

RAHC HISTORY

On 18 October 1898, the US took formal possession of San Juan and the hospital at El Morro. The American Flag was raised. The first American patients were members of the 11th Infantry, who were admitted on Oct. 20, 1898, before much progress had been made in the renovation. Major Charles F. Mason, Surgeon, of the Brigade of volunteers, was formally assigned as temporary commander on Oct. 22, 1898. The hospital was gradually developed as a general hospital and named the U.S. General Hospital, San Juan, Puerto Rico.

During 1947, the U.S. General Hospital changed its name to the Rodriguez General Hospital in honor of Major Fernando E. Rodriguez, Dental Corps, U.S. Army. Rodriguez was an outstanding pioneer in oral bacteriology research and was one of the first to discover the organism causing tooth decay. Rodriguez was a native Puerto Rican and served as Dental Officer, Station Hospital, Post of San Juan, at Fort Brooke.

On 15 January 1947, the 161st General Hospital was inactivated and was reactivated as the Rodriguez General Hospital. The status of Puerto Rico was also changing and by the Jones Act of 1917, Puerto Rico had become an incorporated territory of the United States. The territory received partial self government in 1947 and the American military decided it no longer needed all of Fort Brooke.

On February 14, 1949, the Rodriguez General Hospital was closed as a part of the closing of Fort Brooke. The Outpatient Clinic which was located on Fort Buchanan was renamed; the Rodriguez Army Health Clinic and remains in part to this day.

RAHC Mission

Provide a safe high quality Patient Centered System for Health to advance Wellness and Readiness.

RAHC Vision

Exceed their expectations!

PATIENT REMINDERS

APPOINTMENT TIME: Please arrive at least 20 minutes prior to your scheduled appointment time to complete initial medical screening.

PHARMACY: Whether medication is prescribed from your medical appointment, or if your prescription is from an outside provider: Please take a number for the Pharmacy and have a seat in the waiting area. Your number will be called, and your prescription will be processed while you return to your seat. When your prescription is ready, Your Name will be called.

DRESS CODE: RAHC honors and enforces Fort Buchanan's Dress Code. Priority service is given to service members in uniform.

CELL PHONES: As a courtesy to others the usage of cell phones in our facility is not encouraged.

TOBACCO FREE MEDICAL CAMPUS: RAHC is a tobacco free Medical Campus in support of Army Wellness. Our Medical Campus includes the Clinic, Parking Lot and EDIS Offices.

IMPORTANT PHONE NUMBERS

In Case of Emergency: On-Post - (787) 707-5911
Off-Post - 911

Appointment Line	(787) 707-4393
Information Line	(787) 707-4392
Army Substance Abuse Program	(787) 707-2050
EDIS	(787) 707-2165/2167
EFMP	(787) 707-2577
Family Advocacy	(787) 707-2050
Health Benefits Advisor	(787) 707-2973/4053
IDES	(787) 707-2111
Immunizations	(787) 707-2576
Nursing	(787) 707-2176
Occupational Health	(787) 707-2175
Patient Representative	(787) 707-2043
Pharmacy	(787) 707-2052
Physical Exams	(787) 707-2584
Utilization/Case Manager	(787) 707-2535
TRICARE Service Center	(787) 707-2534
International SOS	(877) 451-8659

Updated December 2016



**Rodriguez Army
Health Clinic**



Clinic Hours: Monday-Friday, 0700 - 1600
***Last Friday of the Month: 0700 - 1200**
Information Line: (787) 707-4392

RAHC Website:

<https://www.rahc.amedd.army.mil>

Secure Message/Relay Health:

<https://app.relayhealth.com/security/login>

TRICARE Online:

<https://www.tricareonline.com/>

Follow and Like Us on Facebook:

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

21 Chrisman Road, BLDG 21
Fort Buchanan, Puerto Rico 00934-3400

RAHC - Your Healthcare Team!

Rodriguez Army Health Clinic is an appointment based Patient Centered Medical Home (PCMH) Primary Care Clinic for Active Duty Service Members and their Family members over 5 years of age.

Our main goal is to ensure your medical readiness, health and wellness! Your RAHC Team is proud to offer the following services:

Walk-In Clinic: Monday - Friday at 0700, and is first come - first serve, per availability and severity. These limited spaces are for acute care concerns requiring same-day care. All walk-in patients are Triage'd by Registered Nurses, and depending on severity and space availability, patients may be seen at RAHC, referred to a network clinic or scheduled for an appointment with their PCM. Patients should not use these spaces for routine follow-up appointments or administrative questions. Please contact our appointment line for more information.

Pharmacy: Provides service to Active Duty Military, their Family Members, *our Military Retirees, and Federal Government Civilian Employees under occupational health services.* Patients may ask for our pharmacy formulary for more information.

Laboratory: Provides or performs most standard laboratory test procedures ordered by physicians. *In addition, we are proud to Sponsor Lab services for our Military Retirees, Monday - Friday, 0700 - 1000.*

Physical Exams: Provides Flight Physicals and cardiovascular screenings (40yrs and above) for Active Duty Members, full time Active National Guard and Reserve Members.

Health Benefit Advisors (HBA): HBAs provide assistance and guidance to our Active Duty members as they seek care via referral from their PCMs.

Exceptional Family Member Program (EFMP): EFMP representative is available to provide information and schedule appointments, as appropriate.

Your Healthcare Team - (continued)

Educational and Developmental Intervention Services (EDIS): EDIS provides comprehensive services to eligible infants and toddlers (birth to age 3) with established developmental delays or conditions that have a probability of resulting in developmental delays.

Immunizations: Immunizations are provided to Military Members and their Families, as needed. Walk-in services are available from Mon-Thur, 1230-1500. For questions, please contact our information line.

Integrated Disability Evaluation System (IDES): A DoD/VA program that improves the disability evaluation and compensation process of wounded, ill and injured military service members.

Army Substance Abuse Program (ASAP): ASAP works with Active Duty Members with potential substance abuse issues, and includes treatment and training for all who are referred or walk-in.

Occupational Health: Provides Federal Civilian and Military Personnel with physical exams and general medical treatment for on-the-job injuries or accidents.

Family Advocacy Program (FAP): FAP works with Military Members and their families who are in need of counseling in marriage, finances, and parenting.

Industrial Hygiene: Dedicated to the recognition, evaluation, and control of those environmental factors or stressors arising in and from the work place.

Preventive Medicine: Provides services and information to Active Duty Service Members and their family members in the prevention and control of communicable diseases and environmental threats.

Outpatient Patient Records: Per Army Policy, RAHC maintains outpatient medical records for all beneficiaries who receive care at RAHC. For beneficiaries that receive care in one of our community primary care clinics, their medical records are maintained in their sponsors' servicing clinic.

Be Active in Your Healthcare

PCM continuity is a top priority!
How to make an appointment with your PCM:

1) Online - Please register for Tricare Online (www.tricareonline.com), which will allow you to book your own appointments at your convenience.

2) Secure Messaging - Send us a request via RelayHealth (www.relayhealth.com). You can use this system to ask your PCM questions, request medication refills, or get lab/x-ray results. If you cannot access the system, please speak with our clinic staff for assistance.

3) Call - Contact our appointment line at (787) 707-4393, from 0700-1545 hours; Planning in advance will increase the availability of your PCM.

4) Visit Us - Our front desk staff can book your follow-up appointments right on the spot during Clinic Operating Hours 0700-1600 (*Last Friday of the month, 0700-1200).

Your Patient Record - Per DoD Policy, Records may not be hand carried by patients. If transferring, please contact your servicing medical records room for instructions on transfer of your medical records to your new location. This should be the standard when out processing your installation. Military treatment facilities may request transfer of medical records using DD Form 2138 or other approved form.

*****Please don't be a no-show! Call our main line at (787)707-4392 (Opt2) or send a Relay Message to your Medical Team to cancel an appointment as soon as you know you can't make it – this will help others.*****

After Office Hours - Call International SOS (ISOS) for after-hours care at (877)-451-8659. If you or your child is sick and would like to speak with an after-hours care nurse, call the ISOS Emergency Care Line at (215) 942-8320. This line will connect you to a Medical Team that will provide medical information and direct you to the local after-hours facility for Urgent or Emergency care. For emergencies call 911.