

# RAHC

Rodriguez Army Health Clinic is an appointment based health clinic for Active Duty Military Personnel. Our normal hours of operations are Monday through Friday from 0700 to 1600 with the exception of Wednesday when we close at 1100. We offer the following services:

**Sick Call:** Monday through Friday from 0630 to 0730 same day appointment. Please call the Appointment Line at (787) 707-4393 for more information.

**Army Substance Abuse Program:** ASAP works with any Active Duty member with a substance abuse problem. This program provides treatment and training for all who are referred or walk-ins.

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

**Exceptional Family Member Program:** The EFMP representative is available to provide valuable information and to schedule an appointment if needed.

**Family Advocacy Program:** FAP works with Active Duty personnel and their families who are in need of counseling in the areas of marriage, finances, and parenting.

**Health Benefit Advisors:** HBAs provide assistance and guidance to our Active Duty members as they seek care via referral from their primary care manager.

**Immunizations:** Immunizations are provided to Active Duty personnel as needed.

**Laboratory:** Our "Lab" can perform or obtain most standard laboratory test procedures ordered by physicians.

**Occupational Health:** OH provides federal, civilian, and military personnel with occupational physical examinations and general medical treatment for on the job injuries or accidents.

**Pharmacy:** Our pharmacy provides service to Active Duty military personnel and their family members, the military retiree population and civilian federal employees under occupational health services.

You can ask for our pharmacy\* formulary and more information in the pharmacy brochure.

**Physical Exams:** This clinic provides Flight Physicals and over 40 cardiovascular screenings for Active Duty Soldiers and full time active National Guard or Reserve Soldiers.

**HIV Screening Section:** HIV coordinator provides counseling and testing procedures to eligible beneficiaries.

**Preventive Medicine:** Provides services to Soldiers and information to their family members in the prevention and control of communicable diseases and environmental threats.

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

## Important Numbers

### Emergencies:

On Fort Buchanan .....(787) 707 5911  
Off Fort Buchanan ..... 911

Appointment Line .....(787) 707-4393  
Nursing .....(787) 707-2176  
Referral Management Office/  
Health Benefits Advisor .....(787) 707-4053  
Utilization/Case Manager .....(787) 707-2535  
Occupational Health .....(787) 707-2175  
Army Substance Abuse Program .....(787) 707-2050  
Family Advocacy .....(787) 707-2044  
Immunization .....(787) 707-2576  
Pharmacy .....(787) 707-2052  
Physical Exams .....(787) 707-2584  
Patient Representative .....(787) 707-2973  
EDIS .....(787) 707-2167  
TRICARE Service Center .....(787) 707-2534  
International SOS .....1 (877) 451-8659



Rodriguez Army  
Health Clinic



## Mission

Rodriguez Army Health Clinic will provide timely and high quality care while maintaining Soldier readiness to meet the demands of our Nation around the world.



## Vision

- Facilitate the readiness of our Soldiers
- Provide Quality Health Care
- Respond to Fort Buchanan's Mission

ANGELENE HEMINGWAY  
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## Patient Rights

Patient rights are promoted by all Dwight David Eisenhower Army Medical Center (DDEAMC) and Rodriguez Army Health Clinic (RAHC) personnel and are an integral part of the healing process. These patient rights are:

**MEDICAL AND DENTAL CARE:** Patients have the right to quality care and treatment consistent with available resources and generally accepted standards. Patients also have the right to participate in planning medical treatment, including the right to refuse treatment to the extent permitted by law and government regulations and to be informed of the consequences of their refusal, even if the treatment is life sustaining.

**PAIN MANAGEMENT:** Patient's right to pain management is respected and supported by the staff when receiving medical care at DDEAMC and RAHC. We are committed to educate patients on pain prevention and management. We will respond to the needs of those patients presenting with pain.

**ADVANCE MEDICAL DIRECTIVES:** Patients have the right, as permitted by law, to formulate advance medical directives, which may include living wills, durable powers of attorney or similar documents portraying their preference. Such documents enable staff and physicians at DDEAMC to carry out a patient's treatment preferences, should the patient become incapable of making such decisions. More information is available from the Center Judge Advocate (787) 707-5155.

**RESPECTFUL TREATMENT:** Patients have the right to considerate and respectful care, with recognition of their personal dignity and consideration of the psychological, spiritual and cultural variables that influence their perception of illness. A chaperone will be provided upon request.

**PRIVACY AND CONFIDENTIALITY:** Patients have the right, within the law and military regulations, to privacy and confidentiality concerning medical care. Patients, or their legally designated representatives, have access to the information contained in the medical record, within the limits of the law. For more information, please refer to the Military Health Systems Notice of Privacy Practices. This brochure can be obtained at the Patient Representative Office and in all outpatient clinics.

**IDENTITY:** Patients have the right to know at all times the identity, professional status and professional credentials of healthcare personnel, as well as the names of the healthcare providers primarily responsible for their care.

**EXPLANATION OF CARE:** Patients have the right to an explanation concerning their diagnosis, treatment, procedures and prognosis of illness in terms that the patient can be expected to understand. When it is not medically advisable to give such information to patients, the information should be provided to appropriate family members or to another appropriate person in their absence.

**CHARGES:** Patients have the right to an explanation of charges related to their healthcare.

**RESEARCH PROJECTS:** Patients have the right to be advised if the facility proposes to engage in or perform research associated with their care or treatment. Patients have the right to refuse to participate in any research project.

**SAFE ENVIRONMENT:** Patients have the right to care and treatment in a safe environment.

## Patient Responsibilities

Providing quality healthcare is a complex task requiring close cooperation between patients and health facility personnel. Patients can take responsibility for their care by helping their medical team give the best possible care. (Please note that child and adolescent patients will be represented by their parents and/or guardians as required by Puerto Rico law. A joint effort between parents and/or guardians and the facility staff should enable these patients to comply with patient responsibilities.) Patient responsibilities are:

**PROVIDING INFORMATION:** Patients have the responsibility to provide to the best of their knowledge, accurate and complete information about complaints, past illnesses, hospitalizations, medications, advance medical directives and other matters relating to their health. Patients have the responsibility to let their healthcare providers know whether they understand the treatment and what is expected of them.

**PAIN MANAGEMENT:** Patients and/or their family members have the responsibility to ask the healthcare providers what to expect regarding their pain management and to participate in the discussions and decisions. Patients should ask for pain relief when the pain first begins and notify the healthcare provider if the pain is not relieved; share the concerns.

**RESPECT AND CONSIDERATION:** Patients have the responsibility to be considerate of the rights of other patients and of RAHC health facility personnel, and to assist in the control of noise, smoking and the number of visitors. Patients are expected to respect the property of other persons and of the facility.

**COMPLIANCE WITH MEDICAL CARE:** Patients have the responsibility to comply with the medical and nursing treatment plan, including follow-up care recommended by healthcare providers. This includes being on time for appointments and notifying DDEAMC or RAHC when appointments cannot be kept.

**MEDICAL RECORDS:** Patients have the responsibility to ensure that medical records pertaining to them are retained in the medical facility for appropriate filing and maintenance. All medical records documenting care provided by DDEAMC/RAHC are the property of the U.S. Government.



We are located at Building 21, Fort Buchanan, Puerto Rico, across the street from Fort Buchanan's Golf Course.

## Emergency Services

### RAHC does NOT have an Emergency Room

- If you experience a medical emergency **On** Fort Buchanan, call the Post ambulance service at (787) 707 5911. An ambulance will be dispatched immediately, initial treatment will be provided, and the patient will be transported to the nearest emergency room.
- If you experience a medical emergency **Off** Fort Buchanan, call 911 for assistance.
- **Bring your Medical Report/Discharge Summary from a civilian provider, to your RAHC Primary Care Doctor, as soon as possible, after each episode of care/procedure.**



**APPOINTMENT ARRIVAL TIME:** Please arrive at least 15 minutes prior to your scheduled appointment time, so that we can access your medical record and perform initial medical screening.



**MEDICAL RECORDS:** Per AR 40-3, Chapter 4, Paragraph 30 Medical Records are property of the U.S. Government. They are subject to the controls prescribed by law and regulation for government documents. Health Records will remain in custody of the medical treatment facility where the service member receives healthcare. Personnel whose medical records are maintained elsewhere should bring their respective records to RAHC when reporting for appointments to ensure optimum care.



**SMOKING POLICY:** We recognize that smoking tobacco is harmful for your health and we recommend no smoking. However, if you choose to smoke while on RAHC premises, please do so in the designated area.

**PHARMACY PICK UP:** After completing your medical appointment, if medication is prescribed please have a seat in the waiting area. Your name will be called when your prescription is ready. If your prescription is from an outside provider, please turn in your prescription and have a seat in the waiting area. Your name will be called when your prescription is ready.

**DRESS CODE:** RAHC honors and enforces Fort Buchanan's Dress Code. More information is available from the Center Judge Advocate (787)707-5155.



**CELL PHONES:** As a courtesy to others, the usage of cell phone in our facilities is discouraged.

**COMMENTS AND OR SUGGESTIONS:** All comments and or suggestions should be addressed to the Clinic's Patient Representative or dropped in the Suggestion Box in the waiting area. These suggestions are reviewed by the Clinic Commander and proper actions are taken as needed to improve our service.