost of living, schools and child care opportunities. Relocation specialists can also assist with planning your overseas move, including passport and visa requirements.

### **SCHOOL LIAISON (SL)**

The SL serves as the liaison between the installation commander, military agencies, and schools by providing assistance in matters pertaining to student education. The SL makes recommendations in order to ensure military families have access to quality educational opportunities. The SL can assist parents and students with valuable information and assistance with relocation, both inbound and outbound. They provide information on local schools, curriculum, graduation requirements,

and referrals to various appropriate military and civilian agencies. The SL also assists home-schooled students with information on curriculum standards, issues, policies, and state requirements and much more.

### **SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)**

The SAPR program at NSA Bethesda is a Joint Services program. Victim response is available 24/7 regardless of service affiliation. The program provides crisis intervention, advocacy, and support for victims of sexual assault. SAPR aims to reduce the incidence of sexual assault through prevention, education and training. The MFSC provides ongoing training and support for senior leaders, SAPR Uniformed Victim Advocates and Administrative Uniformed Victim Advocates, and assists commands with the mandatory annual Sexual Assault Prevention GMTs. Contact the SAPR Office at 301-319-4087 or, after hours, at 301-442-2053. If you are a victim of sexual assault, call 301-442-8225 or the Safe Helpline 1-877-995-5247.

### **TRANSITION AND EMPLOYMENT SERVICES**

The Navy Transition Assistance Management Program offers comprehensive transition and employment services for all branches of service. Whether you are deciding your military career goals, retiring, or separating, the MFSC can assist with your transition from military life to the civilian world. Our trained transition professionals can assist with employment, resume writing, interview prep, benefits (current and veteran), relocation, job databases, job fair schedules, employer networking, hiring events, financial planning, individualized career assessments utilizing Myers-Briggs Type Indicator (MBTI) aptitude testing and much, much more. Are you separating or retiring from the military soon? The MFSC hosts Transition Assistance Program (TAP) seminars in partnership with the Department of Labor, Department of Veteran's Affairs, and other community partners.



# JOIN US ON SOCIAL MEDIA

 **Twitter:**  
**@nsabethesda**

 **Facebook:**  
**@nsabethesda**

 **Instagram:**  
**@nsabethesda**



**NAVAL SUPPORT ACTIVITY BETHESDA**

# NAVY EXCHANGE



The Navy Exchange (NEX) is a state-of-the-art facility boasting 150,000 square feet and a two-story parking garage with four different entrances to make your shopping experience more convenient. The NEX offers a food court as well as a salon and barber shop, optical shop, package store, Navy Federal Credit Union and a full-service pharmacy.

The NEX at Bethesda is an eco-friendly Gold LEED building offering the best brands and the best prices to eligible beneficiaries. NEX is open Monday through Sunday. For more information, call 240-743-4200. Shop online 24/7 at [mynavyexchange.com](http://mynavyexchange.com).

## NAVY EXCHANGE UNIFORM SHOP

The Navy Exchange Uniform and Tailor Shop are located in the NEX. The Uniform Shop offers uniforms for all armed forces branches and the U.S. Public Health Service. The professional team of sales associates and tailors provide quality services for all your uniform requirements and tailoring needs. For more information, call 240-743-4702.

## Hours of Operation:

Main Exchange  
Mon-Sat: 0900-1900  
Sun: 1000-1900

Food Court  
Daily: 0900-1800

Quick Mart  
Mon-Fri: 0600-2000  
Sat: 1000-2000  
Sun: 1000-2000

Gas Station  
(Pumps Only)  
Sat-Sun: 24/7

## NAVY FEDERAL CREDIT UNION (NFCU)

Located on Main Street and at NEX Bethesda, NFCU offers a complete range of services and products with worldwide locations. NFCU staff members are ready to assist you with all your financial needs. Twenty-four hour NFCU ATMs are located at Main Street and the Navy Exchange. There is a cash dispenser at USU which works just like an ATM but does not accept deposits. NFCU is open Monday through Friday, 0730 to 1600. For more information, visit: [www.navyfcu.org](http://www.navyfcu.org)

# ADDITIONAL SERVICES

## PASTORAL CARE AT WALTER REED BETHESDA

We offer confidential spiritual care, consultation, and education to patients, families, staff, and students to promote dignity and enhance resilience and mission readiness.

When you or a loved one is ill or undergoing a medical procedure, you may find strength in sharing your concerns with a chaplain. Confidential, compassionate spiritual and emotional support is available to everyone who wants it, including people of all faiths and those without a religious affiliation. Our team of multi-faith chaplains, contract clergy, volunteers and enlisted support staff are ready to assist you 24/7.

For more information, call 301-295-1510, visit [walterreed.tricare.mil/Patient-Resources/Pastoral-Care](http://walterreed.tricare.mil/Patient-Resources/Pastoral-Care), or join the Walter Reed Bethesda Pastoral Care public group on Facebook.



## POST OFFICE AND POSTAL OPERATIONS

The U.S. Postal Service is located on Main Street, next to Postal Operations (military mailroom), Room 1432. Postal Operations acts as the consolidating point for all official mail processing and distribution for NSA Bethesda and tenant commands as well as personal mail delivery for barrack quarters residents. Express Mail Services are provided for official mail only. Hours are Monday through Friday, 0830 to 1500.

# MISSION PARTNERS AND ACTIVITIES



## ARMED SERVICES BLOOD PROGRAM (ASBP)

Since 1962, the ASBP has served as the sole provider of blood and blood products for the U.S. military. As a tri-service organization, the ASBP collects, processes, stores and distributes lifesaving blood to Soldiers, Sailors, Airmen, Marines, veterans and their families across the globe during both peace and war. There are more than 20 ASBP blood donor centers on military installations worldwide, including NSA Bethesda. The Armed Services Blood Bank Center (ASBBC) at WRNMMC collects both whole blood and platelet donations Monday through Friday.

For more information about donating, call a Blood Donor Recruiter at 301-295-1737, option 7. Blood and platelet donations can be made Monday-Friday at the WRNMMC Apheresis Donor Center in the Arrowhead Zone, Bldg. 9, Rm. 1671. To schedule an appointment to donate, visit [www.militarydonor.com](http://www.militarydonor.com) or call a Blood Donor Recruiter at (301) 295-2104.

Check out all the ASBP events in the NCR, see

more photos or get the latest news by following ASBP National Capital Region on Facebook and @militaryblood on Twitter, Flickr, YouTube and Pinterest.

## DEERS/ID Card Office

The DEERS/ID Card office at NSA Bethesda serves eligible DoD and DoD dependent ID card holders with issuance, renewal, and PIN reset of Common Access Cards (CAC). For expedited service, customers are strongly encouraged to make an appointment at the link below. Walk-ins are available on a first come, first served basis. Monday through Friday, between the hours of 0730 and 1600. The office is located in Bldg. 17 on Taylor Road and is closed on weekends, Federal holidays, and during OPM-directed closures (e.g., inclement weather events).

Appointment scheduling online:

<https://idco.dmdc.osd.mil/idco>

Hours: 0730 to 1600, Monday through Friday. *Closed weekends, Federal holidays, and during OPM-directed closures.*

For more information, call 301-295-0103 or 301-295-0127.

## ARMY MILITARY PAY OFFICE (AMPO)

AMPO consists of several departments: In/Out Processing, Military Pay, Military Pay Review, Separations and Wounded Warrior Pay. These departments provide comprehensive Military Pay support to all Army Soldiers assigned to the installation. The office promotes readiness through accurate and timely payments to Active and Reserve Component Soldiers. AMPO also resolves pay related inquiries with the utilization of unit PACs/S1s.

The AMPO mission is to provide exceptional customer service to Soldiers and family members by delivering prompt military pay support and accurately managing accounts. The AMPO phone number is 301-400-1066/67.

## MILITARY PERSONNEL DIVISION (MPD)

MPD is a proud member of Installation Management Command and is supported through the U.S. Army Garrison Fort Detrick, Directorate of Human Resources. Our mission is to ensure the full spectrum of military human resources programs, services and systems are professionally executed to support the readiness, mission, and well-being of Army Organizations and Soldiers (Active, Guard, and Reserve) located at NSA Bethesda, and the Forest Glen Annex. Services provided are in coordination with Unit S1s and include: Personnel Reassignments, In/Out Processing, Personnel Actions, Promotions, and Transition Services. We are located in Tranquility Hall (Bldg. 62) and our hours of operation are Monday to Thursday, 0800-1600, and Friday, 1300-1600.

## NAVAL CRIMINAL INVESTIGATIVE SERVICE (NCIS)

Naval Criminal Investigative Service (NCIS) investigates felony crimes, prevents terrorism, and protects secrets within the Department of the Navy. The agency is unique among U. S. military criminal investigation organizations in that it is overwhelmingly civilian and headed by civilian law enforcement professionals who report directly to the Secretary of the Navy. NCIS special agents assigned to NCIS Resident Unit Bethesda are responsible for investigating felony crimes that occur on the installation, as well as crimes affecting Navy and Marine Corps personnel throughout Maryland's Montgomery, Frederick, and Howard counties. NCIS can be reached at 301-295-0570.



## NAVY BLOODBORNE INFECTION MANAGEMENT CENTER (NBIMC)

NBMIC provides leadership and expertise to ensure mission readiness and support to the National Military Strategy. NBIMC oversees the administration and assists in the development of policies concerning HIV, Hepatitis C, and Hepatitis B screening for the Department of the Navy as directed by the Bureau of Medicine and Surgery for the Bureau of Naval Personnel. The program is centrally managed under (DoDI) 6485 and



SECNAVINST 5300.30. NBIMC also supports the Department of Navy and Marine Corps in matters related to medical readiness, infectious disease testing and oversight, testing data interpretation and validation, HIV evaluation and treatment units and official notifications. Visit us at: [go.usa.gov/xn2Ay](http://go.usa.gov/xn2Ay)



## NAVAL DOSIMETRY CENTER

The Naval Dosimetry Center provides centralized radiation dosimetry processing, calibration, and consultation services to more than 200 Navy and Marine Corps commands, other DoD commands, and several government agencies (e.g., U.S. Department of Commerce and the U.S. Capitol) by monitoring personnel

occupationally exposed to ionizing radiation. The center can process over 40,000 dosimeters per month, making it one of the largest dosimetry processors in the world. The Center also maintains a repository that contains exposure histories for over 800,000 personnel occupationally exposed to naval radiation sources since 1947. In addition, the center maintains an In-Vivo Gamma Spectroscopy facility for monitoring internal radioactivity in personnel.

### **NAVY MEDICAL RESEARCH CENTER (NMRC)**

Navy Medicine's research and development laboratories are engaged in a broad spectrum of activity, from basic science in the laboratory to field studies at sites in remote areas of the world to operational environments with the goal of delivering high value, high impact research products to support and protect today's deployed warfighters. At the same time, researchers are looking to the readiness and well-being of future forces. The diverse capabilities and the geographical locations of the laboratories reflect the broad mission and vision of Navy medicine's research and development enterprise. With a cadre of scientific leadership and technical expertise focusing on force health protection and enhancing deployment readiness, research teams represent years of experience in science, medicine, and the military. In support of the Navy, Marine Corps, and joint U.S. warfighters, researchers study infectious diseases; biological warfare detection and defense; combat casualty care; environment health concerns; bone marrow research and registry; aerospace and undersea medicine; medical modeling, simulation and operational mission support; and epidemiology and behavioral sciences. NMRC is the headquarters for Navy medicine's research and development enterprises that includes the NMRC laboratory, Silver Spring, Md.; Naval Health Research Center, San Diego, Calif.; NAMRU-Dayton, Dayton, Ohio; Naval Submarine Medical Research Laboratory, Groton, Conn.; NAMRU-San Antonio, San Antonio, Texas; and overseas at NMRC-Asia, Singapore;

NAMRU-3 Cairo; and NAMRU-6, Peru. NMRC's mission is to conduct health and medical research, development, testing, evaluation and surveillance to enhance deployment readiness of DoD personnel worldwide.



### **NAVAL MEDICAL LEADER AND PROFESSIONAL DEVELOPMENT COMMAND (NMLPDC)**

The Naval Medical Leader and Professional Development Command (NML&PDC) mission is to develop leaders and their professional careers through a robust portfolio of leadership and professional development products and services that maximize operational readiness through acquisition of state-of-the-art knowledge, skills, and abilities spanning the entirety of the member's career.

A critical enabler of the Navy Medicine Human Capital Strategy, NML&PDC is the cornerstone of Navy Medicine's professional training, leadership development, pipeline talent management, and education mission, maintaining collaborative relationships with more than 300 military and civilian higher learning institutions while annually supporting 3,000 uniformed services, federal civilian, and allied foreign military members.

NML&PDC manages Navy Medicine's continuum of Graduate Professional and Medical Education Programs, including annual oversight of 1,500 Medical Department Officers in graduate professional education opportunities at military and civilian learning institutions throughout the U.S. NML&PDC offers 17 professional development and leadership courses annually to over 2,000 U.S. and partner-nation military medical personnel globally in the classroom, field settings, and online to optimize opportunities for medical department personnel to develop critical skills and capabilities throughout their careers. Developing and sustaining essential skills in

support of operational requirements, NML&PDC's portfolio includes supporting graduate and postgraduate medical education; continuing education certification; management of multiple enlisted to officer medical commissioning programs; reimbursement for board certification and cutting edge research.

In addition, NML&PDC's Leadership Academy prepares both officer and enlisted members to effectively address existing and future challenges through a variety of programs and products. Understanding the importance of effective information capture, packaging and transfer in producing highly effective professionals and leaders, NML&PDC's Visual Information Directorate offers a variety of capabilities to our customers including media production, media services, medical graphic arts, medical photography and project management support services. As the only DoD-centralized site for postgraduate dental education and a unique capability within the NML&PDC enterprise,

the Naval Postgraduate Dental School (NPDS) delivers specialty training to prepare dentists for worldwide assignments supporting the warfighter. NPDS specialty training programs are fully accredited by the Commission on Dental Accreditation and graduate between 20-25 highly skilled dental officers annually.

NPDS also offers 36 continuing dental education courses to U.S. federal and foreign military dental providers both onsite and virtually, building and sustaining state-of-the-art dental skills practice within the Military Health System.

To support the Joint Force with highly trained opticians, NML&PDC's Tri-Service Optician School (TOPS) prepares enlisted medical department personnel to meet demanding operational requirements directly contributing to Force health. For more information about NML&PDC, visit us online at <https://www.med.navy.mil/Naval-Medical-Leadership-and-Professional-Development-Command> or follow us on Facebook.





## NAVY MEDICINE READINESS & TRAINING COMMAND (NMRTC)

On May 24, 2019 Navy Medicine Readiness and Training Command Bethesda became the Navy's first standalone NMRTC, setting the standard for future NMRTC units to follow. The command manages five local Unit Identification Code (UIC) groups consisting of about 800 enlisted sailors in 37 different rates, the vast majority being Hospital Corpsmen. Additionally, the command supports about 500 officers across Medical, Dental, Nurse, and Medical Service Corps.

NMRTC's mission and metrics are reported to Naval Medical Forces Atlantic (NMFL) weekly. Key performance indicators in areas of medical, dental, and operational readiness are leveraged by the NMRTC Bethesda Triad and developed via eight Directors in Administration, Expeditionary Medicine, Resource Management, Force Development, Navy Warrior Transition Company, Platform Support, Warfighter Optimization, and Reserve Integration.

Since its launch, NMRTC Bethesda has mobilized more than 500 sailors to hundreds of missions culminating in half-a-million hours downrange. Several of these operational duties included deployment of USNS Comfort to New York City, and Medical Response Teams (MRT) to Texas, Louisiana, Montana, and New York along with a handful of missions to CENTCOM and other military treatment facilities (MTF) for support. Additionally, NMRTC Bethesda provides direct support to at least



28 mobilization platforms including Expeditionary Medical Facilities (EMF) and ships. The outstanding performance of all NMRTC sailors has led to at least 1,400 Joint and Navy and Marine Corps personnel/unit awards, representing everyone's hard work and dedication.

NMRTC Bethesda is committed to supporting the mission of Walter Reed National Military Medical Center (WRNMMC) by providing high quality administrative and other Navy-specific support services for Sailors assigned to WRNMMC.

### OFFICE CONTACT NUMBERS:

NMRTC Front Desk: 301-400-3859

NMRTC CDO: 301-547-1161

Operational Forces Medical Liaison Services (OFMLS): 202-255-3391

### NMRTC FACEBOOK PAGE LINK:

[www.facebook.com/NMRTCBethesda](http://www.facebook.com/NMRTCBethesda)

### NMRTC new check-ins:

Sailors reporting for duty report directly to NMRTC's front desk in Bldg.17A or, if after hours, the Quarterdeck in Bldg. 10 in the uniform of the day. Contact the NMRTC CDO at 301-547-1161.

All check-in procedures are coordinated by Command Pay/Personnel Administrators (CPPA). CPPAs serve as liaisons between WRNMMC and the designated processing centers at Personnel Support Detachment (PSD) Norfolk and Travel Processing Center (TPC) Memphis.



## Healing Our Nation's Heroes

Committed to excellence, Walter Reed National Military Medical Center (WRNMMC) is proud to be an American College of Surgeons Verified Level II Trauma Center, as well as home to the John P. Murtha Cancer Center of Excellence, the National Intrepid Center of Excellence, and the largest Military Advanced Training Center (MATC) in the DoD.

WRNMMC is co-located with the Uniformed Services University of the Health Sciences and the National Institutes of Health, and is an integral member of the National Capital Consortium, which sponsors 66 Graduate Medical Education programs with more than 700 trainees. WRNMMC helps train more than 1/3 of MHS military providers, boasts a 98% first-time board certification pass rate, and supports 20 allied health training programs.

WRNMMC's Patient and Family Centered Medical Home care model continues to allow patients to take charge of their health. Family centered care is vital to the healing process for wounded warriors. From the moment a wounded warrior and their loved ones arrive, and throughout their recovery and follow-up care, a number of clinical therapies, lodging, transportation, resources and programs are available to help ease their stay and transition.



# The Flagship of Military Medicine



Walter Reed National Military Medical Center (WRNMMC) is the world's largest joint military medical center with nearly 7,000 active duty military, civil service employees, contractors and volunteers. WRNMMC is also the premier military academic health center supporting 70 education and training programs for clinical, dental and allied health fields. We align our strategic focus areas to the Military Health System (MHS) Quadruple Aim by focusing on better health, better care, improved readiness and lower costs.

During its 80-year history, the medical center has undergone several transformations. Originally called the Naval Medical Center, the hospital was designed to hold 1,200 beds. By its dedication on August 31, 1942, the number of casualties returning from battle during World War II was so numerous that makeshift wards were constructed to accommodate the injured receiving care. At the end of the war, several temporary buildings were added for more than 2,400 wounded American sailors and marines.

Two major renovation and construction projects occurred in the 1960s and 70s replacing the temporary structures with permanent buildings. Two more buildings were later constructed adding more than 880,000 square feet of space. This expansion made the medical center one of the largest medical facilities in the country.

The Base Realignment and Closure Act of 2005 resulted

During its  
**80-year history,**  
THE MEDICAL CENTER HAS  
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TRANSFORMATIONS.

in the integration of Walter Reed Army Medical Center (WRAMC) and National Naval Medical Center (NNMC) to form Walter Reed National Military Medical Center (WRNMMC). This transformation added a new emergency and trauma center, and an outpatient medical services wing. Over the next several years, our medical center will undergo another significant transformation, as we remove and replace outdated portions of the facility while remaining fully functional and continuing to provide safe and quality care. The Medical Center Addition and Alterations (MCAA) Project is a multi-phased plan that involves significant renovations to two buildings, and replacing nearly one-third of our medical center with two new buildings featuring:

- Patient-centered amenities
- Family-centered patient rooms
- Consolidated women's health services
- MRI suite
- Increased inpatient physical and occupational therapy treatment facilities
- Expanded education and training space

Despite the ever-changing landscape, WRNMMC remains committed to providing the best and safest care possible to all of our beneficiaries while continuing to focus on the readiness of our military members and medical teams supporting our warfighters and nation.



**WRNMMC is the  
world's largest  
joint military medical center**  
Nearly 7,000 active duty military, civil service,  
employees, contractors and volunteers

# Beneficiary Support

## HEALTHCARE RESOLUTIONS PROGRAM

The Healthcare Resolutions Program is designed to resolve complex health care disputes, issues or concerns following unanticipated/adverse outcomes of care or quality of care issues. Value of transparency in medicine as well as appropriate apology/acknowledgment are critical to restoring trust in the organization, enhancing the patient/provider bond and creating an environment of healing relationships and learning. Interventions are with patients and providers.

The program ensures a fair resolution process for all involved parties. The emphasis of the program is “doing the right thing” when there are unanticipated adverse outcomes of care. The Healthcare Resolutions Program promotes an environment of transparency in which unexpected results of care, treatment and services are openly and honestly disclosed, where system vulnerabilities are recognized and a commitment is made to process improvements. The Healthcare Resolutions Specialist is involved with patients and providers starting at the time of service delivery with typical interventions

surrounding documented or perceived medical errors, unanticipated outcomes, sentinel events, expected or unexpected deaths and dissatisfaction with care or quality of care received, etc. Peer Support services are also ensured for providers involved in unanticipated/adverse outcomes of care with a recognition of the devastation providers may experience following adverse events.

Early intervention is critical in the achievement of meaningful resolutions. This service is available to all beneficiaries and providers, to promote high reliability within the organization. For additional information, call: 301-295-5434.

## PATIENT ADVOCACY

The Patient Relations Department’s Patient Advocates help patients, family members and visitors better understand medical center services, policies and other issues relating to the delivery of health care and medical staff interactions. Patient Advocates are problem-solvers who are able to address issues that may prevent patient access to care or services, or those that may cause patient frustration.



## CUSTOMER SERVICE

The Patient Relations Department administers Customer Service and Patient Experience Training, Customer Service Advocacy Training, and Medical Support Assistants (MSA) Professional Development. Additionally, the Patient Relations Department review and conduct analysis of patient feedback and DoD Patient Satisfaction reporting. To request and schedule training for your staff, please call 301-295-0156.

## EMERGENCY MANAGEMENT (EM)

WRNMMC's Department of Emergency Management (EM) ensures continuous readiness through all-hazards staff training, exercise design and execution, contingency planning and policy development. WRNMMC's EM program areas consist of plans, training and exercises; Hospital Decontamination Operations; National Disaster Medical System (NDMS)/ Federal Coordinating Center (FCC) Operations; contingency resources; and hospital Command Center Operations.

## COMMAND COMMUNICATIONS (PUBLIC AFFAIRS AND STRATEGIC COMMUNICATIONS)

The Office of Command Communications (OCC) informs stakeholders about WRNMMC clinical excellence in providing multi-disciplinary complex care and innovative research and education that saves lives on and off the battlefield. The OCC supports command events, manages the public website and social media platforms, coordinates and facilitates media coverage of the medical center, supports patient education initiatives, provides brand management, and supports internal and external communications. For more about public affairs support, please call 301-295-5727, or email [dha.bethesda.j-11.mbx.wrn-m-pao@health.mil](mailto:dha.bethesda.j-11.mbx.wrn-m-pao@health.mil). For internal strategic communications support, please call 301-400-0012 or email [dha.bethesda.wrnmmc.mbx.stratcom@health.mil](mailto:dha.bethesda.wrnmmc.mbx.stratcom@health.mil).

## MURTHA CANCER CENTER (MCC)

The Murtha Cancer Center (MCC), named for former Pennsylvania Congressman John P. Murtha — a longtime supporter of America's armed forces and an advocate for cancer screening, prevention



and treatment in the military health system — is the only Center of Excellence in Cancer Care in the Department of Defense. The MCC is located in the America Building, with outlying partner laboratories in Rockville, Md.; Windber, Pa.; and Fairfax, Va. The MCC is the multi-disciplinary hub made up of the core elements affecting cancer care and delivery as well as prevention and screening at WRNMMC. The main elements of the MCC include Medical Oncology, Center for Prostate Disease Research, Gynecological (GYN) Cancer Center of Excellence, Breast Care and Imaging Center, Surgical Oncology, Pediatrics Hematology and Oncology, Radiation, Cancer Genetics, Orthopaedic Oncology, Urologic Oncology and Dermatologic Oncology. In addition, the MCC has close affiliations and alliances with the Uniformed Services University of the Health Sciences (USUHS), as well as the National Cancer Institute. The MCC has been awarded the highest accreditation level available for cancer centers by the Commission on Cancer (CoC) of ACS, which is an Academic Comprehensive Cancer Center, signifying the excellence and quality of the Murtha

# Clinical Care

Cancer Center. For additional information, please call: 301-400-1477.

## EXECUTIVE MEDICINE

WRNMMC's Executive Medicine service brings premier medical care to our nation's leaders, ensuring availability, flexibility, security, and confidentiality at all times. These leaders include members of the U.S. Congress, U.S. Supreme Court Justices, and Flag-level officers. Executive Medicine also provides care for other authorized government officials, beneficiaries, foreign military, and embassy personnel designated by the military secretaries and the Secretary of Defense.

## PAIN MANAGEMENT PROGRAMS

Health care providers across the National Capital Region (NCR) can access advice, education, and formal consultations through our subspecialty pain clinics and pain programs described in this guide. Inpatient and outpatient pain services are available at Walter Reed National Military Medical Center and Fort Belvoir Community Hospital; outpatient services are available at Kimbrough Ambulatory Care Center at Fort Meade, Md.

## NATIONAL CAPITAL REGION PAIN INITIATIVE (NCRPI)

The NCRPI includes systems to improve access to interdisciplinary pain care for all beneficiaries presenting with chronic pain and related comorbidities across the NCR Market. The initiative improves access to additional integrative and alternative pain modalities and establishes a palliative care program.

Education and training is a key component of the NCRPI for staff, providers, patients and families. The program leverages tele-health technologies to bring increased access to care for pain management. The program utilizes in person and tele-education technologies to deliver pain, addiction and integrative medicine webinars and a number of other educational opportunities to make pain information more accessible across the NCR Market and beyond.

Tele-pain management utilizes videoconferencing technology for treatment of pain and related conditions. Patients have individual virtual initial visits and follow-ups with members of the Walter Reed Pain Team (pain physician and physician assistant, pain health psychologist, social worker, art therapist, integrative medicine physician, and nurse). In-home appointments are available for patients via MHS Video Connect. Patients no longer have to travel to Walter Reed National Military Medical Center for initial consults or follow-up appointments. Holistic and integrative approaches including behavioral and physical modalities are considered for individual sessions, including NCRPI's Art Therapy for Pain Group and Movement and Meditation Group. Procedures are still performed at the pain clinic when indicated. This increases access to pain care services and decreases significant travel time for patients. Our staff offers a walk through for all patients on the IT platform.

Annual Pain Care Skills Training (PCST), is an in-person, hands-on training provided to health care providers and allied health care professions looking to expand their knowledge and skills to better treat pain.

The Annual Substance Use Disorder Symposium is dedicated to addressing the abuse of both prescription and nonprescription opioids — which has become a national crisis — and other substances. This symposium is designed to help clinicians and health care teams prevent, identify, and treat substance use disorders as it requires a multifaceted approach including education, research, intervention and clinical care.

These enhancements to our existing pain programs ensure a coordinated effort across the NCR Market, and optimal care of our patients to include improvements in pain and function. The NCRPI is in line with the command's Aim Points of Better Care, Better Health, Lower Cost and Increasing Readiness.

# National Intrepid Center of Excellence



The National Intrepid Center of Excellence (NICoE) Directorate at Walter Reed National Military Medical Center (WRNMMC) is dedicated to improving the lives of service members and families impacted with traumatic brain injury (TBI) and associated health conditions. With a vision to become a leader in TBI care, research, and education, the NICoE utilizes a holistic, interdisciplinary, and integrated treatment approach that allows patients to experience a full spectrum of TBI care.

The NICoE is part of the Defense Intrepid (DI) Network for TBI and Brain Health, a global leader for the treatment of TBI and associated conditions for the Department of Defense (DoD). The DI Network is comprised of 11 sites—the NICoE and 10 Intrepid Spirit Centers (ISCs)—across the Military Health System (MHS). The hallmark of the DI Network is the use of an interdisciplinary care model.

## CARE

The NICoE's clinical operations are comprised of five main elements:

1. Intensive Outpatient Program (IOP) – A four-week program using tailored treatment plans created with patient, family, and provider input that focus on the mind, body, and spirit. Patients learn self-management skills to increase resilience, manage symptoms, and enhance their well-being long-term.
2. TBI Outpatient Services – Diagnostic evaluation, treatment, diagnoses, and follow-up care for TBI of all severities. Patients work with providers and case managers to get personalized outpatient rehabilitation services, symptom management, and treatment plans.
3. Brain Fitness Center (BFC) – Patients and family members use computer-based brain training and biofeedback programs as an adjunct to cognitive rehabilitation or for enhanced mental performance.

4. TBI Inpatient Consultation Services – The NICoE provides inpatient consultation services for MEDEVAC and Acquired Brain Injury (ABI) at WRNMMC.
5. Advanced Diagnostics and Imaging – 3-Tesla Magnetic Resonance Imaging (3T MRI); Positron Emission Tomography-Computed Tomography (PET/CT); Magnetoencephalography (MEG); Computer-Assisted Rehabilitation Environment (CAREN); and, Transcranial Magnetic Stimulation (TMS).

## RESEARCH

The NICoE's research goal is to contribute to force readiness by sharpening our understanding of the effects of TBI on service members and their families and to develop precise and effective treatments that can be shared across the MHS. NICoE researchers support more than 20 Institutional Review Board (IRB) approved research protocols that involve a range of collaborators across federal agencies, nonprofit organizations, and academia.

## EDUCATION

The NICoE's education goal is to enhance knowledge of diagnosis, treatment, and research of TBI and associated health conditions within the NICoE, the MHS, and the global community. To achieve this goal, the NICoE offers TBI education courses through the clinic for both patients and families, including one-on-one sessions, TBI basics classes, and additional family-centered resources. The NICoE also provides educational opportunities on research and clinical best practices that support TBI understanding and recovery for medical professionals, researchers, students, and staff.. Educating clinicians and researchers allows the NICoE to influence care within the MHS and civilian sectors, nationally and internationally.

## CONTACT US

Mailing address:

4860 South Palmer Rd (Building 51)

Bethesda, MD 20889-5649

General Inquiries: 301-319-3600

NICoE Clinic (M-F, 0700-1600): 301-319-3710

Referrals: [dha.bethesda.wrnmmc.list.wrnmmicoereferral@health.mil](mailto:dha.bethesda.wrnmmc.list.wrnmmicoereferral@health.mil)

Twitter: @NICoEPage

# Research, Education & Training



## **DEPARTMENT OF RESEARCH PROGRAMS (DRP)**

Located in Building 17B, the DRP promotes military medical research and protects those who serve as human participants. Reach us at 301-295-8239 at [dha.bethesda.j-11.list.drpladership@mail.mil](mailto:dha.bethesda.j-11.list.drpladership@mail.mil). Our research support includes the following:

### **Protocol analysts**

Analysts assist with navigating the online system for research protocols, the Electronic Institutional Review Board (EIRB). Our analysts also provide counsel on how to develop a protocol, conduct a study, and protect human subjects.

### **Biostatisticians**

Statisticians provide assistance in designing your study, plan your sample size, analyze your data, and create publication-ready figures. Our staff can also lead statistics and research classes.

### **Business Office**

The Business Office provides assistance with grant writing, technology transfer, the patent process, and agreements with collaborators.

### **Institutional Review Board**

DRP supports the work of the Institutional Review Board (IRB), which reviews most research with human participants that takes place at the hospital and allied institutions.

### **Human Research Protections Program**

The Human Research Protections program manager is the “go-to” person for questions about research ethics. Send your questions to [dha.bethesda.j-11.list.drpladership@health.mil](mailto:dha.bethesda.j-11.list.drpladership@health.mil).

### **Post-Approval Compliance**

Our research compliance and quality assurance auditors ensure that researcher’s practices match regulations that protect our human participants.

## **Research Education**

Our team supports online research training, hosts outreach events, and produces a monthly newsletter.

## **Biomedical Research Laboratory**

The Biomedical Research Laboratory (BRL) supports research through lab assays, DNA analysis, metabolite measurement, and advanced equipment. The BRL staff is available to assist you with your project.

## **HOSPITAL EDUCATION AND TRAINING (H.E.A.T.)**

H.E.A.T. offers training programs and services, including:

- Allied Health Training Program
- Army Medic and Hospital Corpsman Training
- Contingency Training
- Continuing Education (CME, CNE)
- Developing an Outward Mindset (Arbinger)
- Emergency and Tactical Medicine Training (TCCC, 68W Sustainment, HMSB, EMT, and EMT Refresher)
- Health Professions Education (Psychiatric/ Behavioral Health Nurse Course, Licensed Practical Nurse Course)
- Leadership Academy
- Nursing Professional Development (Charge Nurse Course, Nurse Preceptor Course, Joint Enlisted Medication Administration Course, and Trauma Nursing Core Course)
- Navy Operational Medicine (Combat Casualty Care Course – C4)
- Medical Center Orientation, Nursing Orientation, HIPAA, Annual Required Training, and General Military Training
- ALS, BLS, & PALS
- Room Reservation Management
- Staff Professional Development Training
- TeamSTEPPS and Patient Centered Caring Communication Initiative (PCCCI)

## **DARNALL MEDICAL LIBRARY (DML)**

The DML team supports quality healthcare by linking providers to accurate medical information in a timely manner. Our clinical librarians attend morning report, noon conference, rounds, answer clinical questions at the point of care, and train residents & providers in searching the medical literature.

The DML is also home to a biomedical research librarian supporting research. Our medical reference librarian leads the team covering our online chat service and responds to incoming queries. Many library services are available online, including classes, article retrieval, and interlibrary loan. DML content, including 3,600 eBooks and 7,000 eJournals can be accessed at <http://wrnmmc.libguides.com>. This site also provides access to databases and 50 portals, organized by specialty. For further information, call 301-295-1184/5 or email [dha.bethesda.j-11.list.wrn-library@health.mil](mailto:dha.bethesda.j-11.list.wrn-library@health.mil). Print books and WRB staff computers are located in Building 1, Room 3458. WRNMMC staff can request that their CAC be activated for 24-hour access to the library.

### GRADUATE EDUCATION AND RESEARCH

WRNMMC is the largest, tri-service center for Graduate Medical Education (GME) in the DoD, encompassing more than 700 physicians in training, 1,200 clinical faculty and 50 programs representing virtually every specialty in medicine with some recognized among the finest nationwide. These programs last anywhere from one to seven years and are supported by in-depth exposure to all major medical areas.

Most of the interns, residents and fellows who make up our trainees have been competitively selected from either the Health Professions Scholarship Program as graduates from some of the finest civilian medical



schools in the country or from our own military medical school, the USU, co-located at NSA Bethesda. The faculty, likewise, are chosen specifically for their teaching interests, clinical skills and diversity of experiences, and both faculty and residents are actively involved in medical research with extensive publications in major medical journals and academic presentations routinely performed both nationally and internationally. WRNMMC's programs prepare participants not only for board eligibility and certification, but to be leaders in military medicine. The programs are all accredited by the Accreditation Council for GME or by specialty specific accrediting bodies. In addition, WRNMMC supports 20 allied and dental health training programs in areas as diverse as clinical psychology, social work, dietetics, physical therapy, and audiology, to military unique programs such as the General Dental Practice Residency Program.

The overwhelming majority of our graduate education programs at WRNMMC are part of the National Capital Consortium, which, in addition to the USU, includes Fort Belvoir Community Hospital and the Air Force Malcolm Grow Medical Clinics and Surgery Center. As part of our close alignment with the USU, all of our GME trainees work closely with medical students through the provision of teaching, clinical supervision and research collaboration. In addition, training affiliations with a number of healthcare organizations throughout the greater Washington, D.C. area, such as the National Institutes of Health, Children's National Medical Center, the Veterans Affairs Hospital of D.C., Inova Fairfax Hospital, Washington Hospital Center and others, allow our trainees an unmatched diversity of clinical experiences.

As the premier postgraduate dental institution in the world, the Naval Postgraduate Dental School (NPDS) applies special dental education and experience in support of the Navy's mission. NPDS also conducts mission relevant dental research and promotes prevention and control of dental disease. For more information about our graduate programs, call WRNMMC's Office of Graduate Education at 301-295-4397, 301-319-8278/8373.



## ***How do I contact WRNMMC for general information?***

For general WRNMMC information, call 301-295-4000. You may also call the Command Duty Office (CDO) desk: 301-295-4611. During non-duty hours the general hospital information telephone is transferred to the CDO desk.

## ***Where is patient parking?***

The America Garage (Bldg. 63) and Arrowhead Garage (Bldg. 55) are dedicated for patient use. Please note, non-patient visitor parking is very limited and public transportation is encouraged.

## ***How can I donate items to patients, or visit or host an event for the Wounded, Ill and Injured Service Members?***

Please use the following 360 HERO Call Center contact information to initiate consideration of your unsolicited donation, visit, or event:

Toll Free: 855-360-HERO (4376)

Email: [dha.bethesda.ncr-medical.list.wrnm-360-hero@health.mil](mailto:dha.bethesda.ncr-medical.list.wrnm-360-hero@health.mil)

You can donate items through the American Red Cross. Please contact our American Red Cross office at 301-295-1538 for more information.

## ***Where can I get my Identification Card (ID) or renew a military ID card?***

The DEERS ID card office is located in Bldg. 17 on the 1st floor.

## ***Who do I contact if I have a comment, question, or concern about my care?***

If you have any questions, comments, or concerns, please contact the Patient Relations Office at 301-295-0156.

## ***My loved one is a patient at WRNMMC. How can I contact them?***

If you are trying to reach a loved one at WRNMMC, please call admissions at 301-295-

2126. The staff will verify the patient is here and help you contact them. Please note, patient information can only be released if the patient or their next of kin has signed a release of information form.

## ***What should I do if there is inclement weather?***

In the interest of the safety and welfare of our patients, visitors, and staff, WRNMMC's clinics and offices may close due to inclement weather. There may also be a delay in opening of clinics and offices, or clinics may need to close early due to weather conditions.

If you have a scheduled appointment during extreme weather conditions, please call ahead to verify that the clinic is open.

WRNMMC emergency services and inpatient services are always open regardless of weather conditions.

## ***How will I know the hospital's operating status?***

- <https://walterreed.tricare.mil>
- Hospital Status Line – 301-319-8707
- Hospital Operator – 301-295-4000
- OPM Status Line – 202-606-1900
- WRNMMC's social media:
  - [facebook.com/WRBethesda](https://www.facebook.com/WRBethesda)
  - [twitter.com/WRBethesda](https://twitter.com/WRBethesda)
- Local television and radio stations

## ***When is the hospital operating status published?***

Changes to the hospital operating status are updated by 0500 on our public website and our social media sites. In case of potential delayed opening status and appointment cancellations, patients with early morning appointments or scheduled elective surgeries are encouraged to call ahead or check the website before departing their residence.



## TRICARE

TRICARE is the health care program for all eight uniformed services including Army, Navy, Marine Corps, Air Force, Coast Guard, Space Force, Public Health Service and National Oceanic and Atmospheric Administration. TRICARE offers several health care options including:

- TRICARE Prime ®
- TRICARE Select ®
- TRICARE For Life
- TRICARE Plus
- TRICARE Young Adult

For a complete list of TRICARE health plans, visit [www.tricare.mil/plans](http://www.tricare.mil/plans).

## TRICARE ELIGIBILITY

The Defense Enrollment Eligibility Reporting System (DEERS) shows your TRICARE eligibility status. DEERS is a database of service members and dependents worldwide who are eligible for military benefits. To use TRICARE, make sure your DEERS record is up to date at [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) or call 800-538-9552.

## TRICARE PRIME AT WALTER REED BETHESDA

You can enroll in one of three primary care clinics at WRNMMC:

- Pediatric Clinic
- Adolescent and Young Adult Medicine Clinic
- Internal Medicine Clinic

Choosing to enroll in TRICARE Prime at WRNMMC delivers certain benefits, including:

- Timely access to care
- First priority treatment
- TRICARE Prime coverage away from home
- Regular preventive medical services such

as eye exams, immunizations, hearing tests, nutrition counseling, mammograms, PAP tests and prostate exams

- A PCM who coordinates your health care, maintains individual records and makes referrals to specialists
- Access to health and wellness services such as stress management, nutritional education and physical fitness
- School and sports physicals (for patients enrolled in WRNMMC's Pediatric Clinic or Adolescent and Young Adult Medicine Clinic)
- Ability to make primary care appointments online with the TRICARE Online Patient Portal

## TRICARE PLUS AT WRNMMC

Walter Reed Bethesda is proud to offer TRICARE Plus to selected seniors and other eligible beneficiaries. Our TRICARE Plus program provides primary care featuring high access standards, including urgent and acute care appointments within 24 hours, and routine care appointments within 7 days. Patients may also receive select specialty care within the medical center on a space-available basis. Learn more about TRICARE Plus at [www.tricare.mil/Plans/SpecialPrograms/Plus](http://www.tricare.mil/Plans/SpecialPrograms/Plus)

## TRICARE ONLINE (TOL) PATIENT PORTAL



TOL Patient Portal allows you to make, change and cancel military hospital or clinic primary care

and select self-referral appointments. You can also view future and past appointments, set up text or email appointment reminders, and set up earlier appointment notifications. If you are enrolled in TRICARE Prime or TRICARE Plus at WRNMMC, you can make all of your routine primary care appointments at WRNMMC using the TOL Patient Portal at [www.tricareonline.com](http://www.tricareonline.com).

## MILITARY HEALTH SYSTEM (MHS) NURSE ADVICE LINE

The MHS Nurse Advice Line is available at no cost to all TRICARE beneficiaries 24/7. Contact the MHS Nurse Advice Line to:

## Appointments at WRNMMC: Call or Click

National Capital Region One Number : 1-855-227-6331 (Hours: 0630-2000)

TRICARE Online Patient Portal for Prime and Plus patients: [www.tricareonline.com](http://www.tricareonline.com)

### Remember...

Periodically update your DEERS (Defense Enrollment Eligibility Reporting system) information by calling toll free at 1-800-538-9552. You can also update your information online at: [www.dmdc.osd.mil/milconnect/](http://www.dmdc.osd.mil/milconnect/)

- Get evidence-based health care advice from a registered nurse
- Find an urgent care or emergency care facility
- Receive recommendations for the most appropriate level of care
- Schedule same or next day appointments when recommended by a registered nurse and enrolled to a military hospital or clinic
- Get an online “absence excuse” or “sick slip” when medically appropriate (subject to service command requirements)

Beneficiaries who live overseas can call the Nurse Advice Line for health care advice while traveling in the U.S., but must coordinate care with their Overseas Regional Call Center. For more information, visit [www.tricare.mil/nal](http://www.tricare.mil/nal).

To reach the Nurse Advice Line, call 1-800-TRICARE (1-800-874-2273). If you have an emergency, call 911 or go to the nearest emergency room.



## PHARMACY BENEFITS

Prescription medications are available at WRNMMC at no cost. Eligible beneficiaries may also receive medications using TRICARE Home Delivery or a TRICARE Network Pharmacy. For more information about the TRICARE Pharmacy benefit, please visit: [tricare.mil/CoveredServices/Pharmacy](http://tricare.mil/CoveredServices/Pharmacy)

The following information will help you better understand the pharmacy services at WRNMMC.

### **Electronic Prescribing (eRx)**

We participate in eRx, a safe and secure method that eliminates bringing handwritten prescriptions to the pharmacy. With eRx, civilian providers can electronically transmit prescriptions to our pharmacy at: DoDWalterReedNEXePhcy/NCDP 2138407/NPI#1184030223

### **Activating New Prescriptions**

Activating a new prescription allows us to have it ready before you arrive to pick it up. This means less waiting for you!

There are two ways you can activate new prescriptions:

1. Call 301-295-2123 and select option 3 to speak with a staff member
2. Use our online activation form at [www.apps.capmed.mil/PharmacyPrescriptionRequest](http://www.apps.capmed.mil/PharmacyPrescriptionRequest)

### **What is the Difference between a Refill and a Renewal?**

If your provider authorizes refills on your prescription, you may fill your prescription and refill it up to the authorized number of times. However, depending on the type of medication, your prescription will expire within one year or less, including any unused refills. When your prescription expires or you run out of refills, your provider must order a new prescription to continue your medication – this is called a renewal.

### **How can I Request a Refill?**

1. By phone using our 24/7 Automated Call-in Refill Line: 800-377-1723
2. Online using the TRICARE Online Patient Portal: [www.tricareonline.com](http://www.tricareonline.com)
3. Through TRICARE Home Delivery by phone at 877-363-1303, or online at [tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/HomeDelivery](http://tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/HomeDelivery)

### **Where can I Pick-up My Refill?**

You can pick up your refill at WRNMMC or choose from multiple pick-up locations throughout the National Capital Region. Please allow 3-5 business days for processing.

### **How can I contact the Pharmacy Department at WRNMMC?**

Call us at 301-295-2123, or visit us at one of our pharmacy locations.

#### **Arrowhead Pharmacy**

Location: Arrowhead Zone, Building 9, 2nd Floor (by the escalators)  
Hours: Monday through Friday, 0700 to 2000

#### **America Pharmacy**

Location: America Zone, Building 19, 1st Floor  
Hours: Monday through Friday, 0700 to 1800

#### **Pharmacy at the Navy Exchange (NEX)**

Building 82, Floor 1  
Hours: Monday through Saturday 0900 to 1730

## COMMON PHARMACY FAQs

### **Does WRNMMC carry my medication?**

To find out, you may call us at 301-295-2123 or search the WRNMMC Formulary at: [walterreed.tricare.mil/Pharmacy](http://walterreed.tricare.mil/Pharmacy).

### **What if WRNMMC doesn't carry my medication?**

When a medication is prescribed to you that we do not carry, it is called a non-formulary drug request. Non-formulary drug requests follow a unique process:

- Your doctor must submit a special order electronically.
- The order is thoroughly reviewed and approved or disapproved.
- You will be notified with the status of the request.
- If approved, you will be given the information you need to get your prescription and order refills or renewals, if applicable. Once approved, non-formulary drug prescriptions may take up to five business days to process.

***What is the maximum quantity I can receive?***

- 90-day supply for most medications
- Ask your doctor for a 90-day prescription to minimize trips to the pharmacy.

***Can I return expired medications or medications that I no longer take?***

Unwanted medications can be deposited into the MedSafe medication disposal bins located near the America and Arrowhead pharmacies. Please do not leave syringes, needles, inhalers or liquids. Needles and sharps containers can be taken to the Central Distribution Department (CDD) in the basement of Building 9, near Café 8901. For more information on disposing medications safely, please visit [www.fda.gov](http://www.fda.gov)

To learn more about pharmacy services at WRNMMC, please visit:

[walterreed.tricare.mil/Pharmacy](http://walterreed.tricare.mil/Pharmacy)



# Wounded Warrior Care

## EMPOWERING WOUNDED, ILL & INJURED (WII)

Wounded Warrior Care and Transition (WWCT) empowers WII and transitioning service members and their families by:

- Providing Recovery Care Coordinators to help WII service members and their families develop and use a Comprehensive Recovery Plan and receive the non-medical support they need to create the lives they want.
- Restructuring the Disability Evaluation System for an equitable and efficient adjudication of benefits from the DoD and VA.
- Informing service members, veterans, and families through the National Resource Directory and eBenefits websites.
- Utilizing the Transition Assistance Program to give all service members the tools they need to succeed at home when they have completed their service to our nation.

## AMPUTEE CARE

WRNMMC is dedicated to the care and rehabilitation of America's heroes recovering from injuries sustained in service. Our Military Advanced Training Center (MATC) is a state-of-the-art facility where service members use sophisticated prosthetics and cutting-edge athletic equipment to move from injury to independence. The focus of MATC's expert staff is to match the drive and determination of our service members— build their strength, skills and confidence, and return them to the highest level of physical, emotional, and psychological functional ability. A major goal of the MATC is to enable service members to make their own choices and not allow their futures to be dictated by their injuries.

## WARRIOR FAMILY COORDINATION CELL (WFCC)

The WFCC serves as the central coordinating point between the military branches and commands for all non-medical support for WII. WII support is the collaboration of all logistics and resource components on the WRNMMC campus that provides continuous non-medical support to the WII service members and their families.

The WFCC Operations is responsible for scheduling and processing on and off-post events sponsored by

government agencies such as the White House, Office of the Secretary of Defense, Congress and various others, including non-government organizations, charities and benevolent organizations (BVOs). WFCC is also the service liaison for all retired combat injured residents of Bldg. 62. The WFCC serves as the inpatient liaison office to all active-duty service members and their families to include facilitating base access, connecting members with non-profit resources, and providing varying levels of non-medical care. The objectives of the WFCC are to leverage efficiencies, minimize redundancies, promote, and assist services and optimize a healing environment for recovering WII Service members and their families. The WFCC is organizationally aligned to the WRNMMC Assistant Chief of Staff's Office.

## WOUNDED WARRIOR PAIN CARE INITIATIVE (WWPCI)

The WWPCI is designed to improve quality and access to pain care for WII and is active via treatment and education of inpatients, outpatients, warriors in transition, and families of WII. The WWPCI is also involved with providing guidance to other health care staff who may be involved in the pain management of WII. The goal of the program is to help Wounded Warriors and families achieve their pain management goals and provide them with knowledge and tools that they can take with them once they leave the hospital's care.

## SOLDIER RECOVERY BRIGADE-NATIONAL CAPITAL REGION (SRB-NCR)

The SRB-NCR formerly known as the Warrior Transition Brigade-National Capital Region (WTB-NCR) provides leadership, complex case management and comprehensive transition planning in support of Wounded, Ill, Injured (WII) Soldiers. We contribute to the Army's #1 priority, taking care of people, by facilitating the recovery and return of WII Soldiers back to the force or transitioning to the civilian sector as Soldiers for Life.

The Soldier Recovery Brigade, headquartered at NSA Bethesda, facilitates the inpatient to outpatient transition by receiving, in-processing, training, and assessing new Soldiers during their inpatient and intermediate outpatient phases of recovery or transition. For more information on the SRB-NCR Program, call 301-400-0131.

## **WOUNDED, ILL, AND INJURED SUPPORT SERVICES LIAISONS: A QUICK REFERENCE**

WFCC: 301-400-0494

Inpatient Family Liaison Office (IWFLO): 301-295-2419

DHA.BETHESDA.NCR-MEDICAL.LIST.WRNM-360-HERO@HEALTH.MIL

NSA Bethesda: 301-319-4204

Army: 301-547-1149 or 301-400-0131

Marine Corps: 301-400-0459

Navy: 301-213-6972

Air Force: 301-547-1169

Coast Guard: 757-374-7994

U.S. Special Operations Command Warrior Care Program:  
301-400-0192 or 887-672-3039

### **HELPFUL LINKS**

U.S. Army Warrior Transition Command (WTC)	<a href="http://www.wtc.army.mil">www.wtc.army.mil</a>
U.S. Army Wounded Warrior Program (AW2)	<a href="http://www.wtc.army.mil/wct/aw2_overview/html">www.wtc.army.mil/wct/aw2_overview/html</a>
USMC Wounded Warrior Regiment	<a href="http://www.woundedwarriorregiment.org">www.woundedwarriorregiment.org</a>
Navy Wounded Warrior	<a href="http://www.navywoundedwarrior.com">www.navywoundedwarrior.com</a>
Air Force Wounded Warrior	<a href="http://www.woundedwarrior.af.mil">www.woundedwarrior.af.mil</a>
Military OneSource	<a href="http://www.militaryonesource.mil">www.militaryonesource.mil</a>
U.S. Special Operations Command Warrior Care Program	<a href="http://www.socom.mil/care-coalition">www.socom.mil/care-coalition</a>

**LEGEND**

- Parking
- Information
- Elevator
- Escalator
- Pharmacy
- Lactation Pod
- Restroom
- Food
- ATM
- Closure
- Pedestrian Connector (Basement Level)
- Entrance to Pedestrian Connector (Basement Level)

**ZONES**

- AMERICA
- ARROWHEAD
- EAGLE
- HEROES
- LIBERTY
- PRESIDENT

**Outpatient Medical Annex**

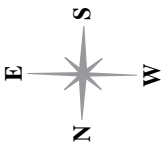
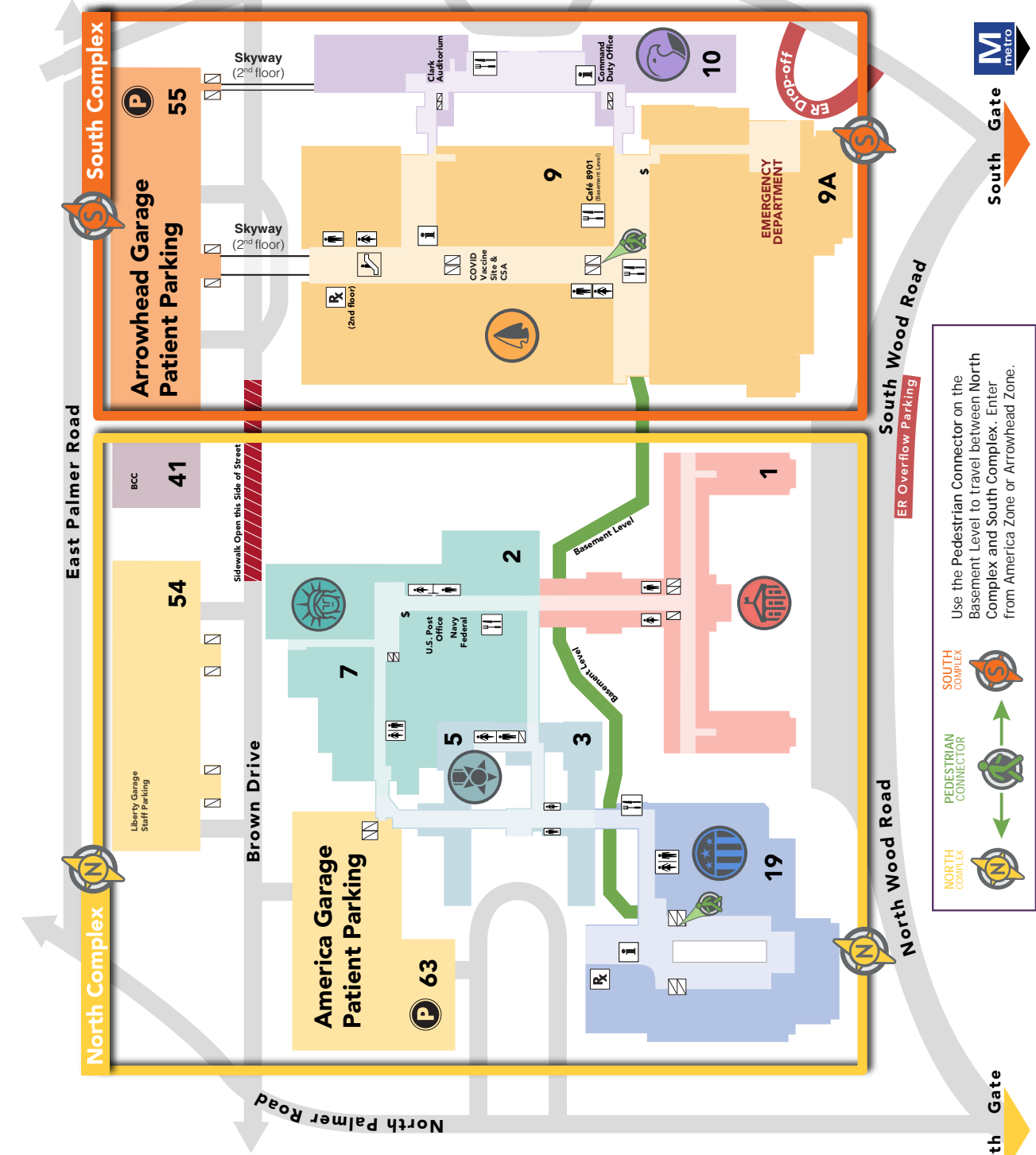


84T



Rockville Pike

North Gate



Rockville Pike



South Gate





## Overview: A Different Approach to Health Professions Education

The Uniformed Services University of the Health Sciences (USU) is the nation's federal health professions academy — akin to the undergraduate programs of the U.S. military academies at West Point, Annapolis and Colorado Springs. And like the academies, students are not charged tuition; they repay the nation for their education through service. In many respects, USU's curricula and educational experiences are similar to those of civilian academic health centers, with one important difference: its emphasis on military health care, leadership, readiness and public health sets USU apart.

## USU's F. Edward Hébert School of Medicine: "America's Medical School"

Among the 155 accredited allopathic and 35 accredited osteopathic medical schools in the United States, only the School of Medicine at USU can rightfully claim the title, "America's Medical School." Named for the Louisiana Congressman who championed its creation, the F. Edward Hébert School of Medicine at USU was established in 1972 to assure that the Army, Navy, Air Force and U.S. Public Health Service would have a steady supply of physician-leaders to provide the

backbone for their medical corps.

The Hébert School of Medicine offers doctorate degrees in medicine, doctorate and master's degrees in public health, health professions education and related disciplines, doctorate degrees in medical and clinical psychology, and interdisciplinary Ph.D. degrees in three military-relevant areas of science: molecular and cell biology, neuroscience and emerging infectious diseases. It also offers a certificate in Global Health.

Each year approximately 30-40 percent of incoming medical students have prior service either as military academy graduates, ROTC program graduates or as active duty or former service members. The remainder come from civilian backgrounds with no prior military experience.

Medical students are commissioned as junior officers in their chosen service — Army, Navy, Air Force or U.S. Public Health Service, and serve on active duty throughout their four years at USU. They are promoted to the O-3 rank upon graduation.

USU's Enlisted to Medical Degree Preparatory Program, or EMDP2, is a 24-month program sponsored by the Hébert School of Medicine for promising enlisted service members interested

in a career as a military physician. Candidates attend school full time, while remaining on active duty, at the George Mason University Science and Technology campus in Manassas, Va., to successfully prepare them to apply to medical school. They must already possess a baccalaureate degree from an accredited academic institution with a minimum of a 3.2 grade point average and meet their respective military Service requirements for commissioning. The EMDP2 program includes medical school preparatory coursework in a traditional classroom setting, structured pre-health advising, formal Medical College Admission Test (MCAT) preparation, dedicated faculty and peer mentoring at USU, and integrated clinical exposure. Students who complete the program successfully will qualify to apply to most U.S. medical schools.

Hébert School of Medicine graduate students, both military and civilian, pursue doctoral (and some master's) degrees in public health, health administration and policy, health professions education, clinical psychology or the biomedical sciences. The high caliber of USU's clinical and basic science departments, world-class faculty,

research centers and the University's partnerships with the National Institutes of Health, academic institutions, and numerous national labs provide an extraordinarily rich environment for scientific discovery and professional growth.

### **Daniel K. Inouye Graduate School of Nursing**

USU's Daniel K. Inouye Graduate School of Nursing (GSN) was established in 1993 by Congress. GSN students explore the fields of nursing through a signature blend of science, research and field training. The lessons learned on the USU campus and beyond the traditional classroom prepare the GSN graduates to take on a diverse range of challenges and succeed in any environment. The GSN mission makes the USU graduates uniquely prepared to shape the future of health care within the federal health care system.

The GSN offers a Ph.D. in Nursing Science, Doctor of Nursing Practice (DNP) in Nurse Anesthesia, Family Nurse Practitioner, Women's Health Nurse Practitioner and Psychiatric Mental Health Nurse Practitioner. It also offers a Master of Science in Nursing (MSN) and a DNP in Adult-Gerontology Clinical Nurse Specialist.



Students in the DNP and MSN programs must be on active duty in the Army, Navy, Air Force or U.S. Public Health Service. Doctor of Philosophy students may be active duty nurses in one of the four uniformed services or work for the Veterans Administration or other federal service.

Faculty and students have access to numerous resources within the University to support their research endeavors. Further, the Faye G. Abdellah Center for Military and Federal Health Care Research was established within the GSN in November 2008 to support each phase in the grant life cycle, from a research idea and identification of funding opportunities to dissemination and grant close-out.

### **POSTGRADUATE DENTAL COLLEGE**

USU's Postgraduate Dental College students pursue a Master of Science in Oral Biology degree in conjunction with their postgraduate clinical specialty training at the Army, Navy or Air Force postgraduate dental schools. All students are active duty officers who have already earned a Doctor of Dental Surgery or a Doctor of Dental Medicine degree. 19 dental residency programs in Comprehensive Dentistry, Endodontics, Orofacial Pain, Oral and Maxillofacial Pathology, Orthodontics and Dentofacial Orthopedics, Periodontics, and Prosthodontics are offered at seven locations across the country. Ten general dentistry certificate programs within the Air Force Postgraduate Dental School are also affiliated with the Postgraduate Dental College.

### **COLLEGE OF ALLIED HEALTH SCIENCES**

Congress granted approval in the 2017 National Defense Authorization Act for USU to grant undergraduate degrees. As a result, the University's College of Allied Health Sciences was established to meet the needs of corpsmen, medics, technicians and the Services by awarding transferable college credits that can lead to undergraduate degrees for enlisted students completing military medical training programs at the Defense Health Agency's

Medical Education and Training Campus (METC) in San Antonio, and its other instructional sites, including the U.S. Air Force School of Aerospace Medicine, Wright-Patterson Air Force Base, Ohio; the U. S. Army Medical Center of Excellence, Joint Base San Antonio-Fort Sam Houston, Texas; the Naval Medical Forces Support Command (Yorktown, Va., San Diego, Calif., and Groton, Conn.); and the Joint Special Operations Medical Training Center at Fort Bragg, N.C.

The degree program helps to meet the Services' mission readiness requirements, and will make students more competitive for promotion and more marketable in the civilian sector once they leave active duty.

CAHS administration and faculty assess academic portfolios for students and instructors currently enrolled in a variety of medical training programs. Students' qualifications, as well as the training received at METC or the other locations, are documented and transferred to recognized, transcribed college credits with the opportunity to complete an Associate of Science in Health Sciences or Bachelor of Science in Health Sciences degree awarded from USU once enough credits are earned. These transcripts also capture previous education and training for enrolled students, and apply current coursework toward requirements for a USU degree in a process fully vetted and approved by the Middle States Commission of Higher Education, USU's accrediting institution

### **USU RESEARCH**

In addition to offering a world-class education to students committed to careers of national service, USU supports a robust and high-impact program of research. Our interdisciplinary centers focus on issues of high importance to military health, such as combat casualty care, human performance optimization, infectious diseases, traumatic brain injury, post-traumatic stress and deployment stress, and disaster medicine and public health. These centers and other programs not only enrich the academic environment on campus, they strengthen

our links with partner institutions including the Walter Reed National Military Medical Center, the Walter Reed Army Institute of Research, the Naval Medical Research Center and the National Institutes of Health, among many others.

## **USU BRIGADE**

The USU Brigade is comprised of the university's uniformed students, staff and faculty. Its mission is to support the education and training of tomorrow's military and Public Health physicians, nurses, scientists and leaders, and to instill a culture of servant leadership and military ethos

USU is home to many different centers and institutes which help advance the University's research, education and public service missions. Faculty members and students collaborate with other leading experts at USU's centers and institutes on projects that push incredible boundaries across manifold disciplines of biomedical science. Their work is shaping military medicine and world health in many positive, powerful ways.

## **Center for Deployment Psychology (CDP)**

The Center for Deployment Psychology was developed to promote the education of psychologists and other behavioral health specialists about issues pertaining to the deployment of military personnel.

As the duration and frequency of military deployments increase, service members and their families are faced with increasing behavioral health difficulties associated with or exacerbated by deployment. The Center for Deployment Psychology (CDP), an innovative Department of Defense training consortium, has been established to better meet the deployment-related mental and behavioral health needs of military personnel and their families. The CDP is a tri-service center funded by Congress to train military and civilian psychologists, psychology interns/residents and other behavioral health professionals to provide high quality deployment-related behavioral health services to military personnel and their families.

## **Center for Global Health Engagement (CGHE)**

The Center for Global Health Engagement (CGHE) was formally established at USU by the Defense Appropriations Act of 1999. Organized within the Department of Military and Emergency Medicine at USU, CGHE is postured as the Defense Department's focal point for academic aspects of medical stability operations.

## **Center for Neuroscience & Regenerative Medicine (CNRM)**

The Center for Neuroscience and Regenerative Medicine was established as a collaborative intramural federal program involving the U.S. Department of Defense (DOD) and the National Institutes of Health, developed to bring together the expertise of clinicians and scientists across disciplines to catalyze innovative approaches to traumatic brain injury (TBI) research.

## **Center for Rehabilitation Sciences Research (CRSR)**

The Center for Rehabilitation Sciences Research (CRSR) was established to advance rehabilitative care for service members with combat-related injuries, particularly those with orthopedic trauma, limb loss and neurological complications. The goal of CRSR is to support synergistic research projects within the Military Healthcare System (MHS) to enhance new discovery and optimize rehabilitation strategies to promote successful recovery, return to duty and community reintegration of military beneficiaries. The CRSR works directly with other DoD/VA Centers of Excellence to provide a unique platform for fostering innovative research by incorporating advanced technology, partnering with industry and academic institutions, and disseminating knowledge to the future leaders of military medicine.

## **CENTER FOR THE STUDY OF TRAUMATIC STRESS (CSTS)**

CSTS was established in 1987 under the USU Department of Psychiatry. The Center's approach integrates science, clinical care, community needs and the health of the nation. Its team is multi-disciplinary

with expertise in disaster psychiatry, military medicine and psychiatry, social and organizational psychology, neuroscience, family violence, workplace preparedness and public education.

### **CONSORTIUM FOR HEALTH AND MILITARY PERFORMANCE (CHAMP)**

CHAMP is the DoD Center of Excellence that works to optimize the health and fitness of our warfighters. By combining the efforts of research, medical, and operational communities, working with all branches to implement changes, and developing policy with DoD leadership, CHAMP creates practical solutions that ensure a healthier force.

### **DEFENSE & VETERANS CENTER FOR INTEGRATIVE PAIN MANAGEMENT (DVCIPM)**

The Defense and Veterans Center for Integrative Pain Management, a DoD Center of Excellence, was established in 2003 and formally moved to USU in 2013. The DVCIPM is organized within the USU Department of Anesthesiology and supports tri-Service and Veterans Health Administration collaborations in clinical practice, research and education.

### **INFECTIOUS DISEASE CLINIC RESEARCH PROGRAM (IDCRP)**

The IDCRP's mission is to conduct infectious disease clinical research of importance to the military through a unique, adaptive, and collaborative network, to inform health policy and practice and disseminate findings in peer reviewed literature. USU's IDCRP is currently heavily involved in a number of COVID-19 research and response efforts.

### **MURTHA CANCER CENTER RESEARCH PROGRAM (MCCRP)**

The Murtha Cancer Center Research Program (MCCRP) was established at USU to conduct and support basic and advanced cancer research and translational cancer research programs aligned with public and private partnerships to improve the outcomes of active duty members and DoD

beneficiaries with cancer and cancer risk factors.

### **NATIONAL CENTER FOR DISASTER MEDICINE AND PUBLIC HEALTH (NCDMPH)**

The National Center for Disaster Medicine and Public Health (NCDMPH) is an academic center tasked with leading federal, and coordinating national, efforts to develop and propagate core curricula, education, training and research in all-hazards disaster health. It was established in 2008 by Homeland Security Presidential Directive-21 as a USU center. By establishing core curricula and competencies in disaster medicine and public health education, the NCDMPH will better prepare the nation to respond to natural and man-made disasters or other catastrophic public health events.

### **SURGICAL CRITICAL CARE INITIATIVE (SC2i)**

The Surgical Critical Care Initiative (SC2i) is a USU research program established in October 2013 to develop, translate, and validate biology-driven critical care. SC2i largely builds upon legacy efforts to provide care that is centered on an individual patient's biology and oriented to both long and short term outcomes.

To realize its vision, SC2i draws considerable expertise from the premier academic centers and research-focused organizations which form its core: Uniformed Services University of Health, Duke University, Emory University–Grady Memorial Hospital, the Naval Medical Research Center, the Walter Reed National Military Medical Center, and the Henry M. Jackson Foundation for the Advancement of Military Medicine, and Decision Q.

Facilitating tissue acquisition and data analysis for improved decision-making algorithms are SC2i's principal focuses. Once validated, it is expected these efforts will subsequently lead to the rapid integration of these data streams into clinical practice, maximizing outcomes across any discipline requiring complex medical decision-making, including surgery, critical care, emergency medicine, orthopedics, transplant, and oncology.

Approaches developed by SC2i are expected to simultaneously improve the quality and reduce the cost of care in critically-ill patients, for the benefit of both military and civilian healthcare systems.

### **CENTER FOR BIOTECHNOLOGY (4DBIO3)**

The Center for Biotechnology supports and enhances the readiness, health, and well-being of America's warfighters, veterans, and their families by innovation, modernization, and translation of state-of-the-art biomedical technologies and services.

The Center develops and adapts promising new biotechnology for the benefit of warfighter readiness, resilience, and lethality. They champion a multi-disciplinary approach that combines various DoD, federal, and non-federal experts across traditional and emerging fields. The Center consists of three main core missions: Research, scholarship, and technology development; Operational support and translation; and Education and training. The Center's goal is to perform research and provide assessment of emerging biotechnology, translate biotechnology to both DoD/federal and civilian markets and promote through education utilization of promising biotechnologies.

The Center for Biotechnology has three main programs:

- Fabrication in Austere Military Environment (FAME)
- On-Demand Blood (ODB) Program
- Organ-on-Chip

Through partnerships, the Center for Biotechnology facilitates the adaptation of promising biotechnology for warfighter benefit. Capable of exploring and researching biotechnology at all TRL/MRL levels, the Center for Biotechnology provides unique opportunities for research and education.

### **CENTER FOR HEALTH PROFESSIONS EDUCATION (CHPE)**

The Center for Health Professions Education is designed to be the premier provider of health

professions education for the Military Health System. Through leadership in teaching, research, and scholarship, CHPE provides the direct benefit to the uniformed services and other federal agencies by producing a cadre of leaders with expertise in the field of health professions education. The CHPE has a number of core activities that include graduate programs in Health Professions Education (certificates as well as master and doctorate degrees), the Long-Term Career Outcome Study, the Distance Learning Lab, and multiple programs of research and educational consultations.

### **CENTER FOR HEALTH SERVICES RESEARCH (CHSR)**

The Center for Health Services Research is a requirements-driven center developed in direct response to the 2014 Military Health System Review. The Center develops the necessary capacity and produces timely relevant, translatable findings to support the MHS and the nation through the following avenues:

- Education and Training: Providing training opportunities for those who support military health services research, educating students and faculty in health services research methods, and supporting researcher access to grants and awards.
- Research: Conducting research that measurably supports the MHS strategic goals and objectives and contributes to learning and policy across the MHS; expanding USU's HSR capacity; and becoming recognized as the thought leader for military HSR across MHS, the DoD, and the nation
- Direct Support Services: Responding to requirements and ad hoc queries generated from organizations and units within the DoD and the MHS, particularly emerging HA/DHA priorities, and establishing enduring relationships with MHS health services research program customers
- Service to the Nation: Supporting civilian health services research organizations as well as interagency and national efforts on demand

## **CENTER FOR MEDICINE PRECISION MILITARY HEALTH (CMPH)**

The Center for Precision Military Medicine, formerly known as the Precision Medicine Initiative for Military Medical Education and Research (PRIMER), is a collaboration between the National Heart Lung and Blood Institute (NHLBI) and the Uniformed Services University of the Health Sciences. The Center provides standardized genome profiling services, genomic data analysis, and genomic data storage under DoD security and privacy compliance policies, addressing eight separate DoD requirements across the MHS while also providing education in genomic information and performing clinical implementation research in the field of genomic medicine to inform policy and clinical practice guidelines for use of genomics in the MHS.

Within the CMPH, The American Genome Center (TAGC) was created to provide the technology and expertise to conduct studies of larger populations by rapid, precise genomic sequencing. Scientists from many disciplines came together to harness genomics, supercomputers and bioinformatics to predict and pre-empt disease, mitigate and repair traumatic injury, and optimize human performance and resilience. In concert with clinical scientists, their studies can contribute to novel personalized therapies that benefit civilians and Service members alike. By looking at patients' genomes, healthcare providers can potentially identify unique targets and pathways of military-relevant diseases to facilitate improved detection and, potentially, effective intervention or prevention. TAGC sequences more than 18,000 genomes per year and is projected to continue to expand in the years ahead.

CMPH's Military Cardiovascular Outcomes Research (MiCOR) program addresses gap areas identified in the Initial Capabilities Document for Cardiovascular Care. NHLBI- and DOD-centric cohorts have been studied in terms of their association with post-traumatic stress disorder (PTSD), major depressive disorder, cardiovascular

disease, pulmonary disorders (including chronic obstructive pulmonary disease), lung cancer and other cancers, traumatic brain injury and dementia, and others. Current projects focus on the prevention of obesity, the cardiovascular consequences of traumatic brain injury and other cardiovascular outcomes, integration of pharmacogenomics into the Military Health System, and identifying potential deleterious effects of intense endurance exercise.

## **TRI-SERVICE CENTER FOR ORAL HEALTH STUDIES (TSCOHS)**

The Tri-Service Center for Oral Health Studies (TSCOHS), a center under USU's Postgraduate Dental College, was chartered by the Department of Defense TRICARE Management Activity to provide research and data collection services relating to the provision of dental care to all beneficiaries in the Department of Defense. TSCOHS provides consultative services to students and faculty in the Uniformed Services University regarding oral health research topics, general dental and oral health subjects, and data sources relating to dental care in the military.

## **DEFENSE MEDICAL ETHICS CENTER**

The mission of the Defense Medical Ethics Center at USU is to serve as the national and international lead in military medical ethics for all health care providers in the MHS/DoD, as outlined in DoDI 6025.27, Section 2.3(a). In addition and internal to USU, the DMEC coordinates its tasks in military medical ethics with USU's military medical leadership and professional development curriculum and programs to ensure that USU students become ethical practitioners and leaders at all levels in the nation's uniformed health services.

## **GRIFFITH INSTITUTE FOR MILITARY MEDICAL PROFESSIONALISM**

USU's Griffith Institute, named for the late retired Army GEN Ronald Griffith, a member of the University's Board of Regents, is to design, coordinate and implement a comprehensive

medical leader development program that produces military health professionals who are uncompromising in their ethics, firmly grounded in military medical history and law, focused on the patient and deeply committed to the profession of arms.

### **ARMED FORCES RADIOBIOLOGY RESEARCH INSTITUTE (AFRRI)**

USU's Armed Forces Radiobiology Research Institute works to preserve and protect the health and performance of U.S. military personnel through research and training that advances understanding of the effects of ionizing radiation. This mission includes education and training to maintain a pool of qualified radiation biologists, and basic and applied research to identify and perform early development of measures to prevent, assess and treat radiation injury. AFRRI scientists conduct and publish research critical to the Department of Defense for force health protection and also contributes to the health and well-being of the population at large. AFRRI research thrusts include medical countermeasures, diagnosis of injury (biodosimetry), low dose/low dose rate/late effects, internalized radionuclides, and combined injury.

### **THE NATIONAL CAPITAL CONSORTIUM**

The mission of the National Capital Consortium (NCC) is to train physicians, dentists, and other healthcare professionals who care for active and retired service members and their families. The NCC, headquartered at USU, provides a scholarly environment and is committed to excellence in both education and healthcare. The NCC is dedicated to instilling in these trainees the ethical values and standards expected of those devoting their lives to public service.

### **USU SOUTHERN REGION**

USU-South, based in San Antonio, Texas, on Joint Base-Fort Sam Houston, is the home to two of the university's four schools, the Postgraduate Dental College (PDC) and the College of Allied Health Sciences (CAHS) and supports the University's mission in its area of operations.

### **USU WESTERN REGION**

Based in San Diego, Calif., and since its establishment several years ago, USU-West has been providing support to the university's schools, students, faculty and research programs at institutions and activities west of Colorado.





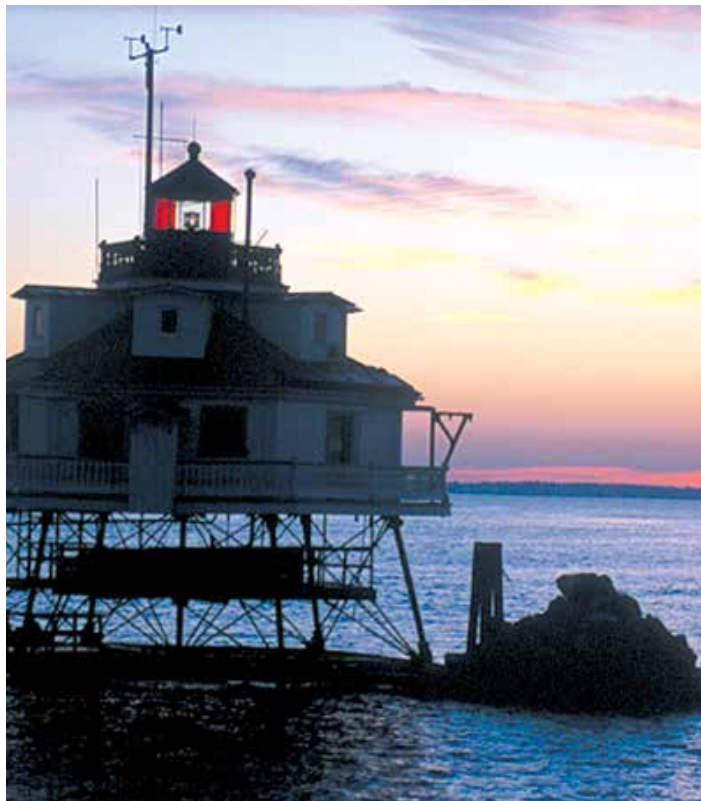
# LOCAL AREA ATTRACTIONS

You can purchase discount tickets for local sporting events, amusement parks, movie theaters, special events, area attractions, nearby ski resorts and popular parks in the U.S., including Disney theme parks, Universal Studios and Colonial Williamsburg from MWR Tickets and Travel Office or call 301-295-0434.

There is so much to see and do in Washington, D.C., and the surrounding areas of Maryland and Northern Virginia. The NCR is one of the most exciting places in our great country.

## MARYLAND

Maryland surrounds almost three-quarters of Washington, D.C., and is a cornucopia of interesting places to visit, from life on the Chesapeake Bay with its tasty, fresh crab, to the U.S. Naval Academy in Annapolis that prepares young men and women to become professional officers in the U.S. Navy and Marine Corps. The great city of Baltimore is nearby, as is the Eastern Shore with its beautiful beaches and shoreline. Maryland offers the chance for an exciting new excursion every weekend.



## DOWNTOWN BETHESDA

Just south of NSA Bethesda is downtown Bethesda, offering dining, shopping, arts and entertainment. Whether you're looking for a four-star restaurant or just a quick bite to eat, flea markets or movie theaters, this local thriving community is the place to go. With ample parking and access to the Metro, Bethesda also has several art galleries, shops and parks. Visit [www.bcccchamber.org](http://www.bcccchamber.org) for more information.

## ANNAPOLIS WATERFRONT

Annapolis is the Maryland state capital and is also known as the "sailboat capital of the world." Home of the U.S. Naval Academy and Saint John's College, Annapolis is located at the mouth of the Severn River on the Chesapeake Bay. Downtown in the historic area, originally established in 1695, City Dock is a favorite place to visit. Known to local boaters as "Ego Alley," it's the weekend and evening scene of a steady parade of expensive yachts. There is plenty to eat and drink in the area and power boat shows every October. The nearby U.S. Naval Academy has the world's largest dormitory housing over 4,000 midshipmen. Favorite sights are the crypt of John Paul Jones in the Academy Chapel and the Severn seawall with its mast from the battleship Maine (sunk in Havana in 1898). There is also an early submarine, a Mark XIV torpedo (memorial for 52 U.S. submarines lost in World War II with 3,505 men) and other Navy hardware.

## BALTIMORE'S INNER HARBOR

One of America's oldest seaports, Baltimore's Inner Harbor is part of a colorful city that allows visitors to let go and explore at their own pace, either walking or by water taxis. The Inner Harbor was established in the 17th century and is a mix of rich maritime heritage, now expanding into neighborhoods like the swank Harbor East, eclectic Fell's Point and the historic Federal Hill. There are many sights to see including the National Aquarium, the East Coast's largest museum of African American history, M&T Bank Stadium (home of the National Football League's Baltimore Ravens), Orioles Park at Camden Yards and the Maryland Science Center. For more information, visit [baltimore.org](http://baltimore.org).

## **NORTHERN VIRGINIA (NOVA)**

Northern Virginia is a region of striking contrasts, distinct from the rest of the state in many ways. Arlington and Alexandria, decidedly “inside the Beltway,” are fast-paced urban settings. Slightly further away, Northern Virginia yields to leisurely scenic byways with its award-winning wineries, white-fenced horse farms and a variety of local, regional and national parks. Shoppers can delight in the upscale offerings of malls or enjoy browsing one of the many outlet stores of NOVA. History buffs can enjoy a never ending choice of places to visit like Arlington National Cemetery, the home of George Washington Mount Vernon and the Iwo Jima Memorial. For more information, visit: [alexchamber.com](http://alexchamber.com)

## **ARLINGTON NATIONAL CEMETERY**

Arlington National Cemetery has a number of fascinating sites to visit, including the Tomb of Unknowns, the Amphitheater, Arlington House, and the grave of President John F. Kennedy. Outside of the Tomb of Unknowns, there is a changing of the guard every half hour in the summer and every hour the rest of the year. The cemetery opens daily at 0800 to visitors. From April through September, the cemetery closes at 1900; from October to March, the cemetery closes at 1700.

## **MARINE CORPS MEMORIAL IWO JIMA STATUE**

This 78-foot memorial, created by Felix de Weldon, commemorates all the Marines and Corpsmen who have died in battle since 1775. It is open daily 0600 to 0000. It is located on Route 50 at Arlington Boulevard and Ridge Road. During the summer, the U.S. Marine Corps holds Sunset Parades at the memorial on Tuesday evenings.

## **THE WOMEN IN MILITARY SERVICE FOR AMERICA MEMORIAL**

Situated on 4.2 acres of land at the ceremonial entrance to Arlington National Cemetery, the Women’s Memorial is the first major national memorial honoring women who have served in our nation’s armed forces during all eras and in all services. The history of women serving in defense of our nation began more

than 220 years ago with women who served in the American Revolution and continues with those who serve today. It is open daily, from 0800 to 1700, except Christmas. Admission is free.

## **OLD TOWN ALEXANDRIA**

Alexandria is unique – an historical place that keeps pace with the modern world. The city is part of a large metropolitan area surrounding the nation’s capital, yet it has retained its period character. About one quarter of the town’s 15 square miles has been designated as a national or local historic district. Alexandria was home to those who made American history – George Washington, George Mason and Robert E. Lee – and many other men and women.

## **WASHINGTON, D.C.**

The District of Columbia, our nation’s capital and the most powerful city in the world, is the hub of American political life and broad, international cultural diversity. The city is a textbook come to life for the entire family. From its majestic monuments, many free museums and historical treasures to its unique neighborhoods and numerous street festivals, the city is a glorious mix of delightful contrasts. For ease in getting around town, D.C.’s Metro system is one of the best and easiest to navigate systems in the country. It provides a connection to the surrounding neighborhoods in the city, Maryland and Northern Virginia. For more information regarding WMATA (Metrorail and Metrobus), call 202-637-7000. Visit [dcchamber.org](http://dcchamber.org) for visitor information.



# INSTALLATION POLICIES

There are multiple installation instructions and policies that impact how Naval Support Activity Bethesda Operates. Below are key policies that may help service members, civilians, and visitors to the installation better understand how we operate.

## Animals Onboard NSA Bethesda – NSABETHINST 10570.1C

To bring animals, including pets, onboard NSA Bethesda, owners and handlers must adhere to the relevant NSA Bethesda instruction (NSABINST 10570.1C). This instruction requires owner and handlers to, at a minimum:

- Be responsible for the animal at all times, to include veterinary care, food, water, exercise, and waste removal.
- Leash, harness, or tether the animal, unless those devices interfere with the work of a service animal or a person's disability prevents use of said devices. In those cases, the individual must be able to control the animal through voice, signal, or other effective control.
- Carry valid, current documentation for the animal's annual health examination, which will show that the animal is parasite free, is immunized in accordance with local law, and is regularly treated with veterinary approved flea, tick, heartworm and intestinal parasite preventatives.

Personal pets ARE NOT authorized inside any building at NSA Bethesda except for single-family housing, or as outlined in the Personal Pet Visit program. The Personal Pet Visit program permits a patient's pet to visit during care. Each visit must be coordinated in advance by the patient's care team and will be written as a medical order by the patient's physician. Pets in this program must be controlled by a person other than the patient at all times, and the pet is only authorized to visit the patient's hospital room.

All therapy, activity, and service dogs must have an American Kennel Club Canine Good Citizen (Temperament Testing) certificate.

Therapy and Activity Animals – Animal Assisted Therapy (AAT) and Animal Assisted Activity (AAA) animals – are not owned or handled by individual patients, but are instead part of an approved program in which the animal

Service animals must be excluded from certain areas:

- Operating rooms and surgical suites;
- Areas where invasive procedures are being performed;
- Acute inpatient hospital settings when the presence of the service animal is not part of a documented treatment plan;
- Decontamination, sterile processing, and sterile storage areas;
- Food preparation areas (not to include public food service areas);
- Any areas where personal protective clothing must be worn or barrier protective measures must be taken to enter; and
- Any other area the Commanding Officer deems necessary to ensure the health, welfare, and safety of patients and staff.

## Tobacco Use on NSA Bethesda – NSABETHINST 6240.1C

This command intends to promote a tobacco-free working and public living environment for all personnel. The use of all tobacco products will be discouraged, and tobacco users will be provided encouragement and professional assistance to stop tobacco use. In support of the health care professionals who work and reside on this complex, we will provide leadership in implementing and supporting programs and procedures that will decrease tobacco use. While encouraging all personnel to become tobacco free, this instruction also accounts for personnel living (permanently or temporarily) on the installation.

Tobacco use, including smokeless tobacco and e-cigarettes, is prohibited in all buildings on the NSA Bethesda installation, including entryways and exits.

There are designated outdoor areas where tobacco use is permitted for those working, visiting, and residing permanently or temporarily on the installation. Tobacco is prohibited in all other outdoor areas of the installation. When walking from point to point while in uniform, it is inappropriate and detracts from military bearing for personnel to smoke or use tobacco products.

is controlled and in the possession of a trained handler. Supervised patients can handle AAT/AAA trained animals as part of their documented treatment program.

Service animals are animals trained to do work or perform tasks related to an individual's disability. Comfort and emotional support animals are not considered to be in this category. Service-animals-in-training must be approved by the Installation Commanding Officer.

Active duty service members with service animals must provide the following information or documentation on request:

- Certification paperwork from an accredited, Department of Veteran's Affairs approved service organization such as Assistance Dogs International or The International Guide Dog Federation.
- Veterinary immunization records
- Information about the work or task for which the service animal is trained to perform. This information may be verbal and must be provided at the time of the request.
- Confirmation that the service animal is required because of a disability. This information may be verbal and must be provided at the time of the request. There is no requirement that the service member disclose the nature of the disability and NSA Bethesda staff are not allowed to inquire about the nature of the disability.
- Any other information that is reasonably relevant to the safety and health of the patients, visitors, and staff of NSA Bethesda.

Animals may be removed from NSA Bethesda immediately for behavioral issues or if they are, have pests, or other remediable reasons.

## NSA Bethesda Traffic Code – NSABETHINST 5560.2A

Driving on NSA Bethesda, or any military installation, is a

privilege extended by the Installation Commanding Officer (ICO).

“Active duty service members and their supervisors are encouraged to review NSABINST 10570.1C for additional or clarifying information. NSA Bethesda operates under the NSA Bethesda Traffic Code and expressly adopts the vehicular and pedestrian traffic laws of the state of Maryland.

Vehicles may be stopped at entry and exit points for contraband and safety inspections and driving on the installation comes with implied consent for the operator to be tested for alcohol or drugs. Implied consent is also given for removal and/or temporary impoundment of a vehicle that is improperly parked, interfering with military operations or movement of traffic, or creating a safety hazard, amongst other reasons.

General regulations for driving on NSA Bethesda include the requirement to come to a complete stop at stop signs, crosswalks in use, and at any turn. U-turns are not authorized, but there are many turnaround points throughout the installation. Unless otherwise posted, the speed limit remains 15 miles per hour.

**Headphones, earphones, and other listening devices may not be worn while operating a motor vehicle, motorcycle, bicycle, scooter, hoverboard or other similar device, or while walking on sidewalks, running, or other pedestrian activities.** The only places headphones and such devices are authorized outdoors is on nature trails or the outdoor sports complex, and one ear must remain clear for safety purposes. This does not include hearing aids or devices designed and required for hearing protection. In addition, hand-held devices are not authorized while driving.

Ride sharing services such as Uber and Lyft are not authorized to enter NSA Bethesda. Passengers should direct their driver NOT to approach the gate, but instead to be dropped off at a pedestrian-friendly area near the Entry Control Points.

### **Traffic Court and Court Penalties – Ticketing and Suspension of Driving Privileges**

There are two types of traffic tickets issued on NSA Bethesda. The first is DD Form 1805 and is used to refer a violation to the U.S. Magistrate. The second is DD Form 1408 and is used solely onboard NSA Bethesda. Both types of traffic tickets will generate points against an individual’s NSA Bethesda installation driving record. Points remain in accumulative effect for 24 months and may lead to suspension or revocation of driving privileges on NSA Bethesda.

If driving privileges are suspended or revoked for point accumulation, a letter will be sent to the address on record. Suspension or revocation will be uploaded into DBIDS to notify sentries at entry control point and other security forces that driving privileges have been suspended/revoked. The termination of parking registration is inherent to any suspension or revocation action; the individual’s parking pass must be relinquished.

### **Personal Weapons Policy - NSABINST 5530.7B**

The installation commanding officer (ICO) has established a process for control and accountability of personal firearms at NSA Bethesda. Unless otherwise authorized by applicable law or regulation, personal firearms and ammunition will not be possessed, used, introduced, or transported at NSA Bethesda.

Firearms holders will comply with all federal, state, and local laws and regulations concerning ownership, possession, registration, transportation and use.

State license permits to carry concealed handguns ARE NOT recognized or authorized on NSA Bethesda.

Entering U.S. Government Property constitutes consent to search personnel and their property, pursuant to 50 U.S.C. 797.

Storage:

Weapons may not be stored in public-private venture (PPV) housing without first registering and receiving written approval from the installation commanding officer (ICO).

Weapons storage is not permitted in unaccompanied housing (UH), Bldg. 62, Navy Lodge, or Fisher Houses, however, residents and visitors may store their personal weapons in NSA Bethesda Security’s personal weapons vault.

Firearms and weapons include:

Handguns - pistols, semi-automatic handguns, machine pistols, revolvers, and derringers.

Long guns - rifles, assault rifles, and shot guns, whether operated by bolt, pump, or lever.

Other - pellet, BB guns and/or any weapon (archery/swords/knives) or any other which launches a projectile via explosive or compressed means/processes which can kill, injure, or maim.

If found in violation, offenders will be federally cited and possibly barred from the installation.

For clarification and additional information, refer to NSABINST 5530.7B.

Motorcycles have their own distinct set of rules and regulations. Operators must have a valid state motorcycle license and wear mandated protective equipment: a U.S. DOT certified protective helmet, impact or shatter resistant goggles or face shield, long-sleeved shirt or jacket, long-legged trousers, full-fingered gloves, and closed-toe footwear. The headlight on the motorcycle must remain on, and the motorcycle must have left and right sided mirrors.

Bicycles must obey all traffic signs and signals, and must operate on the right side of the road. Bicycles are authorized to occupy the entire lane but may not ride two abreast. In addition, all bicyclists are required to wear appropriate personal protective equipment, including an approved bicycle helmet, while on the installation. All active duty military personnel shall wear an approved bicycle helmet on and off the installation in accordance with local law. The bicycle must have a white front light visible from a distance of 30 feet and a red reflector or light on the rear visible from 300 feet for use at night.

# Terms and Definitions

**AD** - Active Duty

**ASBP** - Armed Services Blood Program

**Austin's Room** - Childcare center located in Bldg. 62

**Building 1** - Building 1 is the central tower at Walter Reed National Military Medical Center and the oldest building on NSA Bethesda.

**CAC** - Common Access Card. CAC IDs are issued to eligible employees and contractors for access to the installation and their email. They may also be used to enter controlled-access areas including garages.

**CDC** - Child Development Center

**Comfort Hall** - Bldg. 60. Part of unaccompanied housing on NSA Bethesda.

**CVI** - Commercial Vehicle Inspection. The CVI point for NSA Bethesda is located at Gate 5.

**CYP** - Child Youth Program. CDCs I and II run under the CYP.

**DBIDS** - Defense Biometric Identification System. DBIDS is the system used to approve access to the installation. DBIDS ID cards and passes can be issued to personnel and visitors who are not eligible for CAC IDs.

**ECP** - Entry Control Point. ECPs are the Gates located around the installation.

**Fisher House** - Fisher House Foundation operates five houses on NSA Bethesda serving as lodging for eligible families of service members while they or their family members are receiving treatment at WRNMMC.

**Gate 1** - North Gate off Wisconsin Avenue, where the Pass & ID Office is located.

**Gate 2** - South Gate off Wisconsin Avenue, located across from Medical Center Metro Station

**Gate 3** - NEX Gate, located on Jones Bridge Road

**Gate 4** - Navy Lodge Gate, located on Jones Bridge Road

**Gate 5** - USU Gate, located on Jones Bridge Road. Gate 5 is the CVI point.

**Historic Flagpole** - The historic flagpole was built at the same time as Building 1 and sits atop the historic viewshed area between Gates 1 and 2 on Wisconsin Avenue (MD 355).

**J Lot** - Located behind Bldgs. 11 and 27

**MCAA** - Medical Center Additions and Alterations. This refers to the ongoing projects to upgrade the facilities at Walter Reed National Military Medical Center.

**MFSC** - Military and Family Support Center

**MoCo** - Montgomery County

**MWR** - Morale, Welfare, and Recreation

**NEX** - Navy Exchange

**NICoE** - National Intrepid Center of Excellence

**NMA** - Non-medical Attendant

**NMLPDC** - Naval Medical Leader and Professional Development Command (NMLPDC)

**NMRTC** - Navy Medicine Readiness & Training Command

**Sanctuary Hall** - Bldg. 64. Part of unaccompanied housing on NSA Bethesda.

**Sports Complex** - The MWR Sports Complex, located on Perimeter Road behind USU, is an outdoor recreation area with a football field, baseball

diamond, picnic pavilions, tennis court, and running track.

**SRB-NCR** - Soldier Recovery Brigade-National Capital Region.

**Tranquility Hall** - Bldg. 62. Housing on NSA Bethesda dedicated to housing wounded, ill, and injured service members during their recovery.

**Unaccompanied Housing** - Housing, including barracks, for service members stationed at NSA Bethesda without spouses.

**USO** - United Service Organizations

**USU** - Uniformed Services University

**VCC** - Visitor Control Center. The VCC is located in Bldg. 102 at Gate 1.

**Warrior Café** - MWR dining facility located in Bldg. 62

**WII** - Wounded, ill and injured refers to service members and veterans who are recovering from injuries and illness.

**WRB** - Walter Reed National Military Medical Center is also known as Walter Reed Bethesda (WRB)

**WRNMMC** - Walter Reed National Military Medical Center

**Z Lot** - Located on Taylor Road in the northeast corner of NSA Bethesda.

## **Parking Garages:**

**Bldg. 17** - Rixey Road

**Bldg. 32** - South Palmer Road

**Bldg. 33** - NEX Garage

**Bldg. 54** - Brown Drive

**Bldg. 55** - Brown Drive

**Bldg. 57** - Stokes Road by CDCs

**Bldg. 63** - America Garage. Patient parking on North Palmer Road

**Bldg. 68** - Unaccompanied housing parking on Taylor Avenue across from the USO

**Bldg. 71** - USU parking via University Road

# INSTALLATION DIRECTORY

## WRNMMC QUICK REFERENCE

CLINIC/DEPARTMENT	BUILDING/FLOOR	PHONE NUMBER
(area code 301 unless otherwise noted)		
3 Center (Inpatient Telemetry Ward) (10/3)		295-4700
3 East (Ambulatory Procedures Unit) (10/3)		295-2560
3 West (Inpatient Pediatrics Ward) (10/3)		319-2400
4 Center (Inpatient Surgical Ward) (10/4)		295-8857/8858/8859
4 East (Maternal Infant Child Center) (10/4)		295-4142
4 West (Inpatient Surgical Ward) (10/4)		295-8828
5 Center (Inpatient Medicine Ward) (10/5)		295-4160
5 East (Inpatient Medicine Ward) (10/5)		319-2300
5 West (Inpatient Hematology/Oncology Ward) (10/5)		319-2300
6 Center (Mother Infant Care/Labor Delivery) (10/6)		319-5000
6 East (Maternal Infant Child Center/Postpartum) (10/6)		319-5000/5001
6 West (Neonatal Intensive Care Unit) (10/6)		319-6428
7 East (Inpatient Traumatic Brain Injury Ward) (10/7)		295-4600
7 West (Inpatient Psychiatry Ward) (10/7)		295-4095
Command Duty Office/Main Line (10/1)		295-4611
Facilities Management		295-1115
Facilities Emergencies (Trouble Desk)		295-1070
Fire Department		295-0319
General Internal Medicine Clinic (Primary Care Medical Home)(19/2)		295-0196
Housekeeping (4/1)		295-1050
IRMAC/NCR		1-855-227-6331
Patient Administration (Admission/Disposition) (10/1)		295-2126
Patient Relations (Customer Advocacy) (9/1)		295-0156
Pediatrics: Primary Care (19/4)		295-4900
Pharmacy Call Center (All Locations)		295-2123
Pharmacy Refill Line		1-800-377-1723

## OFFICE/ORGANIZATIONS BUILDING/FLOOR PHONE NUMBER

(Area code is 301 unless otherwise note. Dial 93 first where indicated.)

OFFICE/ORGANIZATIONS	BUILDING/FLOOR	PHONE NUMBER
<b>A</b>		
Acquisition Management (54/2)		295-8909
Active Duty Outpatient Medical Records (7/2)		295-0644
Addiction Treatment Services (7/4)		400-1298
Administration, Director for (1/5)		295-5804
Admissions & Dispositions (10/1)		295-2126
Adolescent Medicine (19/4)		319-7070
Adult Outpatient Behavioral Health		295-0500/0015
ALHTA/Essentris Training		1-800-600-9332
Allergy, Immunology & Immunizations (19/4)		295-4510
America Pharmacy (19/1)		319-3436
Ambulatory Procedures Unit (APU) Check-In (10/3)		295-2560
Ambulatory Procedures Unit (APU) Pre-screen (9/3)		295-2319
American Red Cross Office (10/1)		295-1538
Amputee Center (MATC) (19/1)		319-2909
Anatomic Pathology (9/B)		295-2520
Anesthesia (9/3)		295-4455
Antiterrorism Officer, NSAB		295-4037
Apheresis/Donor Services (9/1)		295-2104/2105

Armed Services Blood Bank Center (241)	295-1737
Armed Forces Center for Child Protection (AFCCCP) (1/10)	295-4100
Armed Forces Radiobiology Research Institute (AFRRI) (46)	(93) 295-1210
Armed Services Blood Program (ASBP) (241)	295-2106
Army Community Service (11/120)	400-0174
Army Emergency Relief (11/124)	400-0071
Army Military Pay Office (AMPO) (62/2)	400-1065/1067
Army Troop Command (WRNMMC)	400-0887
Arrowhead Pharmacy (9/2)	319-3436
Audiology and Speech Pathology Center (19/5)	295-7840/7820
Austin's Playroom (NSAB MWR)	400-0118

## B

Barber Shop (2/1)	295-6390
Bariatric Surgery (9/1)	295-4440
Behavioral Health - Outpatient (19/6)	295-0500
Behavioral Health - Child and Adolescent Outpatient (19/4)	295-0576
Behavioral Health - Administration	400-2031
Behavioral Health - Inpatient (10/7)	295-4095
Behavioral Health - Neuropsychology Assessment Services (10/7)	400-1972
Behavioral Health - Older Adult Outpatient (19/6)	319-8852
Behavioral Health - Resiliency (10/7)	400-1974
Behavioral Health - Hospitalization Program	400-2110
Biomedical Engineering	295-5515
Birth Registration (10/1)	295-2195
Blood Donor Center (241)	295-2106
Bloodborne Infection Center	295-6590
Breast Cancer Center (19/3)	295-3899

## C

Café 8901 (Medical Center Dining Room) (9/B)	400-3776
Cardiac Rehabilitation (9/2)	295-1840
Cardiothoracic Surgery (CVHIR) (9/2)	295-2552 / 319-2835
Cardiology Services (9/2)	295-4500/0390/0394
Career Counselor, NMRTC (17/1)	295-1066
Case Management (17B/2)	295-1100
Center for Prostate Disease Research (19/3)	319-2900
Central Distribution (9/B)	295-4539/4538
Central Distribution Division	295-5822
Chapel, WRNMMC (Pastoral Care) (85T/1)	295-1510
Chaplain, WRNMMC (Duty Pager) (8/1)	295-4611, Option 4
Chief of Staff, WRNMMC (1/5)	295-2427
Child & Adolescent Psychiatry (19/4)	295-0576
Child Development Center I (NSAB MWR) (26)	295-0014
Child Development Center II (NSAB MWR) (87)	400-1200
Child Protection, Armed Forces Center for (1/10)	295-4100
Chiropractic Services (19/1)	295-2223/5160
Civilian Payroll Office, WRNMMC (17,3)	295-2020/4637
Clinical Case Management (7/5)	295-1100
Clinical Pathology (9/B)	295-0250
Clinical Support, Director for (1/5)	295-6033
Colon Health Initiative (9/1)	295-5035/319-8284

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 301-295-0999 (CELL PHONES)

Command Communications (1/11) .....	295-5727
Command Duty Officer, NSAB .....	301-538-2843
Command Duty Office, WRNMMC (10/1).....	295-4611
Command Senior Enlisted Leader, NSAB (27/3) .....	295-3964
Command Senior Enlisted Leader, WRNMMC (1/5).....	295-2429
Command Suite, NSAB (27/3) .....	295-3964
Command Suite, WRNMMC (1/5).....	295-5800
Community Recreation - Equipment Rentals ...	400-1783
Community Recreation - Pavilion Rentals ...	400-1783
Community Recreation - Tickets and Travel (MWR) (2/1) ...	295-0434
Comprehensive Dentistry (NPDS) .....	295-0145
Comptroller, WRNMMC (17/3) .....	295-2426
Computed Tomography (9/2).....	295-4960
Computer Help Desk .....	800-600-9332
Contract Services, Logistics, WRNMMC (54/1).....	295-8909
Convenience Store Dry Dock (2/1).....	301-951-6442
Coumadin Clinic (Cardiology) (9/2) .....	295-4497
Credentialing (Medical Staff Services) (17/3) .....	295-2737
Customer Advocacy (9/1) .....	295-0156

## D

Darnall Medical Library (1/3).....	295-1184
Decedent Affairs (10/1).....	295-8962/2216
Dental Readiness (2/2) .....	295-5411/4059
Dentistry, Director for (1/5) .....	400-2911
Deployment Health Center (8/2) .....	295-5411/4059
Dermatology (19/3).....	295-4551
Dialysis Center/Nephrology (9/1) .....	295-4330
Diabetes Care Center (9/1) .....	295-3037/5165
DiLorenzo Tricare Health Clinic .....	703-692-8810
Dining Facility (Café 8901) (9/B) .....	400-3776
DoD Safe Helpline .....	877-995-5247
DRMO/Excess Equipment, WRNMMC (54/B) .....	295-3874
Dry Dock, Convenience Store (2/1).....	301-951-6442
Dunkin' Donuts/Subway, WRNMMC (2/1) .....	301-652-4667

## E

Ear, Nose and Throat/Otolaryngology (19/5) .....	295-4664
Education - Staff and Faculty Development (5/4).....	319-5209
Emergency Department/Emergency Medicine (9/1).....	295-4810
Emergency Management (NSAB) .....	295-2219/319-2554/319-8304
Emergency Management (54) (WRNMMC).....	295-3115/319-4906
Endocrinology, Diabetes & Metabolism Service (19/5).....	295-5165
Endodontics (NPDS) (1/2) .....	295-1830
Environmental Health, WRNMMC (17B/3) .....	400-3870
Environmental Programs, NSAB (27/2) .....	(93) 295-2482
Equipment Management, WRNMMC (3/2) .....	295-1063
Exceptional Family Members Coordinators (19/4) .....	400-1688/4096
Exceptional Family Member Program, NSAB (EFMP) (11/1).....	400-2542
Exceptional Family Member Program, WRNMMC (EFMP) (19/4) .	400-1688/295-4092
Executive Officer, NSAB.....	295-3964
Executive Medicine Clinic (7/1).....	319-4408/295-6776

Executive & Legislative Affairs, WRNMMC (10/2).....	295-4688
Executive Secretary, WRNMMC (1, 1).....	295-5805
Exercise Physiology (Nutrition Clinic) (7/3).....	295-4065
Eye Care - Ophthalmology (8/1).....	295-1339
Eye Care - Refractive Surgery Center (85T/1).....	295-1133

## F

Family Advocacy (Duty Line) .....	301-312-7686
Facilities Management .....	295-1115
Facilities Emergencies (Trouble Desk) .....	295-1070
Fire Department.....	295-0319
Fisher House ...	301-857-9494
Fitness Center, NSAB (17B) .....	295-2450
Fort Belvoir Community Hospital .....	571-231-3224

## G

Gastroenterology/Hepatology (9/1).....	295-5035 opt.5
General Internal Medicine Clinic (Primary Care Medical Home) (19/2)....	295-0196
General Surgery.....	295-4440
Gynecological Cancer (19/3) .....	400-1257
Gynecology (9/2) .....	400-2140

## H

Health Education and Training (HEAT) .....	319-5209
Health Physics/Radiation Safety Office (8/5) .....	295-1043
Health Professions Education (5/3) .....	319-5209
Healthcare Resolutions (9/1).....	295-5434
Hearing Conservation/Occupational Audiology (7/2).....	295-1329
Hematology/Oncology (19/3) .....	319-2100
Hepatology (Transplant Services)/Nephrology (9/1FL).....	295-4331
HIPAA Compliancy Office.....	319-4775
Hospital Dentistry (9/2).....	400-2060
Household Goods/Personal Property (HHG/PP0) (17B/3D).....	400-0231/0229
Housekeeping (7/1).....	295-1050
Housing Service Center.....	295-6564

## I

Industrial Hygiene .....	295-5498
Infectious Diseases (7/1) .....	295-6400
Infectious Diseases - Travel Clinic (7/1).....	319-8369
Information Desk, Bldg. 19 .....	295-1865
Information Desk (Tranquility Hall) (62/1).....	400-0200
Inpatient Meal Services (Room Service – Call Center).....	295-0272
Inpatient Meal Services (Admin).....	400-3344/3858
Inpatient Medical Records (10/1).....	295-2201
Inpatient Nutrition Center (10/2) .....	400-3344
Inpatient Physical Therapy/Occupational Therapy (10/3).....	295-2883
Inpatient Pharmacy (9/2) .....	295-2121
Inpatient Ward, 3 Center (10/3) .....	295-4700
Inpatient Ward, 3 West (10/3).....	319-2400
Inpatient Ward, 4 Center (10/4) .....	295-8857
Inpatient Ward, 4 West (10/4).....	295-8828

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 301-295-0999 (CELL PHONES)

Inpatient Ward, 5 Center (10/5).....	295-4160
Inpatient Ward, 5 East (10/5).....	319-2300
Inpatient Ward, 5 West (10/5).....	295-2589
Inpatient Ward, 6 East (Post Partum) (10/6).....	319-5100
Inpatient Ward, 6 West (NICU) (10/6).....	319-6428
Inpatient Ward, 7 East (10/7).....	319-4600
Inpatient Ward, 7 West (10/7).....	295-4095
Inpatient Warrior And Family Liaison Office (IWFL0) (10/2).....	319-6805
Inspector General, WRNMMC (10A).....	703-681-9700
Insurance Claims Inpatient Private Health (10/1).....	295-4934
Insurance Claims Liability (Third Party Collections) (17/3).....	295-4934
Insurance Claims Outpatient Private Health (17/3).....	295-4934
Integrated Referral Management & Appointing Center (IRMAC).....	1-855-227-6331
Internal Medicine (19/2).....	295-0196
Intensive Care Unit, Medical (9/4).....	319-4190
Intensive Care Unit, Neonatal (10/6).....	319-6428
Intensive Care Unit, Pediatric (9A/3).....	400-2010
Intensive Care Unit, Surgical (9A/3).....	295-4830
Interventional Radiology (9/2).....	295-4334
Investigational Pharmacy (9/2).....	400-0907
IT Service Desk (DHA Global Service Center).....	1-800-600-9332
IT Trouble Desk, NSAB/WRNMMC.....	1-800-600-9332
IVF (In Vitro Fertilization) (10/2).....	400-2144

## J

Joint Commission Specialist.....	319-4618
Judge Advocate General, Staff, WRNMMC (JAG) (1/6).....	295-2215

## L

Labor and Delivery (Maternal Infant Child Center) (10/6).....	319-5000
Laboratory/ outpatient phlebotomy (9/2).....	319-3420
Lean Six Sigma Program.....	295-9044
Legal (NMRTC).....	319-4582
Legal Services (JBAB).....	202-767-5297
Legal Services - Navy Yard.....	202-685-5580
Liability Insurance Claims (17/3).....	295-4934
Library (Darnall Medical Library) (1/3).....	295-1184
Linen Management (9/B).....	295-2205/5311
Linen Management (9/B).....	295-2205/5311
Lisa's Goodies.....	

## M

Main Operating Room (9/3).....	295-4991
Main Radiology (9/1).....	295-5030/5032
Manpower Management (8/2).....	295-4611
Marine Corps Liaison Office (62).....	295-6111
Maternal Infant Child Center (MICC) (10/6).....	319-5100
Medevac Office (10/1).....	295-2620
Media Relations, NSA Bethesda (27/3).....	295-1803
Media Relations, Walter Reed Bethesda (1/11).....	295-5727
Meditation Chapel (9A/3).....	295-1510
Medical Board/Physical Evaluation (62/2).....	400-0203

Medical Graphic Arts (NMLPDC).....	319-2760
Medical Intensive Care Unit (MICU) (9/4).....	319-4190
Medical Photography (NMLPDC) (2/1).....	295-1014/5
Medical Readiness (8/2).....	295-5483
Medical Records, Inpatient (10/1).....	295-5709
Medical Records Correspondence (19/1).....	400-3075
Medical Records, Outpatient (3/1).....	295-5150
Medical Staff Services (17/3).....	295-8105/319-8923
Medicine, Director for (1/5).....	205-6917
Microbiology (9/B).....	295-2043
Military Advanced Training Center (MATC) (19/1).....	400-0763
Military and Family Support Center (11/1).....	319-4087
Military Medical/Dental Records (Active Duty) (7/2).....	295-0644
Military Medical Records (7/2).....	295-0644
Military Personnel Division (MPD).....	400-1096
Mission Assurance Officer, NSAB (17).....	400-1755
Mind-Body Medicine (7/2).....	295-0196
Mother Infant Care Center (MICC): Labor and Delivery (6 East) (10/6).....	319-5000
Mother Infant Care Center (MICC): Postpartum (6 East) (10).....	319-5100
Morgue.....	295-2507
MRI (9A/1).....	295-6585
Murtha Cancer Center Program Manager.....	400-1477
Murtha Cancer Center: Adult Hematology/Oncology Clinic.....	319-2100
Murtha Cancer Center: Pediatric Hematology/Oncology Clinic.....	400-1663
MWR - Community Rec - Equipment Rentals.....	400-1783
MWR - Community Rec - Pavilion Rentals.....	400-1783
MWR - Fitness Center (NSAB MWR) (17B).....	295-2450
MWR - Sports (17B).....	295-0031
MWR - Tickets and Travel (MWR) (2/1).....	295-0434

## N

National Capital Region Market.....	319-8400
National Intrepid Center of Excellence (NICoE).....	319-3600
Naval Criminal Investigation Service.....	295-0570/71
Naval Dosimetry Center (84T).....	295-0142
Naval Postgraduate Dental School (1/4).....	295-0064
Naval Postgraduate Dental School Faculty Practice.....	400-2422
Naval Postgraduate Dental School (NPDS) – Oral & Maxillofacial Pathology (1/4).....	319-5120
Naval Postgraduate Dental School (NPDS) – Orofacial Pain (2/3).....	295-1495
Naval Postgraduate Dental School (NPDS) – Pediatric Dentistry (1/3)....	295-1364
Naval Postgraduate Dental School (NPDS) – Periodontics (1/2).....	295-0077
Naval Postgraduate Dental School (NPDS) – Prosthodontics (1/3).....	295-1550
Naval Postgraduate Dental School (NPDS) – Prosthodontics Lab.....	295-0202
Naval Postgraduate Dental School (NPDS) – Research.....	295-0565
Naval Support Activity Bethesda Command Suite (27/3).....	295-3964
Naval Support Activity Bethesda MAIN Line.....	295-6246
Navy Bloodborne Infection Management Center (NBIMC) (17/3).....	295-6590
Navy Exchange Barber Shop (2/1).....	(93) 295-6390
Navy Exchange Main Store (82).....	240-743-4200
Navy Exchange Main Store Barber.....	240-743-4615



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Navy Exchange Main Store Barber Shop	240-743-4610
Navy Exchange Mini-Mart (31)	(93) 295-6129
Navy Exchange Uniform Center and Embroidery Shop (82)	295-1489
Navy Exchange Vending Warehouse (152)	295-6385
Navy Federal Credit Union (2/1 & 82)	1-888-842-6328
Navy Lodge	301-654-1795/800-628-9466
Navy-Marine Corps Relief Society (11/1)	295-1207
Navy Medical Inspector General's Office - Administration & Inquiries	295 /10
Navy Medical Inspector General Hotline	800-637-6175
Naval Medical Leader and Professional Development Command (NMLPDC) (1/18)	400-2721
Naval Medical Leader and Professional Development Command (NMLPDC) Command Suite (1/18)	295-5594
Navy Medicine Readiness and Training (NMRTC) (17/1)	400-3859
Navy Operational Forces Medical Liaison Services (OFMLS)	202-255-3391
Navy Warrior Transition Company (NWTC)	301-213-6972
Neonatal Intensive Care Unit (NICU) (6 West) (10/6)	319-6428
Nephrology/Dialysis/Transplant Services (9/3)	295-4330
Neurology, EEG, EMG (19/6)	295-4771/1006
Neuropsychology Assessment Clinic (10/7)	400-1972
Neuropsychology Health Services (19/6)	295-0015
Neurosurgery (9/1)	295-4421/4420
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NEX Main Store Barber	240-743-4610
NEX Main Store Beauty Salon	240-743-4615
NEX Main Store Optical	240-743-4300
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NEX Vending Warehouse	240-743-4118
NSA Bethesda Commanding Officer	295-3964
NSA Bethesda Executive Officer	295-3964
NSA Bethesda Senior Enlisted Leader	295-3964
Nuclear Medicine (9/1)	295-4974
Nursing Administration (10/1)	400-0564
Nursing, Director for (1/5)	319-6800
Nutrition Clinic Services (Outpatient) (7/3)	295-4065
Nutrition Services Department (Admin) (9/B)	400-2801

## O

Obstetrics (9/2)	295-6906
Occupational Audiology/Hearing Conservation (7/2)	295-1329
Occupational Medicine (7/2)	295-0786
Occupational Therapy (19/1)	295-4866
Oncology Clinic (19/3)	319-2100
One Stop Shop (ITD) (10/2)	1-800-600-9332
Operating Rooms (Surgical Suites) (9/3)	295-4991
Operational Readiness (7/4)	319-2514
Operational Support Office (17/1)	295-0974
Operative Dentistry (NPDS)	319-4687
Ophthalmology (8/1)	295-1339
Optometry (8/1)	319-7001
Oral and Maxillofacial Surgery (WRNMMC) (9/2)	295-4340

Oral Medicine and Radiology (NPDS) (1/2)	295-6490
Oral Pathology (NPDS)	295-0404
Orthodontics (NPDS)	295-5451
Orthopedics and Podiatry (19/2)	295-4290
Orthotics/Prosthetics (19/1)	400-1383
Otolaryngology/Ear, Nose and Throat Clinic (19/5)	295-4664
Outpatient Behavioral Health (19/6)	295-0500
Outpatient Laboratory-Arrowhead (9/2)	319-3420
Outpatient Laboratory-Americas (19/1)	319-3420
Outpatient Medical Records (3/1)	295-5150
Outpatient Private Health Insurance Claims (17/3)	295-4934

## P

Pain Clinic (9/3)	319-8600
Panda Express (NEX Food Court)	240-396-6522
Parking & Commuting Information Line, NSAB	400-2277
Pastoral Care (85T/1)	295-1510
Patient Accounts (10/1)	295-1874
Patient Administration (Admission/Disposition) (10/1)	295-2126
Patient Relations (Customer Advocacy) (9/1)	295-0156
Patient Transport	295-4010
Payroll Office (Civilian) (17/3)	295-2020/4637
Pediatric Dentistry (NPDS) (1/3)	295-1364
Pediatric Intensive Care Unit (PICU) (9/3)	400-2010
Pediatric Primary Care (19/4)	295-4900/4941/6168
Pediatric Sedation (9A/3)	400-2030
Pediatrics - Armed Forces Center for Child Protection (1/10)	295-4100/2150
Pediatrics: Case Manager	295-2182/400-1716
Pediatrics: Inpatient Ward (3 West) (10/3)	319-2400
Pediatrics: Hematology and Oncology (19/4)	400-1664
Pediatrics: Lactation	319-4407
Pediatrics: Nutrition	295-7872
Pediatrics: Psychology (19/4)	295-0576
Pediatrics Specialty Care (19/4)	295-4959
Pentagon Tri-Service Dental Clinic	703-692-8700
Personal Property/Household Goods (PPO/HHG) (17B/3D)	400-0231
Pharmacy Call Center (All Locations)	295-2123
Pharmacy Refill Line	1-800-377-1723
Physical and Occupational Therapy, Inpatient (10/3)	295-2883
Physical Medicine (19/1)	295-7850
Physical Readiness Training (PRT) Office, WRNMMC (17B/3)	295-5502
Physical Therapy (19/1)	295-4880
Plastic and Reconstructive Surgery (9/2)	319-4226
Platelet Donation - ASBP (9/1)	295-2104/2105
Podiatry/Orthopedics (19/2)	295-4290/4295/319-4195
Post Anesthesia Care Unit (PACU) (9/3)	295-4111
Postal Services (2/1)	295-0162/5161
Postpartum (labor & Delivery)(10/6)	319-5100
Prenatal Assessment Center (10/6)	319-5050
Primary Care Dentistry (2/2)	295-5411
Property Book Officer (3/2)	295-3938
Prostate Clinic (19/3)	319-2900

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Prosthetics/Orthotics (19/3)	400-1383
Prosthodontics (NPDS) (1/3)	295-1550
Psychiatric Continuity Service (8/4)	400-2110
Public Affairs, NSA Bethesda (27/3)	295-1803
Public Affairs, Walter Reed Bethesda (1/11)	295-5727
Public Health/Preventive Medicine (7/5)	400-0075
Pulmonary (9/1)	295-4191

## Q

Quality Management Department (1/2)	295-5815
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## R

Radiation Oncology (19/B)	295-5000
Radiology, Main (9/1)	295-5030
Radiology, Satellite (19/2)	295-4321
Radiation Safety Office (8/5)	295-1043
Records, Active Duty (7/2)	295-0644
Records, Inpatient (10/1)	295-5709
Records, Outpatient (3/1)	295-5150
Records, Outpatient - Correspondence	400-3075
Red Cross Offices	295-1538
Refractive Surgery Center	295-1200
Release of Health Information (3/1)	400-3075
Religious Services (NSAB) (11/B)	319-5058
Reproductive Health Clinic (Reproductive Endocrinology & Infertility) (9/2)	400-2432
Reprographic Services (85T/1)	295-6176/7
Resiliency / Psychological Health (10/7)	400-1974
Rheumatology (19/3)	295-4512

## S

Safe Helpline	877-995-5247
Safety Office, NSAB	295-2870
Satellite Radiology (19/2)	295-4321
School Liaison (11/1)	295-7849
Security Office, NSAB Desk Sgt. (17/B)	319-8937
Senior Enlisted Leader, NSAB (27/3)	295-3964
Senior Enlisted Leader, WRNMMC (1/5)	295-2429
Sexual Assault Prevention & Response Program (SAPR) (11/1)	400-2411
Sexual Assault Prevention & Response Victim Advocate Hotline	301-442-8225
Sexual Harassment/Assault Response & Prevention Program (SHARP), WRNMMC	319-0262/Cell 274-1856
Sleep Disorder Clinic (9/2)	295-4547
Sleep Lab (9/2)	295-4547
Social Work, WRNMMC	295-1719
Soldier Recovery Brigade-National Capital Region	400-2306
Speech Pathology and Audiology Center (19/5)	295-7820/7840
Sponsor Program, NMRTC (17/1)	319-4860
Staff and Faculty Development (19/5)	319-5209
Staff Judge Advocate General (1/6)	295-2215
Sterile Processing (9/B)	295-4545
Substance Abuse (Addiction Treatment Services) (85T/2)	400-1298
Subway/Dunkin' Donuts, WRNMMC (2/1)	652-4667

Suicide & Crisis Hotline	988
Supply - Central Distribution, WRNMMC (9/B)	295-4539/38
Supply Chain Service Chief (9/B)	295-4175
Surgical Intensive Care Unit (SICU) (9A/3)	295-4830
Surgical Oncology (19/3)	319-2316
Surgical Suites (Main Operating Rooms) (9/3)	295-4991

## T

Tickets and Travel Office (MWR) (2/1)	295-0434
Time and Attendance Office, WRNMMC (17/3)	295-8909
Training, WRNMMC (HEAT)	319-5209
Training Officer, NSAB (17)	400-1755
Transfusion Services (9/3)	295-0968
Transplant Surgery (9/1)	295-4330
Transportation Officer, NSAB (17/1)	319-3819
Transportation Motor Pool (TMP) (54/1)	295-2503
Transportation (Patients)	295-4010
Travel Clinic (Infectious Diseases) (7/1)	319-8369
TRICARE Service Center (Enrollment)	1-800-874-2273
Troop Command(WRNMMC)	301-319-2648
Tropical Smoothie Cafe	240-800-3974

## U

Ultrasound/Nuclear Medicine (9/1)	295-4961
Uniform Center (NEX)	240-743-4702
Uniformed Services University of the Health Sciences Health Clinic...	(93) 295-3630
Urogynecology (9/2)	400-2468
Urology (9/2)	295-4270/4271
USO Warrior and Family Center Bethesda (29)	240-552-9350

## V

Vaccine Healthcare Center/Immunizations (19/4)	295-5798
Vascular Surgery (CVHIR) (9/2)	295-4779
Veterans Crisis Line	988
Vision Center of Excellence (VCoE) (2/1)	400-1130
Visitor Control Center (102)	301-295-4607
Visual Information Services (NMLPDC)	295-0052

## W

Warehouse Receiving/Shipping (54/B)	295-2025
WRNMMC Research Programs	295-8239
Warrior Café (MWR) (62)	400-0127
Warrior Café Catering (MWR) (62)	319-2957
Warrior Clinic	400-1012
Warrior Family Coordination Cell (62/1)	855-360-4376
Wendy's (31)	240-800-7161
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Wound Care (9/1)	295-4440



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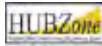
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