



**Addressing enterprise-wide medical readiness and
primary care gaps securely and virtually**



ABOUT OUR READINESS SERVICES

What is the Virtually Integrated Patient Readiness and Remote Care (VIPRR) Clinic?

The VIPRR clinic is a virtually integrated patient readiness and remote care clinic aimed at providing medical readiness or surge-primary care support to Service Members across the globe. This can include pre-coordinated support for the annual Periodic Health Assessment (PHA), Post Deployment Health Assessment (PDHA), and Post Deployment Health Reassessment (PDHRA).

Medical Readiness requirements are sometimes challenging to complete for SMs due to access-to-care or physical distance from a Military Treatment Facility (MTF). Thousands of soldiers and beneficiaries are located remotely, enrolled in Tricare Prime Remote (TPR) and have no organic military medical providers in their geographic location.

Many of the SMs we support are not enrolled in a Primary Care Medical Home (PCMH), making it difficult to complete required readiness requirements without traveling great distances or requesting support through the Reserve Health Readiness Program.

The VIPRR Clinic provides virtual readiness encounters telephonically or using the DHA video platform MHS Video Connect. Appointments are documented in MHS Genesis, the Joint Legacy Viewer, and service specific readiness systems.

Steps For Service Member to Complete A Virtual Readiness Visit

1. The Service Member (SM) must first complete Part 1 (member portion) online through their service specific medical readiness portal.
2. Next, the Service Member will ensure vision, dental and hearing are all up-to date if possible, but this is NOT a requirement to be seen by the VIPRR Care Clinic.
3. Then, the Service Member will contact the Virtual Appointment Management Office (VAMO) to make an appointment at 1-844-VMEDCEN (863-3236).
4. Lastly, he/she will be ready to complete the virtual appointment as instructed on the day of the appointment. Additional instructions are provided by the VAMO staff.

**Virtual Medical Center
VIPRR Care Clinic
7800 IH-10 West
San Antonio, TX 78230**

1-844-VMEDCEN (863-3236)

**DSN: 312-429-1125
Fax: (210) 539-2130**

**Appointment Line: 0600-1900 CST
Appointments: 0500-1930 CST**

Note: It is very important that Service Members do not call to book an appointment unless advised by leadership that support has been pre-coordinated for their organization. All organizational support MUST be pre-coordinated.

Support is verified using a service member's Unit Identification Code (UIC) as listed in the Defense Enrollment Eligibility Reporting System (DEERS). Schedulers cannot book an appointment for a Service Member without this verification.

**Support requests can be placed easily by going to:
<https://info.health.mil/army/VMC/Pages/VIPRR.aspx>**

