



**NAVAL SUPPORT  
ACTIVITY BETHESDA**



**2026 INSTALLATION GUIDE**





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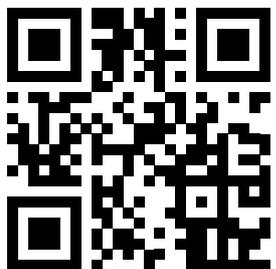
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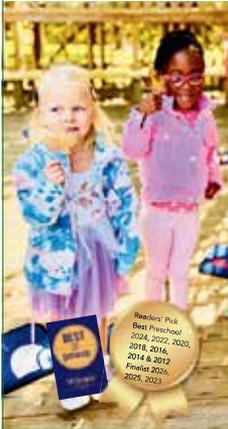


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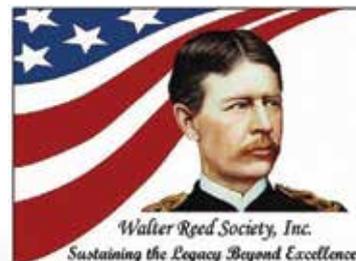
**Kensington, MD**  
301-949-0700  
**Edgewater, MD**  
410-269-0919  
**Waldorf, MD**  
301-645-9277  
**Frederick, MD**  
301-663-9055

**Winchester, VA**  
540-868-0856  
**Chantilly, VA**  
703-961-8114  
**Martinsburg, WV**  
304-263-9400  
**Millsboro, DE**  
302-934-6205

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

**Walter Reed Society**

**Assisting the Wounded, Ill, or Injured  
Service Members and their Families**



The Walter Reed Society is an all-volunteer tax-exempt 501 (c)(3) charitable organization. Its Mission is to provide financial or direct assistance to service members and their families being treated at Walter Reed National Military Medical Center and at other military health care facilities in the Defense Health Agency National Capital Region Military Health System. The Society responds to unmet needs during their care and also provides assistance with treatment, education, research activities, travel and lodging, and hospital staff support.

Since the Walter Reed Society's inception in 1996, the Medical Center and hundreds of service members and their families have received over \$4.0 million in assistance.

Membership is accessible and encouraged for all who desire to contribute to the mission of the Society to support active duty military, veterans, Wounded, Ill and Injured (WII) and their families, as well as the staff members of the Military Health System who care for them in their time of need.

For membership application or donation information, please contact Hermalene Taylor at [support@walterreedsociety.org](mailto:support@walterreedsociety.org) or call (301) 571-1580.

Visit our website: [www.walterreedsociety.org](http://www.walterreedsociety.org)  
Combined Federal Campaign (CFC) number - 38118



Find this guide online by scanning this QR code with your smartphone

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(301) 295-6246

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# QUICK PHONE GUIDE

## NSA BETHESDA EMERGENCY SERVICES: 777 (Landlines) or 202-433-3333 (Cell Phones)

### **SEXUAL ASSAULT PREVENTION AND RESPONSE**

On Call Victim Advocate:

**240-814-7624**

On Call SARC:

**240-814-7705**

### AMERICAN RED CROSS

Main: 301-295-1538

After Hours: 877-272-7337

### 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](http://idco.dmdc.osd.mil/idco)

### FITNESS CENTER

301-295-2450

### MEDICAL PHOTO

301-295-1014/5

### MEDICAL READINESS BRIGADE

301-319-2648

### 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

**SCHOOL LIAISON**  
301-295-7849

**TRANQUILITY HALL BLDG. 62**  
301-400-0200

**UNIFORMED SERVICES  
UNIVERSITY**  
1-800-515-5257

**UNIFORM SHOP**  
240-743-4200 Ext. 2301

**USO WARRIOR AND  
FAMILY CENTER**  
240-552-9350

**VISITOR CONTROL CENTER**  
102 Wood Rd.  
Bethesda, MD 20814  
301-295-4607 ▪ 301- 400-2434  
[ndw.cnlic.navy.mil/BethesdaVCC](http://ndw.cnlic.navy.mil/BethesdaVCC)

**WALTER REED PAO AND  
HOSPITAL COMMUNICATIONS**  
301-295-5727 | 301-400-0012

**WALTER REED PASTORAL CARE**  
301-295-1510

**WALTER REED SWITCHBOARD  
OPERATOR**  
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 (NSA) 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. Since that time, we have continuously embraced new initiatives, opportunities, investments to advance our installation, ensuring an environment that facilitates the important medical care, education and academic studies, research, and other work that occurs inside our fence line.

As we move into our fifteenth year (and the Nation's 250th), we are proud to continue this tradition of dedicated support. NSA Bethesda provides safety, security, and operational support to more than 40 tenant commands, which enables our mission partners' critical work to be performed.

As the home of Walter Reed National Military Medical Center (WRNMMC), Uniformed Services University of Health Sciences, Navy Medicine Readiness and Training Command, Medical Readiness Brigade, and Navy Medical Leader and Professional Development Command, we're constantly working to create and maintain an environment that enables 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 will take the time to read and learn about them.

NSA Bethesda provides support services which include the region's flagship Navy Exchange and Uniform Store; a robust Morale, Welfare, and Recreation (MWR) program; a highly-rated Child Development Center (CDC); and an exceptional 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 childcare at the CDC, to life skills classes and learning



opportunities at the Military and Family Support Center.

Our security force and fire department are comprised of highly trained civilian and military personnel who ensure the safety of the base as well as rapidly respond to emergencies. These dedicated men and women protect the installation 24/7, providing a safe environment for thousands of people working on or visiting the installation each day.

Whether you're here for a short stay or you're a new member of our local community, we hope you find the 2026 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,  
Alan Christian  
CAPT, MSC, USN  
Commanding Officer



# Naval Support Activity Bethesda



## Mission Statement

Naval Support Activity Bethesda supports tenant and warfighter readiness by providing critical readiness services, installation security, and resilient mission essential infrastructure.

## Vision 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 DoW system - provide lodging to wounded, ill and injured service (WII) members and their families. 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 Warrior Food Court, which 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 17. 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 found on the NSA Bethesda website menu under "Resources". Visit: [ndw.cnic.navy.mil/NSAB](http://ndw.cnic.navy.mil/NSAB)

## **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. Service member 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.

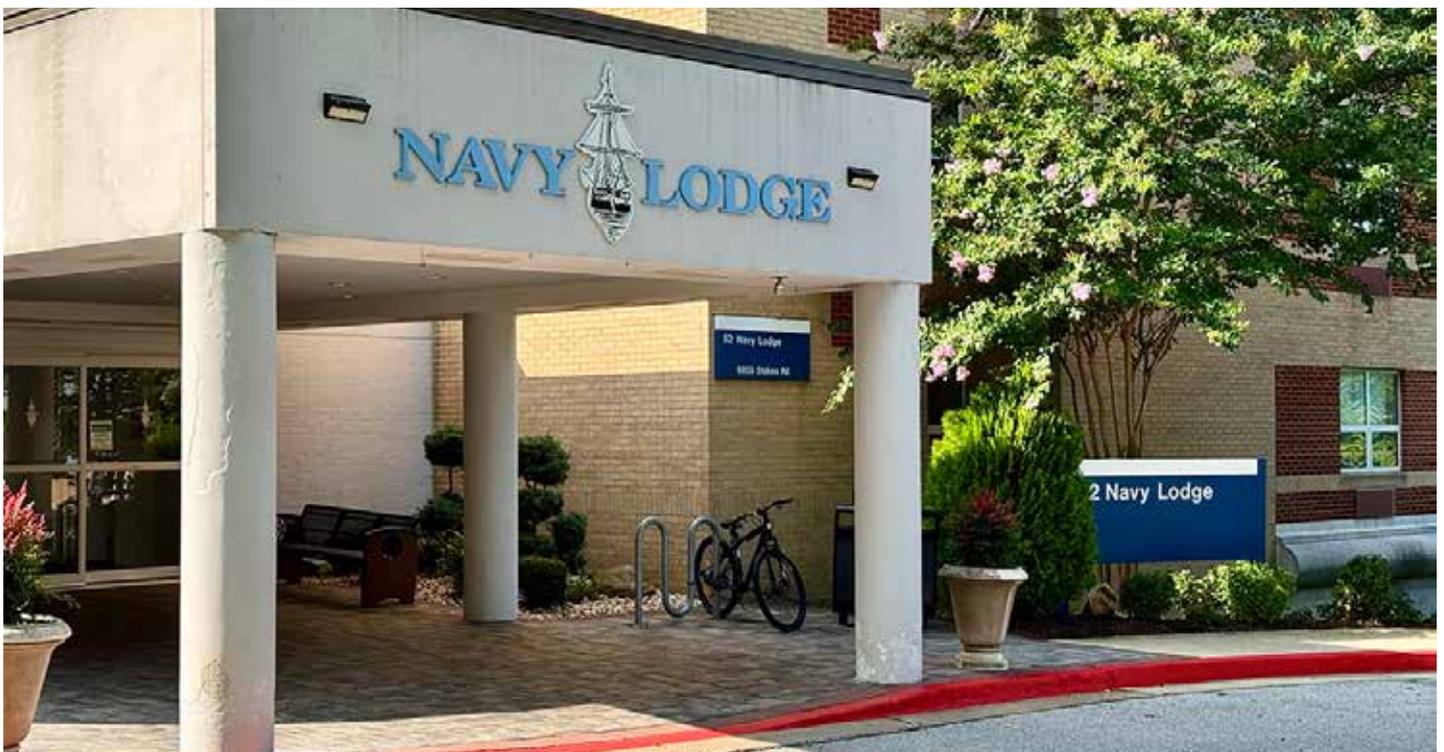
*Fort Meade: (Corvias Military Living):* two-, three-, four- and five-bedroom townhomes and single family homes for enlisted and officers. Contact Corvias Military Living at 410-305-1258.

### **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, DoW 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.

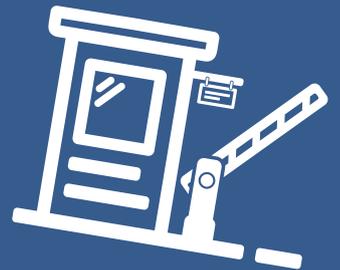


# ACCESSING AND NAVIGATING THE INSTALLATION

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>

# FACILITIES SERVICES REQUEST GUIDE

NSA Bethesda's Public Works Department maintains and services 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 202-433-3333

## Frequently Asked Questions (FAQs)

### How should I report a problem if I live in a Lodging Facility (For Residents living in Building 60,62, 64.)

Call the 24/7 Front Desk at 301-400-0200.

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

Contact your building manager for assistance.

### How can I find out the 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 PWD Facility Management Specialist (FMS).

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

Contact your Building Manager. Building Managers will send an email to the Facility Support Contract Manager (FSCM) to submit a Command Comment Record form. This requires the contractor to respond in writing and documents the issue for future contractor selection.



For more information  
and coverage on military  
news and events.  
Visit [dcmilitary.com](http://dcmilitary.com)

## 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 Regional Call Center: **1-855-4-NAVFAC (1-855-462-8322)**

### Building Managers request service as follows:

**Non-Emergency facility** requests: Call the Regional Call Center: 1-855-4-NAVFAC (1-855-462-8322) or email a request to [navfac\\_se\\_rcc.fct@us.navy.mil](mailto:navfac_se_rcc.fct@us.navy.mil)

Include:

1. Title: Base/Building #/Priority/Short Description
2. Description: Provide detailed description of problem, Room #, POC Email & Phone #
3. 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 Command Service Request Form to the PWD Facility Management Specialist located in Bldg. 27, 2nd Floor.

## Walter Reed Facilities Help Desk

Phone: (301) 295-1070



For all Walter Reed buildings

including: 1- 10, 14, 19, 39, 51, 54, 55, 62, 63, 84T, 85T, 100, 148, 149, 203, 225, and 241.

For Emergency Elevator and Fire related issues, call the Regional Call Center: 202-433-3333

## USU Facilities Help Desk

Phone: (301) 295-3045



For all University Buildings including:

28, 42, 43, 44, 45, 46, 47, 53, 59, 61, 70, 71, 72, 73, 74, 76, and 79.

For Emergency Elevator and Fire related issues, call the Regional Call Center: 202-433-3333

# NSA BETHESDA TRAFFIC ALERTS



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



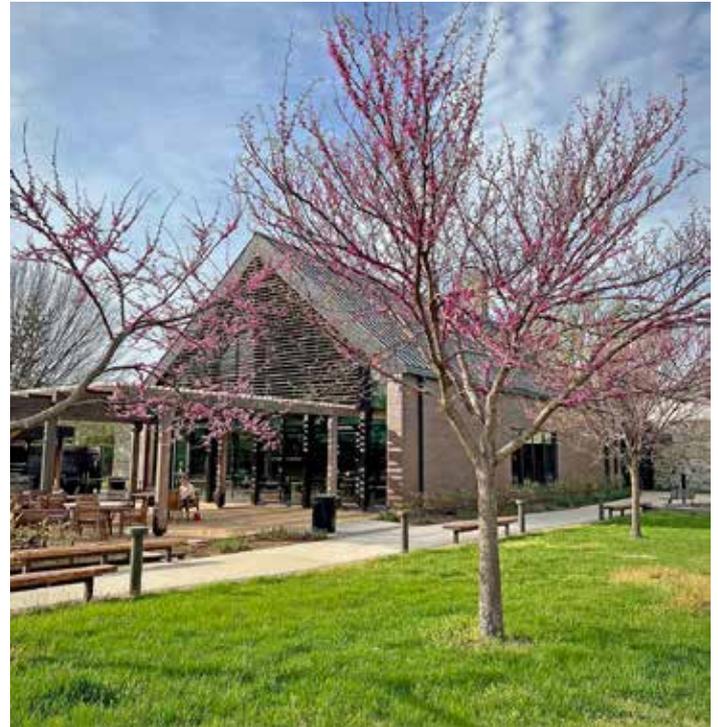
# USO WARRIOR AND FAMILY CENTER BETHESDA

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 WRNMMC

The American Red Cross at Walter Reed stands ready to assist 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 service members, military spouses, administrators, and health care 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 also help patients with wayfinding at Information Desks. 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 during normal business hours 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

As the Official Charity of the Navy and Marine Corps, NMCRS' mission is to build financial stability and well-being for Sailors, Marines and their families. Our vision is to be the most trusted resource to meet the emerging needs of our global community of Sailors and Marines.

We use both financial and non-financial resources to identify solutions for our clients' needs. We help clients improve financial skills and encourage

individual financial responsibility. Our volunteers assist clients in creating a personal budget, provide emergency financial assistance, teach Budget for Baby® classes and knit or crochet handmade baby blankets.

Our office hours are 0800-1500 Monday-Friday. We are located in Building 11, Room 118. While not required, appointments are encouraged so we can be sure we have a caseworker available before



you come to the office. To make an appointment for assistance, or learn more about available volunteer opportunities, call 301-295-1207 or email [bethesda@NMCRS.org](mailto:bethesda@NMCRS.org).

# MWR Community Recreation

Activate your life through recreational fun!  
2 office locations at NSA Bethesda.

**Building 39-Tickets**  
(Inside Hospital Near Panera Bread)  
Monday-Friday, 8 AM-4:30 PM  
PH 301-295-0434



**Building 239-Tickets, Rentals**  
(Near Z Parking Lot)  
Monday-Friday, 9 AM-5 PM  
PH 301-400-1783, 301-319-1620



**DISCOUNTED TICKETS FOR LOCAL & NATIONAL ATTRACTIONS,  
OUTDOOR EQUIPMENT & PAVILION RENTALS,  
TRIPS, SPECIAL EVENTS, LEISURE SKILLS  
DEVELOPMENT, VOLUNTEER OPPORTUNITIES, INFOR10 PROGRAM FOR MILITARY**



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



# MORALE, WELFARE, AND RECREATION



Morale, Welfare, and Recreation at NSA Bethesda provides quality of life services in Fitness, Sports, Aquatics, Recreation, and Food and Beverage. At MWR Bethesda, our mission is to deliver high-quality, customer-focused programs and services that contribute to resiliency, retention, readiness, and quality of life.

Stay Connected with a Weekly HAPPENINGS newsletter delivered by email. Detailed information and events are available at [NavyMWRBethesda.com](http://NavyMWRBethesda.com). Follow us on Facebook and Instagram: @MWRBethesda

## COMMUNITY RECREATION

- Special Events
- Monthly Movie Nights
- Day Trips
- Leisure Skill Classes
- In for 10 Program (\$10 trips and programs for Enlisted Active-Duty Military Only)
- MWR Event Volunteer Opportunities
- Outdoor Gear Rental
- Pavilion Rentals
- Discounted Tickets and Travel

## MAIN TICKET OFFICE

Community Recreation Offices are located in Building 39 (inside hospital near Panera Bread) and Building 239 (near Z parking lot).

PH: 301-295-0434

Monday to Friday, 0800-1630

- Discounted tickets to entertainment and area attractions, sporting events, amusement parks.

## COM REC RENTAL AND TICKET OFFICE

Building 239 (Near Z Parking Lot)

PH: 301-319-1620

Monday to Friday, 0900-1700

- Discounted tickets to entertainment and area attractions, amusement parks.
- Rental Office for Picnic Pavilions and Grills at the MWR Sports Complex, Tables/Chairs for on base events, Sporting Equipment, Camping Equipment.

## FITNESS CENTER

Building 17B

PH: 301-295-2450

Check website for current hours.

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

- 24/7 Access Available to Registered Patrons
- Indoor Basketball Court and Gymnasium
- Indoor Running Track
- Locker Rooms and Rentals
- Cardio Room
- Weight Room with NOFFS Training Equipment
- Adaptive Training
- Racquetball Courts
- Spinning Studio
- Special Events
- Group Fitness Studio

## INDOOR POOL

Building 17B

PH: 301-295-2450

Check website for current hours:

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

- 50 Meter Indoor Pool with In-Pool Ramp and Stair Entry
- 2 Aquatic Pool Lifts
- Wheelchair Access
- Aquatics Wheelchair
- NOFFS Aquatics Training Equipment
- Children's Swimming Lessons
- Kayak Lessons
- Scuba Training and Certification
- Military Physical Training
- Lap Lane Swimming
- Recreational Swim
- Adaptive Water Polo

## INTRAMURAL SPORTS

Building 17B and MWR Sports Complex

PH: 301-295-0031

- Softball
- Basketball
- Flag Football
- Soccer
- Volleyball
- Table Tennis
- Racquetball
- Pickle Ball

## MWR SPORTS COMPLEX: FIELDS & COURTS

Perimeter Road

PH: 301-319-1675

- Multipurpose Artificial Turf Field (soccer, lacrosse, football)
- Softball Field
- Basketball/Tennis Courts
- Marked Running Track
- Running Trail
- 4 Workout Stations
- Sand Volleyball Court
- 2 Restroom Facilities

- 2 Horseshoe Pits
- Playground Area
- 3 Picnic Pavilions with Charcoal Grills.
- (Call MWR Com Rec at 301-319-1620 to rent the pavilions and grills)

## CHILD DEVELOPMENT CENTERS

CDC I, Building 26

PH: 301-295-0014

CDC II, Building 87

PH: 301-400-1200

- On-base childcare for ages 6 weeks to 5 years old is for military and DoW civilian sponsors.
- Waiting List: Request for care at [militarychildcare.com](http://militarychildcare.com).

When placing your request, please use an email address that is checked daily to ensure you are receiving communications from MCC allowing you to accept/decline the offer within 48 hours.

- Hourly Childcare-Bldg. 26 and Bldg. 87
- Hourly Care spaces are available at both CDC's Monday to Friday, 0600-1800 at a rate of \$8/hr, minimum 2 hours per week for ages 6 weeks-5 years old.
- Hourly Care is for Military and family support meetings, respite care, and new families. Request hourly care by calling 301-400-1200 or 301-295-0014.
- Hourly Care Reservations: Registered CYP patrons can make hourly care reservations at: [myffr.navyaims.com/ndwcyms.html](http://myffr.navyaims.com/ndwcyms.html)

## NAVY CHILD AND YOUTH PROGRAMS JOB OPPORTUNITIES

- Child and Youth Program is hiring for Child Youth Program Assistants. Please apply at <https://www.USAjobs.gov> Keyword: NDW
- Up to \$2000 in retention bonuses. CYP Employee Discounts:
  - 100% off childcare for first child
  - 25% Multi-Child Discount



### CHILD DEVELOPMENT CENTERS (CDC)

Two CDCs 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 Early Learning Matters 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 War civilians assigned to NSA Bethesda as well as other Washington, D.C. metro area military installations, and other federal employees with access to NSA Bethesda.

All facilities are licensed by DoW 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, verified by recent Leave and Earnings Statements (LES). Fees are not pro-rated. Weeks that include a federal holiday are billed at the same rate. For more information, please call 301-400-1200 or 301-295-0014.

To register, visit: [militarychildcare.com](http://militarychildcare.com).

### CDC I

**Location:**

8700 Constitution Dr.,  
Bldg. 26

**Phone:** 301-295-0014

**Hours of Operation:**

Weekdays: 0600-1800  
Weekends: Closed  
Federal Holidays: Closed

### CDC II

**Location:**

8715 Constitution Dr.,  
Bldg. 87

**Phone:** 301-400-1200

**Hours of Operation:**

Weekdays: 0600-1800  
Weekends: Closed  
Federal Holidays: Closed

*NOTE: The CDCs follow installation operations during inclement weather.*



# MILITARY AND FAMILY SUPPORT CENTER



Military and Family Support Center (MFSC) is here for all branches of service. Located on the first floor in Bldg. 11, MFSC offers helpful programs and services to assist you with the unique challenges of military life. Active duty military, wounded warriors, dependents, retirees, reservists, and DoW civilians (some exceptions may apply) are eligible to participate in programs. For assistance, dial 301-319-4087..

## **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 provided by a licensed professional at no cost for individual, marriage, child or family counseling sessions. 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.

## **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)**

Our victim response is available 24/7 regardless of service affiliation. The NSAB SAPR 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. If you are a victim of sexual assault, call 240-814-7624 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**

**Threads:  
@nsabethesda**

**Facebook:  
@nsabethesda**

**Instagram:  
@nsabethesda**



**NAVAL SUPPORT ACTIVITY BETHESDA**



The Navy Exchange (NEX) Bethesda 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 offers 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 in Bldg. 39 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. NFCU is open Monday through Friday, 0730 to 1600. Visit: [www.navyfcu.org](http://www.navyfcu.org)

# ADDITIONAL SERVICES

## PASTORAL CARE AT WALTER REED

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/Pastoral-Care](http://walterreed.tricare.mil/Pastoral-Care), or join the "Walter Reed Bethesda Pastoral Care" public group on Facebook.



## POST OFFICE AND MILITARY MAILROOM

The U.S. Postal Service and the military mailroom are in the Liberty Zone, Bldg. 39, on level 1. The military mailroom is 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 to Friday, 0830-1500.

# MISSION PARTNERS AND ACTIVITIES



## **ASBP** Armed Services Blood Program **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.



## **ARMY EMERGENCY RELIEF (AER)**

AER's Mission · To provide grants, interest-free loans and scholarships to promote readiness and help relieve financial distress of

Soldiers and their families. AER supports: Active-Duty, Army Reserve and National Guard Soldiers activated on Title 10 orders for more than 30 days and retirees. Reach out to your Installation Army Emergency Relief Officer: [allana.m.johnson.civ@army.mil](mailto:allana.m.johnson.civ@army.mil)  
Hours of Operation: Monday 0800-1500, Tuesday 0800-1600, Wednesday 0800-1500, Thursday 0800-1600, Friday 0800-1500



## **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.

## **DEERS/ID Card Office**

The DEERS/ID Card office at NSA Bethesda serves eligible DoW and DoW 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 installation 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.

## 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)

NBIMC provides expertise and oversight in administering Department of the Navy policies related to HIV, Hepatitis B, and Hepatitis C. Through central management of these bloodborne infections, NBIMC supports force medical readiness and safeguards the Navy and Marine Corps' blood supply. NBIMC's key responsibilities include managing the Navy's HIV testing contract, validating laboratory data, issuing official notification of

positive test results, tracking service members living with these bloodborne infections, and coordinating initial and chronic management with the Navy's HIV Evaluation and Treatment Units. These efforts are vital to maximizing the medical readiness of Sailors and Marines. NBIMC operates as a field activity of Navy and Marine Corps Force Health Protection Command.



## NAVAL DOSIMETRY CENTER (NDC)

The U.S. Navy, in its unwavering commitment to the health and safety of its personnel, places paramount importance on mitigating the risks associated with radiation exposure. Central to this effort is the Naval Dosimetry Center (NDC), which in 2025 relocated from Building 84T to its current facility in Building 39, Room BJ18. NDC's mission is to monitor radiation exposure, conduct cutting-edge research, maintain meticulous records, and provide invaluable support to veterans.



A cornerstone of the NDC's mission is the rigorous monitoring of radiation levels. This is achieved through the processing of 30,000 dosimeters each month. These devices are worn by personnel operating in environments where radiation is a potential concern, allowing the NDC to accurately assess individual exposure levels and ensure they remain well below federal safety limits.

Beyond monitoring, the NDC serves as a repository of invaluable data. Its comprehensive registry of



radiation exposure, which encompasses over 4.5 million personnel dating back to 1947, is a testament to the Navy's long-standing commitment to tracking and understanding the potential long-term health effects of radiation. This data is not only crucial for the well-being of current personnel but also for informing research and providing official exposure histories to veterans. The NDC's expertise extends beyond data collection and analysis. The center is home to a team of highly skilled professionals who are readily available to provide expert consultation and guidance to Navy commands worldwide on radiation safety protocols and exposure concerns, ensuring all personnel are well-informed and protected.

#### **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 DoW personnel worldwide.



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

The Naval Medical Leader and Professional Development Command (NMLPDC) 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, NMLPDC 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.

NMLPDC 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. NMLPDC 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, NMLPDC'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, NMLPDC'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, NMLPDC'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 DoW-centralized site for postgraduate dental education and a unique capability within the NMLPDC 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, NMLPDC's Tri-Service Optician School (TOPS) prepares enlisted medical department personnel to

meet demanding operational requirements directly contributing to Force health.



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

**MISSION:** The mission of the Soldier Recovery Brigade – National Capital Region (SRB-NCR) is to provide comprehensive support and resources for wounded, ill, and injured Soldiers to enable their successful rehabilitation, recovery, and reintegration. The SRB-NCR strives to empower Soldiers and their families to thrive beyond adversity through personalized care, advocacy, and collaboration with military, medical, and community partners.

**PURPOSE:** The purpose of the SRB-NCR is to facilitate healing and recovery for Soldiers through advocacy, community engagement, and coordination of rehabilitation, transition and family support. This is accomplished by building trust and confidence with Soldiers and their families.

**VISION:** The vision of the SRB-NCR is to set the standard for comprehensive Soldier care and recovery, through initiative, innovation and compassionate treatment of all individuals with honor, dignity, and respect. SRB-NCR envisions a future where Soldiers access their full potential and are empowered by the successful growth, strength, and limitless possibilities of previous Soldiers.





## 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

### 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.

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)



## THE USSOCOM WARRIOR CARE PROGRAM (CARE COALITION)

The USSOCOM Warrior Care Program (Care Coalition) is a Congressionally recognized program dedicated to providing non-medical advocacy and assistance to wounded, ill, and injured Special Operations Forces (SOF) service members and their families. The Care Coalition's mission is to facilitate a seamless recovery and reintegration process, whether the service member is returning to duty or transitioning to civilian life. Key services include comprehensive non-medical case management, assistance with government benefits, family program support, and career transition services such as fellowships, employment assistance, and educational opportunities. The program also offers support through military adaptive sports to aid in physical and mental recovery. By fostering relationships with both government and private organizations, the Care Coalition ensures that SOF members and their families receive the highest level of support throughout their recovery journey.

## Healing Our Nation's Heroes

**C**ommitted to excellence, Walter Reed National Military Medical Center is 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 DOW.

Co-located with the Uniformed Services University of the Health Sciences and the National Institutes of Health, Walter Reed is a vital member of the National Capital Consortium, sponsoring over 50 Graduate Medical Education programs with more than 600 trainees. It trains over a third of the military's providers, boasts a more than 90 percent first-time board certification pass rate, supports 20 allied health training programs, and backs over 800 active research protocols.

Walter Reed's Patient and Family Centered Medical Home care model empowers patients to manage their health with confidence. Family-centered care is crucial for wounded warriors, offering clinical therapies, lodging, transportation, resources, and programs to ease their stay and transition.



### Need an Appointment?

**Walter's Way Call Center: 301-295-8901 | IRMAC: 1-855-227-6331**

Patient Portal:

**[my.mhsgenesis.health.mil](https://my.mhsgenesis.health.mil)**

# The Flagship of Military Medicine



As the world's largest multi-service military medical center, Walter Reed employs nearly 6,000 active-duty military and civil service employees, contractors, and volunteers. It is the premier military academic health center, supporting over 70 education and training programs in clinical, dental, and allied health fields. Walter Reed focuses on better health, care, readiness, and lower costs.

Walter Reed continues the legacy of two world renowned institutions: Walter Reed Army Medical Center (WRAMC) and National Naval Medical Center (NNMC). WRAMC, then known as Walter Reed General Hospital, opened its doors in Washington, D.C. on May 1, 1909. NNMC, then known as the Naval Medical Center, opened in 1942 at the current site of Walter Reed in Bethesda, Maryland.

Over the last 83 years, the medical center has undergone several transformations. The original Naval Medical Center was designed to hold 1,200 beds, but by its dedication in 1942, makeshift wards were constructed to accommodate World War II casualties. Post-war, temporary buildings were added for over 2,400 wounded Sailors and Marines.

Major renovations in the 1960s and 1970s replaced temporary structures with permanent buildings, and further expansions added 880,000 square feet, making it one of the largest medical facilities in the

## Walter Reed's Patient and Family Centered Medical Home Care Model

empowers patients to manage their health.

During its **83-year history,** THE MEDICAL CENTER HAS UNDERGONE SEVERAL TRANSFORMATIONS.

country. The 2005 Base Realignment and Closure Act, which combined WRAMC and NNMC, added a new emergency and trauma center and an outpatient medical services wing.

In 2025, Walter Reed's modernization journey took a major step forward with the opening of its new state-of-the-art Roosevelt Pavilion (Liberty Zone, Building 39). The new building includes six new operating rooms, and more than 1,000 rooms designated for clinical, administrative, and support functions. It also includes private single-bed rooms with calming color schemes, ergonomic furnishings, and upgraded infrastructure. The Pavilion serves as the new home to consolidated women's health services, a new MRI suite, and Mother Infant Care Center. Patient-centric amenities include private bathrooms, integrated patient monitoring systems, user-friendly entertainment features, and larger room layouts to accommodate family members for overnight stays.

Walter Reed's Medical Center Addition and Alteration (MCAA) Project continues with construction of MCAA North, a new building that will add modernized administrative and expanded education and training spaces, expected to be completed in 2028.

Despite the ever-changing landscape, Walter Reed remains committed to providing the best and safest care to all our beneficiaries while focusing on the readiness of our active duty service members and medical teams supporting our warfighters and nation.



# Beneficiary Support

## HEALTHCARE RESOLUTIONS PROGRAM

The Healthcare Resolutions Program can help resolve clinically complex issues in a private and neutral setting when Patient Relations or Patient Advocacy staff are unable to resolve them. Issues may include:

- Dissatisfaction with treatment results or quality of care
- Unexpected care outcomes
- Medical errors
- Misdiagnosis or delays in diagnosis or treatment
- Unexpected death
- Problems communicating with the health care team

If you have a quality of care concern, we urge you to first discuss the issue with the staff member or clinical area for a possible immediate resolution. The Healthcare Resolutions Program is available to all patients, beneficiaries, next of kin, and health care personnel assigned to Walter Reed.

## PATIENT ADVOCACY

Patient advocates in the Patient Relations office advise and help patients, families, and visitors better understand Walter Reed services, policies,

and health care regulations relating to the delivery of care.

## CUSTOMER SERVICE

Customer service advocates (CSAs) in clinics/wards/offices help to correct customer service issues for patients and their family members at the lowest possible level. If you have a concern, please speak with a CSA. For concerns that are unable to be resolved by a CSA, please speak with a patient advocate in the Patient Relations office.

## EMERGENCY MANAGEMENT (EM)

Walter Reed's Department of Emergency Management ensures continuous readiness through all-hazards training, exercises, contingency planning, and policy development. Key areas include decontamination, disaster medical operations, contingency resources, and Command Center operations.

## HOSPITAL COMMUNICATIONS

Hospital Communications (HC) informs stakeholders about Walter Reed's clinical excellence in multi-disciplinary care, research, and education. The HC



oversees the public website, social media, media relations, promotion of patient initiatives, brand management, and other major internal and external communications.

## **MURTHA CANCER CENTER (MCC)**

The Murtha Cancer Center (MCC) at Walter Reed is the Department of War's only Center of Excellence in cancer care. It serves as a multi-disciplinary hub for cancer care and screening, including medical oncology, prostate disease research, gynecological cancer, breast care, surgical oncology, pediatric hematology and oncology, radiation, cancer genetics, orthopedic oncology, urologic oncology, and dermatologic oncology. The MCC collaborates with the Uniformed Services University of the Health Sciences and the National Cancer Institute. It also has partner labs in Rockville, MD; Windber, PA; and Fairfax, VA.

## **EXECUTIVE MEDICINE**

Walter Reed's Executive Medicine Clinic provides a comprehensive health care program for our nation's leaders who are faced with numerous time, privacy, and security demands required of their positions. We serve members of the President's Cabinet, members of the U.S. Congress, the U.S. Supreme Court Justices, Active Duty and Retired Flag/General Officers and their beneficiaries, current Senior Executive Services (SES) (that are retired

military), Secretary/Deputy Secretary and Assistant Secretary of the Military and Department of War, Foreign Dignitaries, Foreign Military Flag/General Officers on orders or with letters of Secretarial Designation and Medal of Honor recipients.

## **PAIN MANAGEMENT PROGRAMS**

Health care providers in the Defense Health Network-National Capital Region can access advice, education, and consultations through our subspecialty pain clinics and programs. Inpatient and outpatient pain services are available at Walter Reed and Alexander T. Augusta Military Medical Center, with outpatient services also at Kimbrough Ambulatory Care Center.

## **NATIONAL CAPITAL REGION PAIN INITIATIVE (NCRPI)**

The NCRPI improves access to interdisciplinary pain care for chronic pain patients in the Defense Health Network-National Capital Region. It enhances integrative and alternative pain modalities and establishes a palliative care program. Education and training for staff, providers, patients, and families are key components to leveraging telehealth technologies for pain management. Tele-pain management uses videoconferencing for virtual visits and follow-ups with the Walter Reed Pain Team. Holistic approaches, including behavioral and physical modalities, are considered for individual sessions. Procedures are performed at the pain clinic when indicated.



# National Intrepid Center of Excellence



NATIONAL INTREPID CENTER OF EXCELLENCE

The NICoE at Walter Reed is dedicated to improving the lives of patients and families impacted by traumatic brain injury (TBI). NICoE serves as the DOW's flagship enterprise for comprehensive clinical care, education, and research for brain health. NICoE is the headquarters of the Defense Intrepid Network for TBI and Brain Health (DIN), which supports warfighter readiness, resilience, and long-term brain health through a standardized, evidence-based, and interdisciplinary model of care. The DIN includes NICoE and 12 Intrepid Spirit Centers (ISCs).

## Clinical Programs

The NICoE offers the following clinical programs:

- **Intensive Outpatient Program** is a four-week program with tailored treatment plans focusing on mind, body and spirit. Patients learn self-management skills to increase resilience, manage symptoms, enhance their long-term wellbeing, and support return to service.

- **TBI Outpatient Program** delivers diagnostic evaluation, treatment, and follow-up care for TBI of all severities. Patients work with providers and case managers to get personalized outpatient rehabilitation services and treatment plans.
- **TBI Inpatient Consultation Services** are provided for MEDEVAC and Acquired Brain Injury (ABI) patients.

## Research

NICoE engages in numerous research studies, contributing to peer-reviewed publications and conferences. The Research Department focuses in four main areas:

- **Imaging and Measurement Devices:** Supports development of diagnostic and rehabilitative tools.
- **Treatment and Rehabilitation:** Evaluates existing and emerging treatments and therapies.
- **Longitudinal Assessments:** Investigates long-term effects of TBI on patients and caregivers.
- **Research Operations:** Provides operational support for research activities.

## Education

NICoE providers and researchers regularly conduct evidence-based training on TBI and associated conditions.





## DEPARTMENT OF RESEARCH PROGRAMS

The Department of Research Programs (DRP) supports military medical research and safeguards human participants. We provide guidance through the Electronic Institutional Review Board (EIRB), protocol development, study conduct, and human subject protection. Our team offers statistical support and helps with grant writing, technology transfer, patents, and collaboration agreements. We ensure research ethics and compliance, and our Biomedical Research Laboratory (BRL) supports research with lab assays, DNA analysis, and metabolite measurement.

We also enhance research capabilities through online training, outreach events, and a newsletter. DRP is dedicated to advancing military medical research while maintaining the highest standards of ethical conduct.

## HOSPITAL EDUCATION AND TRAINING

Hospital Education and Training (HEAT) offers extensive programs such as Allied Health Training, Army Medic training, Contingency Training,

Continuing Education (CME, CNE), and local Leadership Development Reimagined courses. It also offers specialized courses in Emergency and Tactical Medicine, Health Professions Education, Nursing Professional Development, Navy Operational Medicine, and various orientations and certifications like ALS, BLS, and PALS. Additionally, HEAT manages room reservations, provides staff professional development, and promotes TeamSTEPPS and RELATIONS for Healthcare Transformation.

## DARNALL MEDICAL LIBRARY

The Darnall Medical Library supports quality health care by providing timely, accurate medical information. Clinical librarians answer questions at the point of care and train residents and providers in searching medical literature. Our medical reference librarian leads an online chat service and responds to queries, while our biomedical research librarian supports research. Many online services include classes, article retrieval, and interlibrary loan, offering access to 3,600 eBooks, 7,000 eJournals, databases, and

# Research, Education & Training

portals organized by specialty. Print books and staff computers are in Building 1, Room 3458. Walter Reed staff can request 24-hour access to the library.

## GRADUATE MEDICAL EDUCATION

Walter Reed is the largest multi-service center for Graduate Medical Education (GME) in the DOW, training nearly 700 physicians across more than 50 programs covering virtually every medical specialty. These programs, lasting from one to seven years, offer in-depth exposure to all major medical areas and are recognized among the finest nationwide. Trainees, selected from top civilian medical schools and the Uniformed Services University (USU), benefit from a faculty known for their clinical skills and diverse experiences, actively participating in medical research with extensive publications and presentations. The programs prepare participants for board eligibility and certification while fostering leadership in military medicine and is accredited by relevant bodies.

Additionally, Walter Reed supports allied health training programs in areas such as clinical psychology, social work, dietetics, physical therapy, and audiology. Walter Reed's programs are part of the National Capital Consortium, including USU, Alexander T. Augusta Military Medical Center, and Malcolm Grow Medical Clinics and Surgery Center, ensuring a rich diversity of clinical experiences.

The Naval Postgraduate Dental School (NPDS) provides specialized dental education and research supporting the Navy's mission, conducting mission relevant dental research, and promoting worldwide dental disease prevention and control. NPDS is recognized as the premier postgraduate dental institution globally, producing top dental specialists who provide care and training around the world. For more information about our graduate programs, call Walter Reed's Office of Graduate Education at 301-295-4397.



***General Information:***

Call the Walter Reed switchboard operator at 301-295-4000 or the Command Duty Office (CDO) at 301-295-8335 during non-duty hours.

***Patient Parking:***

Dedicated patient parking is available at the North Garage (Bldg. 63) and South Garage (Bldg. 55). Non-patient visitor parking is limited, so public transportation is encouraged.

***Donations and Events:***

To donate items or host an event for wounded, ill, and injured service members, call the American Red Cross at 301-295-1538.

***ID Cards:***

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

***Patient Relations:***

For comments, questions, or concerns about your care, contact the Patient Relations Office at 301-295-0156.

***Contacting Patients:***

To reach a patient at Walter Reed, call Patient Administration at 301-295-2126. Information can only be released with the patient's or next of kin's consent.

***Inclement Weather:***

Clinics and offices may close or have delayed openings during severe weather. The emergency department and inpatient services remain open.

***Operating Status:***

Check our website, social media, or local media for changes to the hospital's operating status. For direct updates, call the Hospital Status Line at 301-319-8707 or the Hospital Switchboard Operator at 301-295-4000.

# Wounded Warrior Care

## AMPUTEE CARE

Walter Reed's Military Advanced Training Center (MATC) offers state-of-the-art rehabilitation for America's heroes. Using advanced prosthetics and cutting-edge athletic equipment, service members transition from injury to independence. The expert staff at MATC focuses on matching the drive of service members, enhancing their physical, emotional, and psychological functions, and empowering them to make their own choices despite their injuries.

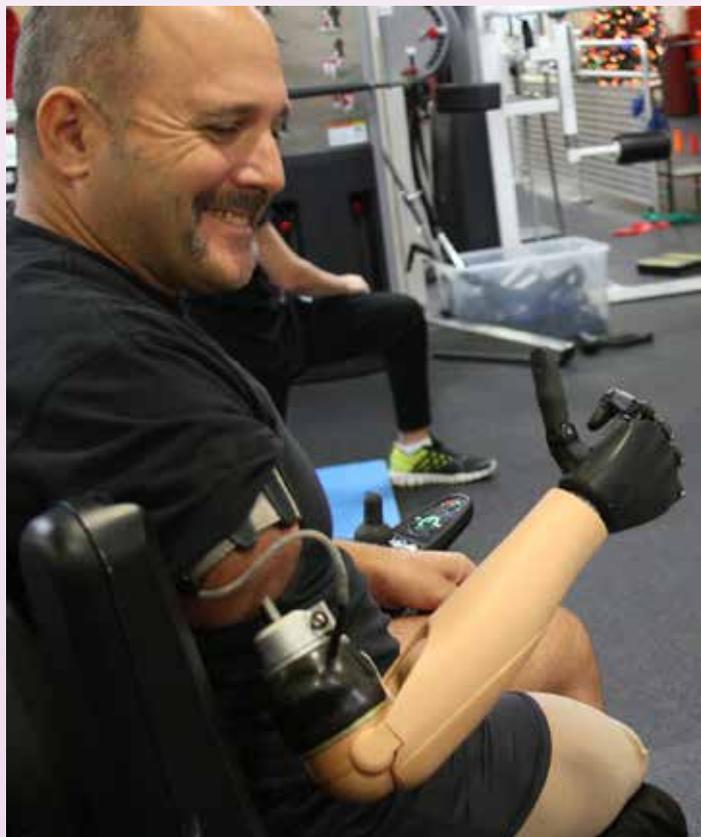
## WARRIOR FAMILY COORDINATION CELL

The Warrior Family Coordination Cell (WFCC) coordinates all non-medical support for WII service members and their families. This includes scheduling

and processing events sponsored by government and non-government organizations, as well as acting as a liaison for retired combat-injured residents of Bldg. 62. The WFCC ensures efficient, continuous support, leveraging resources to promote services and optimize the healing environment.

## WOUNDED WARRIOR PAIN CARE INITIATIVE

The Wounded Warrior Pain Care Initiative (WWPCI) enhances pain care quality and access for WII through treatment and education. The WWPCI guides health care staff in pain management, helping WII and their families achieve pain management goals and providing them with tools and knowledge for their recovery journey outside of Walter Reed.



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## 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 38 accredited osteopathic medical schools in the United States, only the School of Medicine at USU can rightfully claim the title, "America's Medical School." 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 an M.D./Ph.D. program.

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, Public Health Service or Coast Guard, 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. INOUE 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. Nineteen 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.

USU 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, but they also 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 CENTERS

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 War 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. 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 War (DoW) 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 DoW/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 DoW 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 DoW 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 DoW 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 CLINICAL 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.

#### **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 DoW 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 DoW, 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 DoW/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 several 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 DoW, and the nation
- Direct Support Services: Responding to requirements and ad hoc queries generated from organizations and units within the DoW 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 PRECISION MILITARY MEDICINE (CPMM)**

The Center for Precision Military Medicine is a

collaboration between USU and the National Heart Lung and Blood Institute (NHLBI). The Center provides standardized genome profiling services, genomic data analysis, and genomic data storage under DoW security and privacy compliance policies, addressing eight separate DoW 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 CPMM, 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.

CPMM's Military Cardiovascular Outcomes Research (MiCOR) program addresses gap areas identified in the Initial Capabilities Document for Cardiovascular Care. NHLBI- and DOW-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 War TRICARE Management Activity to provide research and data collection services relating to the provision of dental care to all beneficiaries in the Department of War. 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/DoW, 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**

USU's Griffith Institute, named for the late retired Army GEN Ronald Griffith, a former member of the University's Board of Regents, was established 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 advance 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 War for force health protection and 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.

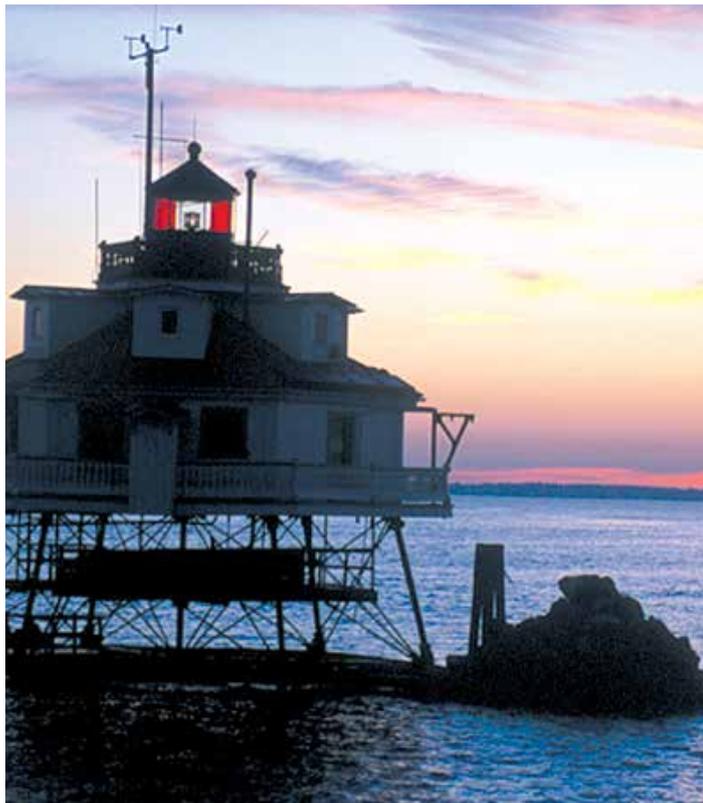
# LOCAL AREA ATTRACTIONS

*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 densely packed with 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 a unique and 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.



# Terms and Definitions

**AD** - Active Duty

**ASBP** - Armed Services Blood Program

**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 Visitor Control Center 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

**MRB** - Medical Readiness Brigade

**MRC** - Medical Readiness Command

**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

**USUHS** - Uniformed Services University of the Health Sciences, sometimes referred to as USU.

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

**Warrior Food Court** - 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.

**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** - South Garage

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

**Bldg. 63** - North 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

CLINIC/DEPARTMENT	BUILDING/FLOOR	PHONE NUMBER
(area code 301 unless otherwise noted)		
3 Center (Inpatient Cardiology Unit) (10/3)		295-4700
3 West (Inpatient Pediatric Unit) (10/3)		319-2400
4 Center (Inpatient Surgical Unit) (10/4)		295-8857
4 East (Inpatient Surgical Unit) (10/4)		295-4143
4 West (Inpatient Surgical Unit) (10/4)		295-8828
5 Center (Inpatient Medicine Unit) (10/5)		295-4160
5 East (Inpatient Hematology & Oncology Unit) (10/5)		319-2300
7 East (Neuropsychiatry/Brain Injury Unit) (10/7)		319-4600
7 West (Inpatient Behavioral Health Unit) (10/7)		295-4095
Command Duty Office, WRNMMC (10/1)		295-8335
Facilities Emergencies (Trouble Desk)		295-1070
Fire Department		295-0319
Housekeeping (39/B)		295-1050
Mother Infant Care Center (39/5)		319-5100
Neonatal Intensive Care Unit (39/5)		319-6428
Patient Administration (Admission/Disposition) (10/1)		295-2126
Patient Relations (9/1)		295-0156
Pharmacy (All WRNMMC Locations)		295-2123
Pharmacy Refill Line		1-800-377-1723
Walter's Way: Primary Care		295-8901

## OFFICE/ORGANIZATIONS BUILDING/FLOOR PHONE NUMBER

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

### A

Active Duty Medical Records (39/2)	295-0644
Addiction Treatment Services (85T/2)	400-1298
Administration, Director for (1/5)	295-6803
Admissions & Dispositions (10/1)	295-2126
Adolescent & Young Adult Medicine (19/4)	319-7070
Adult Outpatient Behavioral Health (19-6)	295-0500
Allergy, Immunology & Immunization (19/4)	295-4510
America Pharmacy (19/1)	295-2123
Ambulatory Surgery Center/APU (39/3)	295-2560
Ambulatory Surgery Center/APU/Pre-screen (39/3)	295-2563
American Red Cross Office (10/2)	295-1538
Amputee Center (19/B) (Physical Therapy)	295-4880
Anatomic Pathology (9/B)	295-2520
Anesthesia (9/3)	295-4455
Antiterrorism Officer, NSAB	295-4037
Anticoagulation Clinic (Coumadin Clinic)	295-4497
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)	295-2123
Audiology and Speech Pathology Center (19/5)	295-7820
Autopsy Room	295-2507

### B

Barber Shop (39)	295-6390
Bariatric Surgery (9/1)	295-4440
Behavioral Health - Adult Outpatient (19/6)	295-0500
Behavioral Health - Child and Family (19/4)	295-0576
Behavioral Health - Inpatient (10/7W)	295-4095
Behavioral Health - Neuropsychology Assessment Services (19/6)	400-1972
Behavioral Health - Older Adult Outpatient (19/6)	319-8852
Behavioral Health - Partial Hospitalization Program (85T/2)	400-2110
Biomedical Engineering (5/2)	295-5515
Birth Registration (10/1)	295-2195
Blood Donation Center (9/1)	295-2104
Blood Donor Center (241)	295-2106
Bloodborne Infection Center	295-6590
Breast Care Center (19/3)	295-3899

### C

Café 8901 (Medical Center Dining Room) (9/B)	400-3776
Cardiothoracic & Vascular Surgery (9/2)	295-4779
Cardiology (9/2)	295-4500
Cardiovascular Health & Interventional	
Radiology Center (CVHIR) (9/2)	295-4334
Career Counselor, NMRTC (17/1)	295-1066
Case Management	295-1100
Center for Prostate Disease Research (19/3)	319-2900
Chapel, WRNMMC (Pastoral Care) (85T/1)	295-1510
Chaplain, NSAB	Please refer to WRNMMC Chaplain service numbers
Chaplain, WRNMMC (24/7 On Call Duty Chaplain)	301-366-2824
Chief of Staff, WRNMMC (1/5)	295-5800
Child & Family Behavioral Health (19/4)	295-0576
Child Development Center I (NSAB CYP) (26)	295-0014
Child Development Center II (NSAB CYP) (87)	400-1200
Child Protection, Armed Forces Center for (1/10)	295-4100
Chiropractic Clinic (19/1)	295-2223
Civilian Payroll Office, WRNMMC (17A,3)	295-9309
Clinical Case Management	295-1100
Clinical Pathology (9/B)	295-0250
Clinical Support, Director for (1/5)	295-2573
Command Duty Office, WRNMMC (10/1)	295-8335
Command Duty Officer, NSAB	301-538-2843

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 202-433-3333 (CELL PHONES)

Command Post Office (Military Postal Services) (39/1) .....	295-0162/5161
Command Senior Enlisted Leader, NSAB (27/3) .....	295-3964
Command Suite, NSAB (27/3) .....	295-3964
Community Recreation - Equipment Rentals .....	400-1783
Community Recreation - Pavilion Rentals ... ..	400-1783
Community Recreation - Tickets and Travel (MWR) ((39/1) .....	295-0434
Comprehensive Dentistry (NPDS) .....	295-0145
Comptroller, WRNMMC (1/5).....	295-2426
Computer Help Desk (Global Service Center) .....	800-600-9332
Contract Services, Logistics, WRNMMC (54/1) .....	295-1063
Coumadin Clinic (Anticoagulation Clinic).....	295-4497
Credentialing (Medical Staff Services) (17/3) .....	295-2737

## D

Darnall Medical Library (1/3).....	295-1184
Decedent Affairs (10/1).....	295-8962
Defense Health Network-National Capital Region (DHN-NCR) (1/9) .....	319-8400
Dentistry, Director for (1/5) .....	400-2911
Dermatology (19/3).....	295-4551
Dialysis Center (Nephrology) (9/1) .....	295-4330
Diabetes Clinic (19/2).....	295-3037
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

## E

Ear, Nose and Throat/Otolaryngology (19/5) .....	295-4664
Education - Hospital Education and Training .....	319-5209
Emergency Department/Emergency Medicine (9/1).....	295-4810
Emergency Management (NSAB).....	295-2219/319-2554/319-8304
Emergency Management, WRNMMC (54).....	295-3115
Endocrinology (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
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 (27/3) .....	295-3964
Executive Medicine Clinic (39/2).....	319-4408/295-6776
Executive & Legislative Affairs, WRNMMC (10/2) .....	295-4688
Eye Care - Ophthalmology (85T/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 WRNMMC (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

Galley (Café 8901) (9/B).....	400-3776
Gastrointestinal Center (9/1) .....	295-5035
General Internal Medicine Clinic (Primary Care Medical Home) (19/2)....	295-0196
General Surgery.....	295-4440
Gynecologic Oncology (19/3) .....	400-1257
Gynecology (Women's Health) (39/4) .....	400-2140

## H

Hospital Education and Training (HEAT).....	319-5209
Health Physics/Radiation Safety Office (85T/1).....	295-1043
Healthcare Resolutions (9/1).....	295-5434
Hearing Conservation (9/3) .....	295-1329
Hematology/Oncology (19/3) .....	319-2100
HIPAA Compliance Office.....	319-4775
Hospital Communications (1/11) .....	400-0012
Hospital Dentistry (9/2).....	400-2060
Household Goods/Personal Property (HHG/PP0).....	400-0231/0229
Housekeeping (39/B) .....	295-1050
Housing Service Center... ..	295-6564

## I

Infectious Diseases & Travel Clinic (39/4) .....	295-6400/ 319-8369
Information Desk (Tranquility Hall) (62/1).....	400-0200
Inpatient Meal Services (Room Service – Call Center).....	295-0272
Inpatient Meal Services (Admin).....	400-3255
Inpatient Medical Records (10/1).....	295-5709
Inpatient Nutrition Center (10/2) .....	295-0272
Inpatient Physical Therapy/Occupational Therapy (10/3).....	295-2883
Inpatient Pharmacy (9/2) .....	295-2121
Inpatient Unit-3 Center (10/3) .....	295-4700
Inpatient Unit-3 West (10/3) .....	319-2400
Inpatient Unit-4 Center (10/4) .....	295-8857
Inpatient Unit-4 East (10/4) .....	295-4143
Inpatient Unit-4 West (10/4) .....	295-8828
Inpatient Unit-5 Center (10/5) .....	295-4160
Inpatient Unit-5 East-(10/5).....	295-2589
Inpatient Unit-7 East (10/7) .....	319-4600
Inpatient Unit-7 West (10/7) .....	295-4095
Inpatient Unit-Mother Infant Care Center (39/5) .....	319-5100
Inpatient Unit-Neonatal Intensive Care (NICU) (39/5) .....	319-6428
Inpatient Warrior And Family Liaison Office (IWFO) (10/2) .....	319-6805
Inspector General, WRNMMC.....	703-681-9700
Insurance Claims (Third Party Collections) (17A/3) .....	295-4934
Integrated Referral Management & Appointing Center	

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 202-433-3333 (CELL PHONES)

(IRMAC).....	1-855-227-6331
Internal Medicine (19/2).....	295-0196
Intensive Care Unit, Medical (9A/4).....	319-4190
Intensive Care Unit, Neonatal (39/5).....	319-6428
Intensive Care Unit, Pediatric (9A/3).....	400-2010
Intensive Care Unit, Surgical (9A/3).....	295-4830
Inpatient & Investigational Research Pharmacy (9/2).....	400-0907
IT Service Desk (DHA Global Service Center).....	1-800-600-9332
IT Trouble Desk, NMCI.....	1-866-843-6624
IVF (In Vitro Fertilization) (10/2).....	400-2144

## J

Joint Commission Specialist.....	319-4618
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## L

Labor and Delivery (Mother Infant Care Center) (39/5).....	319-5000
Laboratory Arrowhead (9/2).....	319-3420
Laboratory America (19/1).....	319-3420
Laboratory/ outpatient phlebotomy (9/2).....	319-3420
Leadership suite (WRNMMC) (1/5).....	295-5800
Lean Six Sigma Program (WRNMMC).....	400-2321
Legal (NMRTC Staff Judge Advocate General).....	295-2226
Legal Services (RLSO Legal Assistance at NSAB).....	400-0182
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
Logistics (WRNMMC) (54).....	295-1063

## M

Main Operating Room (9/3).....	295-4991
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, WRNMMC (1/11).....	295-5727
Meditation Room (Pastoral Care) (9A/3).....	295-1510
Medical Board/Physical Evaluation (62/2).....	400-0203
Medical Graphic Arts (NMLPDC).....	319-2760
Medical Intensive Care Unit (MICU) (9A/4).....	319-4190
Medical Photography (NMLPDC) (2/1).....	295-1014/5
Medical Readiness (39/2).....	295-5483
Medical Records, Inpatient (10/1).....	295-5709
Medical Records Correspondence (3/1).....	400-3075/4197
Medicine, Director for (1/5).....	295-4482
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 (39/2).....	295-0644

Military Personnel Division (MPD).....	400-1096
Military Postal Services (Command Post Office) (39/1).....	295-0162/5161
Mission Assurance Officer, NSAB (17).....	400-1755
Mortuary Affairs (10/1).....	295-2216
Mother Infant Care Center (MICC) (39/5).....	319-5100
MRI America (19/B).....	295-5030
MRI Liberty (39/1).....	295-5030
Murtha Cancer Center Program Manager (19/3).....	400-1477
Murtha Cancer Center: Adult Hematology/Oncology Clinic (19/3).....	319-2100
Murtha Cancer Center: Pediatric Hematology/Oncology Clinic (19/4).....	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) (39/1).....	295-0434

## N

National Capital Region (Defense Health Network-NCR) (1/9).....	319-8400
National Intrepid Center of Excellence (NICoE) (51).....	319-3710
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.....	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 (39).....	(93) 295-6390
Navy Exchange Main Store (82).....	240-743-4200
Navy Exchange Main Store Barber.....	240-743-4615
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 Hotline.....	800-637-6175 56
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

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 202-433-3333 (CELL PHONES)

Navy Operational Forces Medical Liaison Services (OFMLS) .....	202-255-3391	Panda Express (NEX Food Court) .....	240-396-6522
Navy Warrior Transition Company (NWTCT).....	301-213-6972	Pastoral Care (85T/1) .....	295-1510
Neonatal Intensive Care Unit (NICU) (39/5).....	319-6428	Patient Accounts (10/1) .....	295-1874
Nephrology/Dialysis/Transplant Services (9/3).....	295-4330	Patient Administration (Admission/Disposition) (10/1).....	295-2126
Neurology, EEG, EMG (19/6).....	295-4771/1006	Patient Relations (9/1) .....	295-0156
Neuropsychology Assessment Clinic (10/7).....	400-1972	Patient Transport .....	295-4010
Neuropsychology Health Services (19/6).....	400-1972	Payroll Office (Civilian) (17/3).....	295-2020/4637/9309
Neurosurgery (9/1).....	295-4421/4420	Pediatric Dentistry (NPDS) (1/3).....	295-1364
NEX Barber Shop .....	295-6390	Pediatric Intensive Care Unit (PICU) (9A/3).....	400-2010
NEX Exchange Uniform.....	240-743-4200	Pediatric Primary Care (19/4).....	295-4900/4941/6168
NEX Main Store Barber.....	240-743-4610	Pediatric Sedation (9A/3).....	400-2030
NEX Main Store Beauty Salon.....	240-743-4615	Pediatrics - Armed Forces Center for Child Protection (1/10).....	295-4100/2150
NEX Main Store Optical .....	240-743-4300	Pediatrics - Case Manager (19/4).....	400-1716
NEX Mini-Mart.....	240-858-6192	Pediatrics - Inpatient Ward (3 West) (10/3) .....	319-2400
NEX Uniform Center.....	240-743-4702	Pediatrics - Hematology and Oncology (19/4) .....	400-1664
NEX Vending Warehouse.....	240-743-4118	Pediatrics - Lactation (10/3).....	319-4407
NMCI Helpdesk.....	1-866-843-6624	Pediatrics - Nutrition (19/4).....	295-7872
NSA Bethesda Commanding Officer.....	295-3964	Pediatrics - Psychology (19/4) .....	295-0576
NSA Bethesda Executive Officer.....	295-3964	Pediatrics Specialty Care (19/4).....	295-4959
NSA Bethesda Senior Enlisted Leader.....	295-3964	Pentagon Tri-Service Dental Clinic .....	703-692-8700
Nuclear Medicine (9/1) .....	295-4974	Personal Property/Household Goods (PPO/HHG).....	400-0231
Nursing Administration (10/1).....	400-0564	Pelvic Floor (Women's Health) (39/4).....	400-2468
Nursing, Director for (1/5).....	319-6800	Performance Improvement.....	295-9044
Nutrition Clinic (Outpatient) (39/2) .....	295-4065	Pharmacy Call Center (All Locations).....	295-2123
Nutrition Services Department (Admin) (9/B) .....	400-2801	Pharmacy Refill Line.....	1-800-377-1723
<b>O</b>		Physical and Occupational Therapy, Inpatient (10/3).....	295-2883
Obstetrics (39/4).....	295-6906	Physical Medicine (19/1) .....	295-7850
Occupational Medicine (85T/2).....	295-0786	Physical Readiness Training (PRT) Office, WRNMMC (17B/3).....	295-5502
Occupational Therapy (19/1) .....	295-4866	Physical Therapy (19/1) .....	295-4880
Oncology Clinic (19/3).....	319-2100	Plastic and Reconstructive Surgery (9/2).....	319-4226
One Stop Shop (ITD) (39/3).....	1-800-600-9332	Platelet Donation (Blood Donation Center) (9/1) .....	295-2104/2105
Operating Rooms (Surgical Suites) (9/3) .....	295-4991	Podiatry/Orthopedics (19/2) .....	295-4290/4295/319-4195
Operational Readiness (Active Duty)(39/2) .....	319-2514	Post Anesthesia Care Unit (PACU) (9/3) .....	295-4111
Operational Support Office (17/1).....	295-0974	Postal Services, Military (Command Post Office) (39/1) .....	295-0162/5161
Operative Dentistry (NPDS) .....	319-4687	Prenatal Assessment Center (39/4,5).....	319-5050
Ophthalmology (85T/1).....	295-1339	Primary Care Dentistry (39/2) .....	295-5411
Optometry (85T/1).....	319-7001	Privacy Compliance Offices (1/8).....	319-4775
Oral and Maxillofacial Surgery (WRNMMC) (9/2).....	295-4340	Property Book Officer (3/2).....	295-3938
Oral Medicine and Radiology (NPDS) (1/2).....	295-6490	Prostate Disease Research Center (19/3) .....	319-2900
Oral Pathology (NPDS) .....	295-0404	Prosthetics/Orthotics (19/1) .....	400-1383
Organ Transplant (9/1) .....	295-4330	Prosthodontics (NPDS) (1/3).....	295-1550
Orthodontics (NPDS) .....	295-5451	Public Affairs, NSA Bethesda (27/3).....	295-1803
Orthopedics and Podiatry (19/2) .....	295-4290	Public Affairs, WRNMMC (1/11).....	295-5727
Orthotics/Prosthetics (19/1) .....	400-1383	Preventive Medicine (39/2) .....	400-0075
Otolaryngology/Ear, Nose and Throat Clinic (19/5).....	295-4664	Pulmonary (9/1).....	295-4191
Outpatient Behavioral Health (19/6) .....	295-0500	<b>Q</b>	
Outpatient Medical Records (3/1).....	295-5150	Quality Management Department (1/2).....	295-5815
Outpatient Private Health Insurance Claims (17/3) .....	295-4934	<b>R</b>	
<b>P</b>		Radiation Oncology (19/B).....	295-5000
Pain Clinic (9/3) .....	319-8600	Radiology Center (9/1).....	295-5030

# NSA BETHESDA EMERGENCY SERVICES (POLICE/FIRE/EMS) 777 (BASE LANDLINES) OR 202-433-3333 (CELL PHONES)

Radiology America (19/2).....	295-4321
Radiation Safety Office (85T/1).....	295-1043
Records, Active Duty Medical (39/2).....	295-0644
Records, Inpatient (10/1).....	295-5709
Records, Outpatient (3/1).....	295-5150
Records, Outpatient – Correspondence (3/1).....	400-3075
Red Cross Office (10/2).....	295-1538
Refractive Surgery Center (85T/1).....	295-1133
Release of Health Information (3/1).....	400-3075
Reproductive Health Clinic (Reproductive Endocrinology & Infertility) (39/4).....	400-2432
Reprographic Services (39/B).....	295-6176/7
Resiliency (Staff) (1/2).....	400-1974
Rheumatology (19/3).....	295-4512

## S

Safe Helpline .....	877-995-5247
Safety Office, NSAB (27/3).....	295-2870
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.....	240-814-7624
Sexual Harassment/Assault Response & Prevention Program (SHARP), WRNMMC .....	319-0262/Cell 274-1856
Simulation Arrowhead (9/2).....	295-1840
Sleep Center (9/2).....	295-4547
Social Work, WRNMMC .....	295-1719
Soldier Recovery Brigade-National Capital Region (62/3).....	301-400-0131
Sponsor Program, NMRTC (17/1).....	319-4860
Staff Resiliency (1/2).....	400-1974
Sterile Processing (9/B).....	295-4545
Suicide Crisis Hotline.....	988
Supply & Distribution, WRNMMC (54/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) (39/1).....	295-0434
Training, WRNMMC (HEAT).....	319-5209
Training Officer, NSAB (27/3).....	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
Transport (Patients).....	295-4010
Travel Clinic (Infectious Diseases) (39/4).....	295-6400/319-8369
Troop Command (WRNMMC).....	301-319-2648
Tropical Smoothie Cafe.....	240-800-3974

## U

Ultrasound & Nuclear Medicine (9/1).....	295-5030
Uniform Center (NEX).....	240-743-4702
Uniformed Services University of the Health Sciences Health Clinic... (93).....	295-3630
Urogynecology (Women's Health) (39/4).....	400-2468
Urology (9/2).....	295-4270/4271
USO Warrior and Family Center Bethesda (29).....	240-552-9350

## V

Vascular Surgery (9/2).....	295-4779
Veterans Crisis Line .....	988
Vision Center of Excellence (VCE) (85T/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 Catering (MWR) (62).....	319-2957
Warrior Family Coordination Cell (WFCC) (62).....	855-360-4376
Wendy's (31).....	240-800-7161
William III Café (10/1).....	295-5387
Women's Health (39/4).....	400-2140
Wound Care (General Surgery).....	295-4440
Wounded Warrior Clinic.....	400-1012



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