

Important Telephone Numbers

Commercial Area Code 803

Appointments	751-CARE (2273)
Appointments (Toll Free)	877-273-5584
Health Benefits Office	751-2425
Hospital Information	751-2183/2160
Laboratory	751-7808/2260
Mammography (Imaging Center)	751-2417
Medical Records Administrator	751-4510
Patient Administration	751-2246/7484
Patient Services Office	751-2123/2425/2778
Pharmacy	751-2385/2415
Pharmacy REFILL	751-2250
Referral Center (Health Care Finders)	751-2363
Third Party Collections	751-2582
TRICARE	1-800-444-5445
Urgent Care Clinic	751-2269/2211



Welcome to Moncrief Army Community Hospital



Mission

Moncrief Army Community Hospital is a system of health committed to improving the well-being of our Nation's Heroes and their families by delivering exceptional patient centered care.

Vision

Exceptional patient centered care delivered by exceptional people to every patient, every day

Appointments 751-CARE (2273)

TRICARE Information 1-800-444-5445 www.tricare.mil

Visit us on the web www.moncrief.amedd.army.mil

E-mail: usarmy.jackson.medcom-mfach.list.mach-patient-services@mail.mil

Welcome To Moncrief Army Community Hospital

Thank you for choosing Moncrief Army Community Hospital for your healthcare needs. We are proud of our facility and welcome you to our medical practice. We appreciate the opportunity to provide you and your family with exceptional team-based care. Our team looks forward to your involvement and to keeping you well.

Our nationally recognized certified NCQA (National Council of Quality Assurance) medical home services may be obtained at two locations: at the hospital on Fort Jackson or the medical home located in the Northeast Columbia area.

We provide care that puts you at the center of a team of health professionals working together to improve your health. Your Primary Care Manager (PCM) will lead a team of healthcare experts in managing your healthcare needs. One of the advantages of a medical home is that you will have the opportunity to establish a continuous relationship with your personal care team, led by your Primary Care Manager.

In addition to your PCM, the team will include:

- **YOU!** You are the most important member of your healthcare team and will be involved with all your medical decisions.

In addition to you, the team may include:

- A nurse or medical assistant working with your provider before, during and after your visits
- A Nurse Case Manager
- A Pharmacist to help you manage your medications
- Other expert resources such as health educators, therapists, social workers and others

This team will work with you to manage your health and set goals. They will provide you with education and involve other health professionals when necessary. Our goal is to provide you with more personalized, coordinated, effective and efficient health care.

Additionally we are excited to offer to our enrolled beneficiaries the services of Relay Health which is a secure, web based provider-patient service that makes it easy for you to communicate with your health care team. You can renew prescriptions, ask non-urgent questions, and obtain test results - all from your home computer.

Appointment Scheduling

During office hours, you may call (803) 751-CARE (2273) to speak to one of our service coordinators who can assist you with scheduling an appointment for acute, routine or wellness visit. If you prefer the flexibility of making your appointment at any time TRICARE On Line is for you: www.tricareonline.com. TRICARE On Line (TOL) is an interactive site that offers Moncrief enrolled TRICARE Prime beneficiaries, who register at the TOL website, the ability to book appointments with their PCM or someone on their team seven days a week, 24 hours a day.

Emergency Care

Moncrief does not have an Emergency Room. In the event of a true emergency, you should proceed to the nearest Emergency Room or call 911.

Urgent Care Clinic (UCC)

The Urgent Care Clinic is open daily from 11 a.m. to 9 p.m. Patients need to be signed in prior to 9:00 p.m. to ensure appropriate time is allotted for evaluation and treatment.

Those enrolled in TRICARE Prime needing non-emergent care may go online (www.tricareonline.com) to schedule an appointment, message their primary care provider, or call 751-CARE (2273) during regular duty hours.

Superior Customer Service

Our staff is committed to providing outstanding service. We invite our patients to tell us how we are doing through the Interactive Customer Evaluation (ICE) System or through the Army Provider Satisfaction Surveys. *Exceptional patient centered care delivered by exceptional people to every patient, every day.*

Safety is Our Priority!

At MACH your safety is our number one priority. Everyone has a role in making health care safe. You, as the patient, can play a vital role making your care safe by becoming an active, involved, and informed participant of your health care team.