



# **Lyster Army Health Clinic**

301 Andrews Avenue  
Fort Novosel, AL 36362

**Appointment Line: 1-800-261-7193**

**<https://lyster.tricare.mil>**



**Appointment Line:** 1-800-261-7193

**Behavioral Health:** 334-255-7028

**EFMP:** 334-255-7431

**Immunizations:** 334-255-7754

**Laboratory:** 334-255-7063

**Medical In & Out Processing:** 334-255-7732

**National Suicide Hotline:** 988

**Nutrition Care:** 334-255-7986

**Optometry/Audiology:** 334-255-7185

**Patient Representative:** 334-255-7229

**Patient Admin / Release of Medical Information:** 334-255-7835

**Pharmacy Patient Line:** 334-255-7953

**Pharmacy Refill:** For all Refills call the refill number listed on the rx bottle: 334-255-7671 or 877-520-1623.

**Physical Therapy:** 334-255-7169

**Preventive Medicine:** 334-255-7930

**Radiology:** 334-255-7155

**Referrals, travel, and billing issues:** 1-800-261-7193, option #4

**TRICARE:** 1-800-444-5445

**Victim Advocacy Services:** 334-379-7947/7946



# Welcome to Lyster Army Health Clinic

Lyster is located at the home of Army Aviation, Fort Novosel, Alabama, and serves about 17,500 patients, including permanent party Soldiers, Soldiers attending short-term schools, foreign Soldiers, Family Members, Retirees and their family members.



Commander  
LTC Garrett Holt



Senior Enlisted Advisor  
SGM Meredith Greene

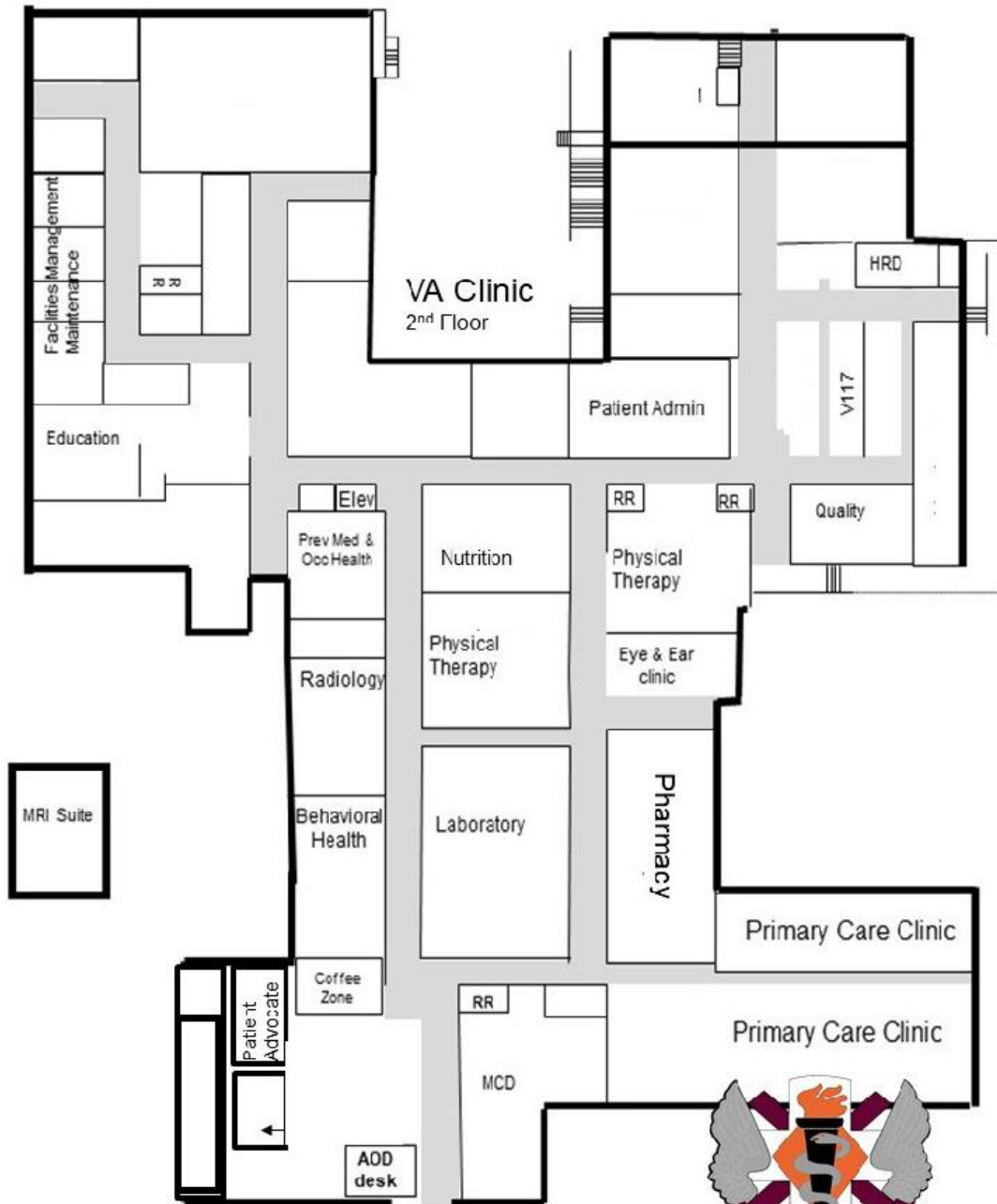
We have embraced the Patient-Centered Medical Home model throughout the clinic and consolidated the active duty flight status Soldiers into one clinic for better continuity of care.

Patients needing specialty care, such as surgeries, or consultations not provided within the clinics, are sent out to the surrounding network. Providers work closely with network specialists to ensure their patients receive the best care possible.

**Lyster Army Health Clinic Mission:** Lyster Army Health Clinic provides ready and sustainable health service support and force health protection in support of the U.S. Army Aviation Center of Excellence and Fort Novosel to enable readiness and to conserve the fighting strength while caring for our People and their Families.

**Commander's Vision:** Keeping aviators in the air as the U.S. Army Aviation Center of Excellence and Fort Novosel's premier medical force.

# LYSTER ARMY HEALTH CLINIC



**MAIN ENTRANCE**



Lyster Army  
Health Clinic

## **Hours of Operation:**

Mon – Fri: 7:30 a.m. - 4:15 p.m.

3rd Wed Training Day Hours: 7:30 a.m. - 12:00 p.m.

Closed: Weekends and Federal Holidays

## **Patient Appointment Line:**

1-800-261-7193 (option #1)

Mon - Fri: 7:00 a.m. - 4:00 p.m.

## **Active Duty Sick Call:**

Mon - Fri: 6:00 a.m. - 6:30 a.m.

## **Laboratory:**

Mon - Friday: 7:00 a.m. - 4:00 p.m.

## **Pharmacy**

Mon - Friday: 7:30 a.m. - 4:15 p.m.

## **Kiosk Ticket Hours:**

Pharmacy Main (Outpatient)

Mon - Fri: 7:30 a.m. - 3:00 p.m.

3rd Wed: 7:30 a.m. - 11:00 a.m.

## **Pick Up Pharmacy**

Mon - Fri: 7:30 a.m. -  
4:00 p.m.

3rd Wed: 7:30 a.m. -  
12:00 p.m.

**\*Lyster closes at 12:00 p.m.  
every 3rd Wednesday of  
the month for training.**



**MHS GENESIS Patient Portal:  
[my.mhsgenesis.health.mil](https://my.mhsgenesis.health.mil)**

## Emergencies & After Hours Care

For life, limb, or eyesight Call 911 or go to the nearest Emergency Room.  
For Active Duty pre-authorization to Urgent Care Centers, please call the TRICARE Nurse Advice Line (NAL) at 800-874-2273.

|   |   |   |  |
|---|---|---|--|
| <b>MHSNurseAdviceLine.com</b>   |   |   | <p>Contact the MHS Nurse Advice Line for care advice at any hour or day of the week. We can assist you in finding local care services as necessary. The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat.</p> <p><a href="https://tricare.mil/ContactUs/CallUs/NAL">https://tricare.mil/ContactUs/CallUs/NAL</a></p> |
|  |  |  |  |
| <b>Web Chat</b>   | <b>Video Chat</b>   | <b>Phone</b>  |  |
|   |   |   |  |

### **H** Medical Center Enterprise (MCE):

Emergency Room  
20 minutes · Enterprise, AL  
Open 24 hours · (334) 347-0584

### **H** Dale Medical Center:

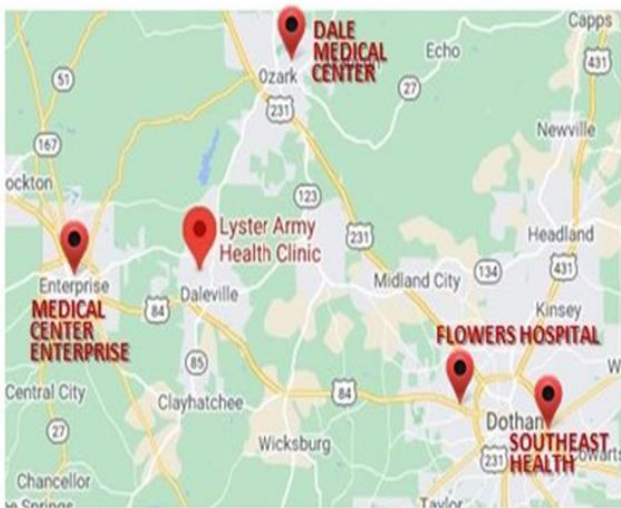
Emergency Room  
24 minutes · Ozark, AL  
Open 24 hours · (334) 774-2601

### **H** Flowers Hospital:

Emergency Room  
30 minutes · Dothan, AL  
Open 24 hours · (334) 793-5000

### **H** Southeast Health:

Emergency Room  
42 minutes · Dothan, AL  
Open 24 hours · (334) 793-8111



## **FREQUENTLY ASKED QUESTIONS:**

### **What is the late policy?**

We ask that you arrive 15 minutes prior to your scheduled appointment. If you present more than 10 minutes after your scheduled appointment time, the provider will do their best to see you during the remainder of the clinic day, but will see the patients who came in on time as scheduled.

### **What Are the Access to Care Standards?**

- **Acute/Urgent: Seen within 24 hours**
- **Routine: Seen within 7 days**
- **Specialty Care: Seen within 28 days**
- **Wellness: Seen within 28 days**
- **Emergency Care: If you require emergency care, go to your nearest emergency room or call 911**

### **How do I update DEERS?**

Ensure your record is updated and current; your local work and home addresses, your phone and email addresses. If DEERS does not have the best contact information for you and your family, it will delay communication. DEERs office is located at building 5700, DEERs/ID Card section, call 800-538-9552 or <https://milconnect.dmdc.osd.mil/milconnect>

### **How do I get a copy of my medical records?**

You can stop by the Patient Administration (PAD) Medical Records, sign a release of information (DD2870) and request copies of your medical records. You can also request that the PAD/Medical Records office send copies of your records to outside specialists by following the same process. PAD (334) 255-7835

### **Why do I need a yellow card/DD2569?**

Completion of a DD2569 Form is an annual regulatory requirement that each beneficiary (except Active Component) must complete. Please remember to bring your Yellow Card and present it each visit when utilizing all clinic services including pharmacy.

## What is a Primary Care Medical Home (PCMH)?

A PCMH is an accredited ambulatory care organization (through The Joint Commission) that focuses on care coordination, access to care, and how effectively a primary care clinician and interdisciplinary team work in partnership with the patient and their family. We focus on education and self-management by the patient and with the patient. We track and coordinate your care and use health information technology to support your care. We focus on these core functions and attributes:

**Patient-centered care** - Relationship-based care focused on the whole person and understanding and respecting each patient's unique needs, culture, values and preferences. The practice actively supports the patients in learning to manage and organize their own care at the level they choose. Recognition that the family members are also core members of the care team and are included in establishing goals and care plans.

**Comprehensive care** - A team of providers who work to meet each patient's physical and mental health care needs, including prevention and wellness, acute and chronic care.

**Coordinated care** - Care is coordinated across the spectrum to include specialty care, hospitals, home care and community services and support. This is a critical component during transitions of care between sites such as when a patient is discharged from a hospital.

**Superb access to care** - Our goal is that patients have shorter wait times for urgent needs, enhanced in person hours, around the clock telephone or electronic access to all members of the team.

**Systems-based approach to quality and safety** - We use evidence-based medicine and clinical decision tools, engage in process improvement and performance measurement, respond to patient experiences and satisfaction, practice population health management and share quality and safety data and improvement activities.

Your health and safety are our **TOP** priority! Please come prepared with your **full health history** and **current list of medications** to **EACH** visit!

**We are here to help YOU manage YOUR goals for health.**

***Our goals are to improve health outcomes with the continuity, quality, and efficiency of the health care services we provide.***



# Lyster has three medical home teams:

**Team Courage:** Family Medicine/Pediatrics

**Team Integrity:** Internal Medicine/Family Medicine

**Team Respect:** Aviation Medicine

## Available Services at Lyster Army Health Clinic:

Primary Care Manager for all enrolled Tricare Prime and Tricare Plus beneficiaries.

Active-Duty Sick Call: Monday - Friday from 6:00 a.m. - 6:30 a.m.

Up-Slips / Aviation related issues. Call 1-800-261-7193 to book a SAME DAY APPOINTMENT.

- **Aviation Medicine**
- **Family Practice**
- **Pediatrics**
- **Dermatology**
- **Immunizations**
- **Women's Health**
- **Behavioral Health**
- **Substance Use Disorder Clinical Care**
- **Family Advocacy Program (FAP)**
- **Laboratory**
- **Public Health**
- **EDIS**
- **EFMP**
- **Occupational Health**
- **Pharmacy**
- **Radiology**
- **Audiology Clinic**
- **Optometry Clinic**
- **Physical Therapy**
- **Nutrition Services**



**Lyster's Patient-Centered Medical Home (PCMH) model places the patient at the center of care and emphasizes care coordination and communication.**

***Anyone 10 years old and above are required to have their own DoD ID card when presenting to the clinic.***

## REFERRAL INFORMATION:

Routine referrals are processed in 7-10 business days. Check the status of your referral authorizations at: <https://infocenter.humana-military.com/beneficiary/service/account/login>

Once you have an approved referral you can call Humana at 1-800-444-5445 for questions regarding your referral.

## **DS Logon:**

Access to military websites without CAC or CAC card reader. Register (Need An Account), Activate, Upgrade, look up your Username or reset your Password at <https://myaccess.dmdc.osd.mil>.

https://infocenter.humana-military.com/beneficiary/service/account/login

Log in Contact us

**Humana**  
Military

**TRICARE**

Home

### Beneficiary self-service log in

#### DS Logon

Use your existing, government-issued DS Logon account to log in here:

[Log in with DS Logon](#)

[DS Logon help center & FAQs](#)

[Register with DS Logon](#)

OR

#### Humana Military log in

Use your Humana Military user ID and password to log in:

User ID\* [Forgot user ID](#) →

Password\* [Forgot password](#) →

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## VIRTUAL MEDICAL IN & OUT PROCESSING

<https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing/>  
334-255-7732

During medical in-processing beneficiaries can:

- Obtain primary care manager
- Medical screenings
- MEDPROS check
- And more!



# PHYSICAL THERAPY

## DIRECT ACCESS WALK-IN CLINIC

**EVERY TUESDAY from 1:00 p.m. – 3:00 p.m.**

- No PCM referral needed
- Active Duty only
- For injuries less than 3 months old

For additional information, contact the Physical Therapy Clinic at **(334) 255-7169**

## WALK-IN CONTRACEPTIVE SERVICES

Contraceptive education and counseling available on a weekly walk-in space available basis

**every Thursday from 1:00 p.m. - 3:30 p.m.**

All patients **MUST** check-in by 3:00 p.m.

**Check In:** Primary Care Clinic

As a walk-in clinic, no appointment is necessary, nor is a consult or referral required.

### Services Offered

- Education and Counseling
- Nexplanon
- IUD insertions
- Injections
- Oral Birth Control Pill Prescriptions
- Other: Patches, Rings

All contraceptive services other than **Education & Counseling** require a urine pregnancy test to be administered prior to receiving contraceptives. If unable to provide urine specimen by 3:15 p.m., patient will need to come back the following walk-in clinic or will be booked into an appointment.



As you consider your birth control options...  
**Decide + Be Ready Mobile App**

The DHA Decide + Be Ready app is an interactive way to learn about birth control and to better prepare you to discuss options with your medical provider in order to make the best decision for you!





## Enterprise EFMP (E-EFMP)

The new digital platform streamlines enrollment, makes assignment coordination and family support access easier, and synchronizes all aspects of care for families with special needs. Actions are completed on the Enterprise-EFMP (E-EFMP) website:  
<https://efmp.army.mil/EnterpriseEfmp/>

### Family Member Travel Screening (FMTS)

- Required for all Family members accompanying Service members OCONUS, including Hawaii and Alaska.
- #1 reason for delay is a Family member not completing an annual physical.

### EFMP Packet Processing - Medical and Education

- Enrollment via self-referral, early intervention staff, or medical provider.
- Updates every 3 years or if there is a significant change to the Family member's diagnosis or treatment plan.
- Disenrollment due to retirement or separation from the Army, divorce or custody change to non-service member.

### Compassionate Actions

- Reassignment to a location with the resources your Family member requires.
- Stabilization at your current location for continuity of care.

LAHC EFMP POC: Ms. Sarah Smith

Email: [usarmy.novosel.medcom-lahc.list.efmp@health.mil](mailto:usarmy.novosel.medcom-lahc.list.efmp@health.mil)

Phone: 334-255-7431

<https://lyster.tricare.mil/Getting-Care/EFMP>

### Hours of Operation

Monday: Closed for administrative/medical reviews and packet processing

Tuesday: Appt only: 8:00 a.m. to 3:00 p.m. (no walk-ins)

Wednesday - Thursday: Walk-in from 8:00 a.m. to 11:30 a.m. and Appointment only from 1:00 p.m. to 2:30 p.m.

Friday: Closed - administrative/medical reviews and packet processing

# EDIS Educational & Developmental Intervention Services

**Educational and Developmental Intervention Services (EDIS)** are early intervention services (birth-3) which are community based, family-centered services delivered in natural environments.



**EDIS provides the following services:**

- Developmental Screening
- Developmental Evaluation
- Individualized Family Service Plan (IFSP)
- Early Intervention Services
- Transition Services

Families may request developmental screening or evaluations directly from EDIS or be referred from health care providers in the Military Treatment Facility (MTF).



**Fort Novosel Educational & Developmental Intervention Services**  
**(334) 255-7237** ● <https://www.edis.army.mil>  
[usarmy.novosel.medcom-lahc.list.edis@health.mil](mailto:usarmy.novosel.medcom-lahc.list.edis@health.mil)  
<https://lyster.tricare.mil>

**Military One Source**

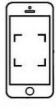
<https://www.militaryonesource.mil/>

Military OneSource from the Department of Defense is your 24/7 gateway to trusted information, resources and confidential help. When MilLife happens, it's your "first line of support" — giving service members and military families tools to stay well and thrive.





# PHARMACY Q-ANYWHERE INSTRUCTIONS



**SCAN ME**



OR



**TEXT "Get in line" 1-833-429-7248**

Kiosk Ticket Hours:

Pharmacy Main (Outpatient)

Mon - Fri: 7:30 a.m. - 3:00 p.m.

3rd Wed: 7:30 a.m. - 11:00 a.m.

**Save Q-Anywhere to your mobile device:**

**833-429-7248 (TEXT ONLY)**

- Used to initiate new "non-refill" prescriptions (faxed, electronic submission, in-house) sent within last 4 weeks
- Hard copy prescriptions must be physically brought ...

From the comfort of your home, while you are at work, or while you are running your errands. During Outpatient Pharmacy hours Use the following to initiate a ticket **via text**:

**Step 1:** Type "Get in Line" to 833-429-7248

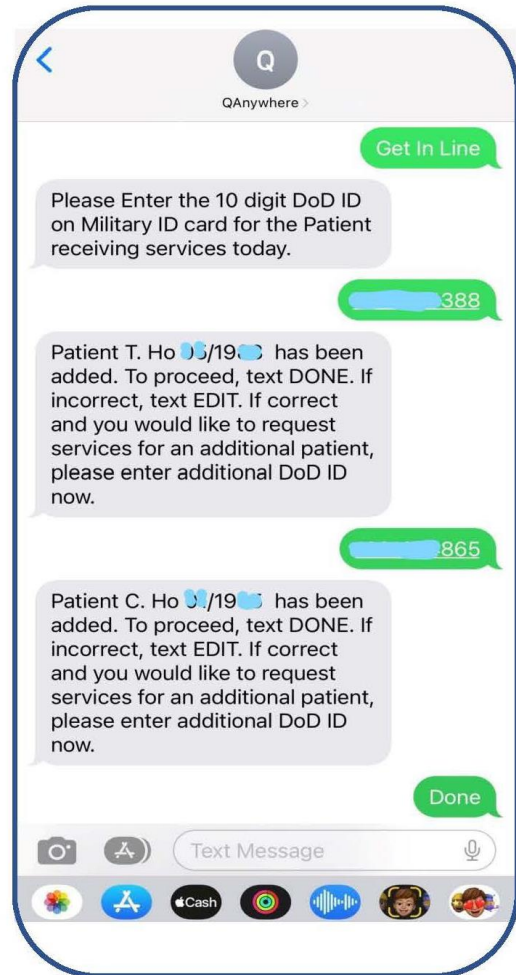
**Wait for prompt**

**Step 2:** Type "DOD ID Number" (multiple allowed, enter one at time as seen in image to the right)

**Wait for prompt**

**Step 3:** Type "Done"

\*You will receive text updates throughout the process. When prompted that medications are complete, please come to "Pickup Pharmacy" to pick up meds.



<https://lyster.tricare.mil/Health-Services/Pharmacy>

**Pharmacy Hours:** Mon - Fri: 7:30 a.m. - 4:15 p.m.

**Kiosk Ticket Hours:**

Pharmacy Main (Outpatient)

Mon - Fri: 7:30 a.m. - 3:00 p.m.

3rd Wed: 7:30 a.m. - 11:00 a.m.

**Kiosk Ticket Hours:**

Pick Up Pharmacy

Mon - Fri: 7:30 a.m. - 4:00 p.m.

3rd Wed: 7:30 a.m. - 12:00 p.m.

## DEPARTMENT OF BEHAVIORAL HEALTH

*For emergency and off-duty hours, please call 911 or go to the nearest emergency room.*

Appointments: 334-255-7350/7028 (front desk) or 334-255-7029 (FAP)

Please arrive 30 minutes early to ensure the Behavioral Health Data Portal (BHDP) screening metrics are completed. BHDP is a Tri-Service outcome and screening tools that all patients will complete prior to the start of the appointment. Timely completion ensures that providers have time to review and discuss in session.

Walk-in hours are from 7:30 a.m.—3:30 p.m.

Following any Behavioral Health related ER visit, Service Members should report to the LAHC BH clinic at 0730 on the first business day after the ER visit or inpatient discharge. Bring your ER or inpatient discharge summary with you. Walk in, no appointment is required.

Behavioral Health Resources:

National Suicide Prevention Lifeline 24/7  
988, For Veterans Crisis Line, press 1  
<https://suicidepreventionlifeline.org/>

Psychological Health Resource Center 24/7  
866-966-1020. Live Chat is available. Email at [resources@phcoe.org](mailto:resources@phcoe.org)  
<https://health.mil/Military-Health-Topics/Centers-of-Excellence/Psychological-Health-Center-of-Excellence/Psychological-Health-Resource-Center>

Substance Abuse and Mental Health Services Administration  
1-800-662-HELP (4357) or 877-726-4727 (Referral helpline)  
<https://www.samhsa.gov/find-help/national-helpline>

National Alliance on Mental Illness (NAMI) 1000-2200hrs  
800-950-NAMI (6264) <https://www.nami.org/help>

National Domestic Violence Hotline: 800-799-7233

Military Family & Life Consultant (MFLC): 888-755-9355

Army Community Service (ACS): 334-255-3817

# MILITARY HEALTH SYSTEM MHS GENESIS

The Military Health System's new Electronic Health Record

## Patient Portal

The **MHS GENESIS Patient Portal** is a secure web site for 24/7 access to your health records from any internet-connected device. **It allows you to:**



**REVIEW** your health record



**SECURELY SEND** a message and documents to your doctor



**BOOK** an appointment



**FILL** out forms before your appointments



**ACCESS** educational content



**COMPLETE** an eVisit

<https://my.mhsgenesis.health.mil>



To access the MHS GENESIS Patient Portal, scan the QR Code.

To access the MHS GENESIS Patient Portal, a Common Access Card (CAC), DFAS account credentials, or a DS Logon Account is needed.

DS Logon: If you need a DS Logon, register at <https://myaccess.dmdc.osd.mil/>

Questions about your DS Logon, call 800-368-3655. For issues logging onto the system, contact the Defense Manpower Data Center at **800-538-9552**.

**Parents cannot access their children's medical record via MHS Genesis Patient Portal once child turns 13 years old. Parents can only view appointment, messaging, immunizations, and allergies. Parents will have to request information through Outpatient Medical Records.** (DoD Policy and the Children's Online Privacy Protection Act of 1990).





## Release of Information for Minors and HIPAA in Alabama


*In accordance with the Health Insurance Portability and Accountability Act (HIPAA); Army Regulation 40-3, Medical, Dental, and Veterinary Care; and the Alabama Code of 1975, the following applies regarding minors at Lyster Army Health Clinic.*



### Consent of Minors:

- Any minor who is 14 years of age or older, or has graduated from high school, or is married, or having been married is divorced, or is pregnant, may give effective consent to any legally authorized medical, dental, health, or mental health services for himself or herself (Code of Alabama, Section 22-8-4).
- Any age of minor may give effective consent for any legally authorized medical, health, or mental health services to determine the presence of, or to treat, pregnancy, venereal disease, drug dependency, alcohol toxicity, or any reportable disease (Code of Alabama, Section 22-8-6).
- Any legally authorized medical, dental, health, or mental health services may be rendered to minors of any age without the consent of a parent or legal guardian when, in the physician's judgment, an attempt to secure consent would result in delay of treatment which would increase the risk to the minor's life, health, or mental health (Code of Alabama, Section 22-8-3).

 Therefore, as a general rule, **all 14 year old minors MUST specify in WRITING** that their parents may have access to their protected health information before it is given to them.

 To satisfy this requirement, patients may come to the Patient Administration Division (Medical Records) and complete DA Form 5006.

 The completed original will be made part of the electronic outpatient record and patients will be given a photocopy. **Verbal releases are not sufficient.**

Patient Administration Division (PAD) 334-255-7835

## **RIGHTS AND RESPONSIBILITIES OF THE INDIVIDUAL**

This portion focuses on the patient's responsibility in their own care by knowing their rights, and making decisions affecting their care.

### **How are patients informed of their rights?**

A pamphlet, "Patient Bill of Rights," is available for both staff and patients throughout the facility and contains detailed information about patient rights. We give patients this booklet during the admission process. Rights and Responsibilities of the Patient are posted throughout the hospital and outlying clinics.

### **How do we protect our patient's right to privacy?**

- Knock on the door before entering.
- Use privacy curtains.
- Shut doors when an exam/test is being performed.
- Provide gown/robe to patient.
- Do not talk about patients in public areas such as dining facilities, hallways or elevators.
- Use privacy screens on computers.

Before releasing patient information, the patient must consent.

## **PATIENT RESPONSIBILITIES**

Patients responsibilities include providing health history, list of current medications, and participating in self-management activities.



## **PATIENT ADVOCATE**

The Patient Advocacy Office serves as a liaison between patients or their families and Lyster Army Health Clinic staff. As your representative, they assist you or members of your family to find solutions to problems or misunderstandings, voice concerns, obtain timely and relevant information or offer compliments and make suggestions. Most problems and concerns are best resolved in the department, clinic or area providing care for you or your family. Therefore, it is suggested that you first talk with the Head Nurse (HN) and Noncommissioned Officer-in-Charge (NCOIC) or Officer-in-Charge (OIC). If you still have concerns, please visit the patient advocate. They will work on your behalf to address your concerns and find the best solution.

Constructive ways to share your concerns and resolve issues.

- Ask to speak with the section NCOIC/OIC.
- Speak with the Patient Advocate. Office is located in room E113 (located near Starbucks at the front of the clinic). Can be reached at 334-255-7229 or email [usarmy.novosel.medcom-lahc.list.patient-rep@health.mil](mailto:usarmy.novosel.medcom-lahc.list.patient-rep@health.mil)
- ICE Comments can be submitted online at <http://ice.disa.mil/>

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Joint  
Outpatient  
Experience  
Survey



### **Please tell us how we are doing!**

Following a visit to our clinics, you may receive a JOES survey in the mail. Please take the time to complete as they provide us valuable information as to how we can improve the care and services.

# Meet Your Providers

## Primary Care: Team Courage



**LTC WILLIAM WILSON, MD**  
Chief, Primary Care  
**Specialty**  
Family Medicine  
Flight Surgeon



**MAJ KARL SWINSON, MD**  
Primary Care Physician  
**Specialty**  
Flight Medicine



**MAXWELL GUNN**  
Physician Assistant  
**Specialty**  
Family Medicine



**CANDICE HOBES**  
Nurse Practitioner  
**Specialty**  
Family Medicine



**OMOTAYO  
IDERA-ABDULLAH, MD**  
Primary Care Physician  
**Specialty**  
Pediatrics

## Primary Care: Team Respect



**ELIZABETH JOHNSON-  
BAILEY**  
Physician Assistant  
**Specialty**  
Aeromedical PA



**WILLIE SALLIS**  
Physician Assistant  
**Specialty**  
Aeromedical PA



**SHAWNTROY HILL**  
Physician Assistant  
**Specialty**  
Aeromedical PA

## Primary Care: Team Integrity



**QUINTESSA  
BRITTON-WILLIAMS, MD**  
Primary Care Physician  
**Specialty**  
Family Medicine



**ANTONIO FONTANELLA, MD**  
Primary Care Physician  
**Specialty**  
Internal Medicine



**DEBORAH DELK**  
Nurse Practitioner  
**Specialty**  
Women's Health



**VICKI "MANDY" KELLEY**  
Nurse Practitioner  
**Specialty**  
Family Medicine

# Meet Your Providers

## Specialty Care



**MAJ Sandra Banner**  
Optometrist  
Chief of Specialty Services



**Dr. James Dover**  
Aeromedical Optometrist



**MAJ1 HeYoung**  
Chief of Audiology



**Theresa Oslean, MS, RD, LDN, CDE, S**  
Registered Dietitian, Certified Diabetes  
Care and Education Specialist

## Physical Therapy



**CPT Nichelle Pascoe, PT, DPT**  
Chief of Physical Therapy  
Orthopedics & Sports



**Mr. Doug Pawlik, PT, ATC**  
Physical Therapist  
Orthopedics & Sports



**Dr. Shannon Smithoy, PT, DPT**  
Physical Therapist  
Orthopedics & Sports



**Dr. Justin Elmore, PT, DPT**  
Physical Therapist  
Orthopedics & Sports

## Behavioral Health



**MAJ Fa Nall, MS**  
Licensed Clinical Social Worker  
IDP/Chief, Behavioral Health



**LTC Adam Keller, AN**  
Psychiatric Mental Health  
Nurse Practitioner-DC  
Deputy Chief, Behavioral Health



**MAJ Rachel Prokop, MS, Psy. D.**  
Aeromedical Psychologist  
Behavioral Health



**Dr. Rodney Aros, Ph. D.**  
Aeromedical Psychologist  
Behavioral Health



**Ms. Marcella Chancay**  
Psychiatric Mental Health  
Nurse Practitioner-DC  
Behavioral Health

## Behavioral Health



**Ms. Janshika Beaudard**  
Licensed Independent  
Clinical Social Worker  
Behavioral Health



**Mr. Walter Castle**  
Licensed Clinical  
Social Worker  
SU DCC Clinical Director



**Ms. Holly Klich**  
Licensed Clinical  
Social Worker  
Family Advocacy Program  
Clinical Supervisor



**Ms. Doris Sisk**  
Licensed Independent  
Clinical Social Worker  
Family Advocacy Program



**Ms. Joni Martin**  
Licensed Independent  
Clinical  
Social Worker  
Family Advocacy Program



**Mr. Larry Hanks**  
Licensed Independent  
Clinical Social Worker  
Behavioral Health

dr. on demand

**Humana Military** and **Doctor on Demand** are partnering to provide urgent care available through Doctor on Demand for TRICARE Beneficiaries.

**\*\*Not available for Active Duty.\*\***

## The easiest way to see a doctor

When readiness is a way of life, we are there – 24/7



Through interactive audio/video technology, you can see a provider in a convenient, private setting in your own home. Skip a trip, and simplify your care today.

**Telemedicine resources:**  
TRICARE.mil

**Telemental health benefit:**  
TRICARE.mil  
HumanaMilitary.com

## TRICARE Beneficiaries welcome to Doctor on Demand

Connect in minutes with board-certified providers over live video from the safety and comfort of your home or where ever you might be.

**LEARN MORE**

<https://doctorondemand.com/microsite/humanamilitary/>

With 24/7 access to doctors, psychiatrists, psychologists, therapists and other medical experts, care is always available, anytime and anywhere.

1. Simply download the DrOnDemand app
2. Fill in the required information
3. Await your appointment

Select and see your favorite providers again and again, right from your smartphone, tablet or computer. These providers can order prescriptions, additional testing, referrals, and more just like an in-person provider!

**TRICARE ELIGIBLE BENEFICIARIES DO NOT REQUIRE A REFERRAL.**

Co-pays vary based on TRICARE plans. You'll be able to see you if you have a co-pay prior to completing your appointment registration.

Doctor on Demand can provide urgent care 24/7 for these symptoms and conditions:

- Asthma and allergies
- Cold and flu
- Cough
- COVID-19
- Headaches and migraines
- Irritable Bowel Syndrome
- Joint Pain
- Nausea and vomiting
- Sexually Transmitted Infection
- Sinus infections
- Skin rashes and other skin conditions
- Stress
- Urinary Tract Infection

### Virtual Appointment Phone Protocol:

1. Prepare like you would for any other appointment.
2. Have your phone available in a location where you can receive service at least 30 minutes prior to your scheduled appointment time.
3. Focus on the session.
4. Think privacy.



# LYSTER.

## HEALTH TALKS



PODCAST



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Lyster Army Health Clinic

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