





BRIAN D. ALLGOOD ARMY COMMUNITY HOSPITAL



DIRECTOR'S MESSAGE

Welcome to Brian D. Allgood Army Community Hospital (BDAACH), where we

COL Chad C. Black
Commander

proudly serve the Soldiers and Families of the 8th Army, Joint, and Combined Forces by providing high-quality, safe, and compassionate health care across the peninsula.

From our state-of-the-art facility at USAG Humphreys in Area III to our outlying clinics in Areas I, II, and IV, our expert medical teams are committed to supporting the readiness and resilience of the community.

Whether you are a Soldier preparing for your mission or a family member receiving essential care, our mission is to ensure you receive

the highest standard of care possible.

Thank you for entrusting us with your health. Together, we are stronger, healthier, and always mission ready.

CHAD C. BLACK COL, VC Director

This guidebook is an initiative of the **Patient and Family Partnership Council (PFPC)**,

to keep our community informed. For a comprehensive overview of BDAACH services, please visit our official website at https://briandallgood.tricare.mil or scan the QR code below.



BDAACH FACEBOOK PAGE



BDAACH WEBSITE



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Brian D. Allgood Army Community Hospital



Brian D. Allgood Army Community Hospital Bldg. 3030, Bldg. 3031, Indianhead Ave., USAG Humphreys South Korea

MHS GENESIS

DS LOGON

NURSE ADVICE

- View health information, including laboratory and radiology results.
- Communicate securely with the care team.
- Request prescription refills and renewals.

Access the MHS GENESIS Patient Portal

Access Requirements

- (CAC) or DS Logon.
- Don't have a DS Logon? No problem! You'll be prompted to create one.

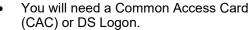
Need Help?

milconnect/

MHS GENESIS PATIENT PORTAL



https://my.mhsgenesis.health.mil



For DS Logon assistance:

- Call:1-800-368-3665
- Visit:https://milconnect.dmdc.osd.mil/

PRIMARY CARE

APPOINTMENTS

IMMUNIZATIONS

BDAACH PATIENT-CENTERED MEDICAL HOME (PCMH)

We are dedicated to providing patient-centered care through a collaborative approach that focuses on preventative care and chronic care management. Our skilled and experienced team provides care to patients of all ages.

BOOK YOUR APPOINTMENT

- **Call Central Appointment Line:** 0503-337-2273 | DSN 737-2273
- Space-A Appointments: Call after 1000 daily for same day appointments only.
- To Cancel or Reschedule: Call the Central Appointment Line.
- MHS GENESIS Patient Portal: Send a secure message to your care team to request an appointment.

BDAACH PCMH IMMUNIZATION CLINIC

- **Direct Booking:** Available via MHS GENESIS Patient Portal.
- Call Central Appointment Line: 0503-337-2273 | DSN 737-2273
- Space-A Beneficiaries: Eligible to schedule appointments.
- Operating Hours: Mon-Fri: 0820-1540 Lunch: 1300-1400

NOTE: Walk-in Immunization Services available at Maude Hall for Active Duty Service Members only. See page 14 for more information.

Cell 080-500-4011 DSN 888-901-7144

Military Health System

Nurses that can help you decide if you should see a

provider or self-care at home is more

appropriate.

EMERGENCY MEDICINE

DIALING ON-POST | OFF-POST

WALK-IN SERVICES

In a life-threatening medical situation, every minute counts. Take immediate action to save lives. Go to the nearest Emergency Room or call Emergency Medical Services (EMS).

HOW TO DIAL EMS ON-POST | OFF-POST

ON-POST OFF-POST

Cell: 1551-0911 Cell: 119

DSN: 911 DSN: N/A

NOTE: Avoid dialing 911 from a cellphone, as it connects to host nation emergency services. Use the commercial number provided to reach on-post emergency services directly.

Physical Therapy Clinic Sick Call

Eligibility: Active Duty permanently stationed at Camp Humphreys.

New injuries within the last 21 days:

Days: Monday-Friday **Time**: 0600-0900

Location: Physical Therapy Clinic, 4th Floor, BDAACH

Not Sure if You Need Urgent Care?

Contact the Nurse Advice Line: 080-500-4011 | DSN 888-901-7144

SICK CALL

ACTIVE DUTY

ALTERNATE PATHWAY TO CARE

Active Duty Service Members can receive screening, triage, and limited care for new conditions or injuries.

SICK CALL

HOURS AND LOCATION BY UNIT

6-52 ADA	2nd FLOOR FAITH HALL	0600-0630
2ID HHBN, 411 MP CO	2ID HHBN HSC COF	0500-0545
DIVARTY	DIVARTY AID STATION	0530-0600
23RD CBRNE	HHC COF	0545-0615
194TH DSSB	BN CONFERENCE RM	0545-0600
DSTB	7324 MOTOR POOL	0545-0615
11TH ENG	BN MOTOR POOL	0545-0615
8A HHBN	MEDIC OFFICE, 8A HHBN HQ	0600-0630
501ST MI	SGT KIM SCMH	0800-1630
19TH ESC, 1 st SIG	SGT KIM SCMH	0700-0730
ROTATIONAL UNIT	BN AID STATION	0600-0645
2CAB, 3RD MI	BDAACH PCMH Relocating to 4TH FLOOR- April 2025	M,T,W, and F 0900-1100 Thursdays 1300-1600

BEHAVIORAL HEALTH

EMERGENCIES

CRISIS WALK-IN SERVICES

MENTAL HEALTH EMERGENCY

TAKE
ACTION
CALL
IMMEDIATELY

On Post

Cell 1551-0911 DSN 911

Off Post

USFK Crisis Line

Cell 080-855-5118 DSN 118





MENTAL HEALTH MATTERS

If you notice changes in your thoughts, feelings, or behaviors, seek support early.

MENTAL HEALTH EMERGENCY

If you or someone you know is at risk of serious harm to themselves or others due to a mental health issue seek help immediately.

CRISIS WALK-IN SERVICES

Our Behavioral Health Clinics offer walk-in services for mental health emergencies and crises.

Monday-Friday, 0800-1630

AFTER-HOURS EMERGENCIES

For After-Hours Emergencies, please visit the nearest **Emergency Room**.

BEHAVIORAL HEALTH

ACTIVE DUTY

Active

Duty

Service

Members

FAMILY MEMBERS | RETIREES

Support is here! Take the first step and break the silence! USAG HUMPHREYS

Pacific Guardian Behavioral Health (2CAB & 1st Signal BDE)

BLDG 6370

0503-337-5791 | DSN 737-5791

Warrior Behavioral Health (2ID and Rotational Units)

BLDG 7315

0503-337-5177 | DSN 737-5177

Behavioral Health Clinic (BDAACH 5th Floor)
All other operational units and eligible beneficiaries
0503-337-5668 | DSN 737-5668

Substance Use Disorder Clinical Care (SUDCC)
Services Within Your Reach at Every Behavioral Health Clinic

CHILD AND FAMILY BEHAVIORAL HEALTH SYSTEM (CAFBHS)

Limited mental health services for **children**, **adolescents**, and **adult dependents**.

0503-337-5668 I DSN 737-5668

COMMUNITY BASED RESOURCES

Military Family Life Counselors (MFLCs)

0503-357-2363 | DSN 737-2363

Camp Humphreys Unit Ministry Teams On Call

010-9496-7445

DEPENDENTS ONLY: No referral required for therapy sessions with an APPROVED TRICARE off-post provider. **Scan the QR code on Page 18 for the Host Nation Hospital Navigation Guidebook.**

PHARMACY

NEW PRESCRIPTIONS

REFILLS

Brian D. Allgood Army Community Hospital offers comprehensive outpatient pharmacy services. **Military ID (for ages 10+) or a copy is required for prescription pick-up.**



PRESCRIPTION SERVICES

NEW PRESCRIPTIONS: Fill through **Q-Anywhere** to minimize delays or visit the pharmacy in person.

REFILLS | RENEWALS: Request through MHS GENESIS Patient Portal or Q-Anywhere, call the Refill Line 0503-337-7939, or visit the pharmacy in person.

HOST NATION PRESCRIPTIONS: Two separate prescriptions required (English and Hangul), from a TRICARE approved facility.

PRESCRIPTION TRANSFERS: Available from U.S. pharmacies and VA clinics.

OVER THE COUNTER SELF-CARE PROGRAM: Medications available without prescription for ages 2+.

Q-ANYWHERE 2.0

SKIP THE WAIT! PRE-ACTIVATE!



Skip the Wait! Pre-Activate!

With Q-Anywhere, you can check into the pharmacy from your phone. Just scan the QR code to activate your prescriptions and they will be ready for pickup in 3 hours!

No more waiting in crowded waiting rooms!

New Prescriptions, Renewal Prescriptions, and now with Q-Anywhere 2.0, you get can Refills too!

Visit the BDAACH website for more info: https://briandallgood.tricare.mil/Health-Services/Pharmacy/Q-Anywhere

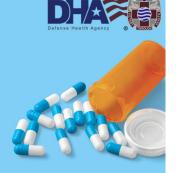
Q-ANYWHERE 2.0 Why Wait? Pre-Activate!

Start your pharmacy visit anytime, anywhere right from your phone! No lines. No wait!

USE Q-ANYWHERE FORS

- ✓ New Prescriptions
- ✓ Renewal Prescriptions
- ✓ Refills (New! With 2.0!)





ACTIVATE PRESCRIPTION
Scan QR code and follow prompts

After 3 hours, pull "Return for Pickup"

BDAACH Pharmacy Only.

MON – FRI, 8AM – 6PM
Activate by 3PM for same-day pickup.
Electronic prescriptions only (no paper).
Refills also available by phone 0503-337-7939
or via MHS GENESIS Patient Portal

WOMEN'S HEALTH

PREGNANCY



CONTRACEPTIVES

New to Korea or Just Received a Positive Pregnancy Test?

Establish OB/GYN care with these easy steps:

- MHS GENESIS Patient Portal: Send a secure message to your Primary Care Manager (PCM) requesting a referral to OB/GYN care.
- Call: Central Appointment Line 0503-337-2273 | DSN 737-2273, and request a secure message to be sent to your PCM requesting an OB/GYN referral.
- **In-Person:** Visit the PCMH clinic in person and ask to speak with a nurse. They can assist you in obtaining a referral.
- Established Patients: May contact OB/GYN Clinic directly at 0503-337-1310 | 1311 or DSN 737-1310 | 1311

Walk-In Contraceptive Clinic

- No Referral Needed: Walk-in contraceptive services (birth control) are available for all beneficiaries.
- Walk-in Hours: Monday, Tuesday, Wednesday, and Friday, 0800-0900
 NOTE: Hours and availability may vary based on staffing.

LAB AND RADIOLOGY

LABORATORY

RADIOLOGY SERVICES

MON-FRI

0730-1630

(INCLUDING TRAINING HOLIDAYS)

0503-337-7609 DSN 737-7609

MON-FRI 0730-1630

(INCLUDING TRAINING HOLIDAYS)

APPOINTMENTS

0503-337-1480 | 1475 DSN 737-1480 | 1475



LABORATORY

General Lab Tests:

Requires a provider's order.

Sexually Transmitted Infections Testing:

- Walk-in testing available (No provider order is required).
- · No appointment necessary.
- If symptomatic, consult your provider or visit the ER for a full exam.

RADIOLOGY

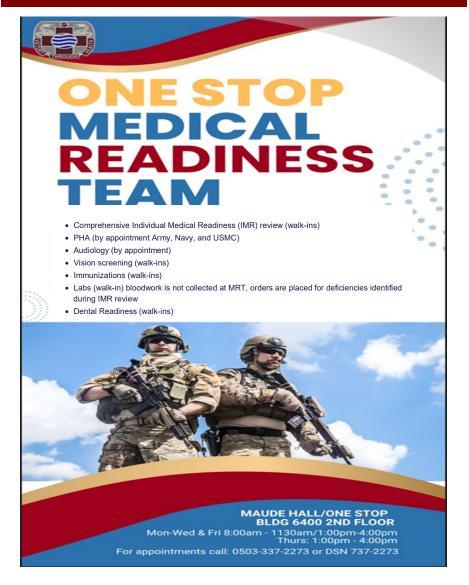
Imaging Services Provided:

- Diagnostic Radiology (Walk-in available)
- Computerized Tomography CT Scan
- Fluoroscopy
- Mammography
- Ultrasound
- Magnetic Resonance Imaging (MRI)

NOTE: Children under 10 are not allowed in exam rooms during imaging procedures for safety reasons.

MEDICAL READINESS CLINIC

MAUDE HALL (ONE STOP)



SGT KIM HEALTH CLINIC

SOLDIER CENTERED MEDICAL HOME (SCMH)



HOURS OF OPERATION

MON-FRI

0800-1630 1ST THURSDAY

PRIMARY CARE HOURS

1300-1630

SERVICES PROVIDED

IMMUNIZATION
RADIOLOGY
OPTOMETRY
LAB
PHYSICAL THERAPY
PHARMACY
BEHAVIORAL HEALTH

SGT Kim Health Clinic is a Soldier Centered Medical Home (SCMH) delivering comprehensive care with a focus on quality and safety while maintaining readiness to fight and win.

BOOK YOUR APPOINTMENT

- Call Central Appointment Line: 0503-337-2273 | DSN 737-2273
- To Cancel or Reschedule:
 Call the Central Appointment Line.
- MHS GENESIS Patient Portal:
 Send a secure message to your care team to request an appointment. See page 4 for more information.

NOTE:

- Immunizations: Same day appointments are usually available.
- Optometry: Walk-ins welcome for MEDPROS updates, glasses ordering & pick up.



Not Sure if You Need Urgent Care?

Call the Nurse Advice Line:

080-500-4011 DSN 888-901-7144

PATIENT RESOURCES

Our patient services team is here to assist you. We offer a range of administrative services to guide you through your healthcare journey. This includes acting as your advocate for TRICARE related matters and inquiries.

TRICARE Services

- ➤ Prime Enrollments
- ➤ DEERS Inquiries and Updates
- ➤PCS | ETS | Retirement



≻HIPAA Officer

Beneficiary Counselor

- ➤ Network Referrals
- ➤TRICARE Benefits and Briefings
- ➤ Transitional Assistance
- ➤ Claims | Insurance Questions

Patient Administration

- ➤ Admission and Dispositions
- ➤ Medical Records

Patient Advocate

- ➤ Patient Care Concerns
- ➤ Suggestions and Compliments
- ➤ Health System Questions

PATIENT ADMINISTRATION

PATIENT ADMINISTRATION DEPARTMENT (PAD)

ADMISSIONS & DISPOSITIONS

PAD (1ST FLOOR) 0503-337-1847 **DSN 737-1847**

MEDICAL RECORDS

PAD (3RD FLOOR)

0503-337-1852 DSN 737-1852

HIPAA OFFICER

PAD (3RD FLOOR)

Admissions & Dispositions

This Department handles:

- In-processing for incoming Service Members
- New patient registration and updates
- Official Reports: Birth and death certificates

Medical Records

- **Out-processing for Service Members**
- Transfer of medical records
- Request for copies of medical records may take up to 30 days to process

HIPAA Officer

HIPAA Compliance Officer can assist with:

- Concerns about compromised personal health information
- Request for corrections to medical records

HOST NATION CARE

KOREAN HOST NATION HOSPITAL NAVIGATION HANDBOOK







DOWNLOAD NOW

Translation Help Track Appointments and

24/7 Access to a Local Care Team

Referrals

KOREAN NETWORK HOSPITALS

The local area has numerous accredited hospitals and clinics offering high-quality care. Visit their International Clinics for communication and support during your visit. Scan the QR code above for the comprehensive handbook.

Courtesy Shuttle Service

Contact your local TRICARE service center for shuttle schedules.

•Area I: 010-9000-0674

•Area II: Not Available

•Area III: 0503-337-1433

•Area IV: 010-5555-3342

For Assistance

Call TRICARE | Managed Care: 0503-337-1433 | DSN 737-1433

For Emergencies

You may call TRICARE International SOS: 080-429-0880

HOSPITAL DIRECTORY

5	Inpatient Behavioral Heath Outpatient Behavioral Health Clinic Women-Infant Care Unit (WICU) Women's Health and OB/GYN Clinic	정신과 정신과(외래) 산모/신생아 관리 센터 여성 의학과 및 산부인과
4	American Red Cross Dermatology/Neurology/Sleep Study Orthopedic and Podiatry Clinic Phys Med, Phys Therapy and Occ Therapy Clinic Medical Surgical Unit (MSU)	적십자 피부과(신경학/수면연구(실) 정형외과/족부정형외과 물리치료/재활의학과 외과입원실
3	Command Suite Department Hospital Education and Training (DHEAT) Medical Records Patient Administration Division (PAD)	지휘관 및 참모실 교육,연구 의무기록실 원무과
2	Audiology Ear, Nose, and Throat Clinic (ENT) Intensive Care Unit Nutrition Clinic Occupational Health Optometry Clinic Surgical Center Surgical Clinic TRICARE/Referral management Urology	청각학과 이비인후과 중환자실 영양 클니닉 직업보건과 검안과 수술센터 외과 클리닉 TRICARE 비뇨기과
G	Cashier Civilian HR Chapel Emergency and Medical Services Immunization Information Management Division (IMD) Main Entrance Patient Representative Primary Care and Pediatric Pharmacy Radiology/X-Ray Specimen Collection/Lab Security	수납 민간인 인사부 예배당 응급실/구급차 서비스 예방 의학과 정보관리부 정문 환자 대변인 외래진료소/소아과 약국 영상의학과/X-Ray 채혈/채뇨실 보안과
В	Dining Facility Logistics Vending/ATM	식당 물류관리 자동판매기/현금인출기

18 19

PHONE NUMBERS

Scan Me!
ONLINE DIRECTORY



To book, cancel, or reschedule an appointment at BDAACH and the Outlying Health Clinics:

Call: Central Appointment Line 0503-337-2273 | DSN 737-2273 | Hours: Mon-Fri (0715-1645 hours) excluding Federal Holidays

To dial from DSN: 315-737-(last 4)

General Inquiries: Call the Information Desk	0503-337-1411
Behavioral Health (Outpatient)	0503-337-1924 5668
Emergency Department	0503-377-2555
Emergency On Post	Cell 1551-0911 DSN 911
Emergency Off Post	119
Exceptional Family Member Program (EFMP)	0503-337-1283
Managed Care TRICARE	0503-337-1433
Medical Records (Patient Administration Dept)	0503-337-1852
Nurse Advice Line	080-500-4011
Patient Advocate	0503-337-1125 1126
Pharmacy	0503-337-2070
Prescription Refill Phone Line	0503-337-7939
Radiology	0503-337-1480 1475
Crisis Hotline	Cell 080-0855-5118

CENTRAL APPOINTMENT LINE

We are currently booking appointments for the following clinics and services:

Primary Care

- BDAACH PCMH
- Aviation Clinic
- All Outlying Health Clinics
- Immunizations

- New Referral Requests through
 PCM
- Send Secure Message to your PCM

Specialty Appointments

- Audiology
- Clinical Pharmacist
- Dermatology
- ENT
- Neurology
- Nutrition
- OBGYN

- Optometry
- Orthopedics
- Pharmacy
- Physical Therapy
- Podiatry
- Sleep Medicine
- Urology

CAMP CASEY HEALTH CLINIC

Business Hours:

MTWF 0800-1130 | 1300-1600 : Thursday 1300-1600 Sick Call Monday-Friday 0630-0730

Building 807, Camp Casey

Emergency On Post

Cell 1551-0911 DSN 911

Emergency Off Post:

119

To Book, Cancel, or Reschedule an Appointment:

Call Central Appointment Line:

050-3337-2273 | DSN 737-2273

MHS GENESIS Patient Portal:

Send a secure message to your care team (See page 4)

Behavioral Health (BH): BLDG S-802, 4th Floor

Mon-Fri: 0800-1700

(Walk-ins available)

0503-337-3708 | 3709 DSN 737-3708

After Hours Emergency:

Triage and Transport Center, BLDG 807 On-Call BH Services coming soon **Nurse Advice Line**

Cell 080-500-4011

DSN 888-901-7144

TRICARE ISOS

Cell 080-429-0800

99-080-429-0800

USFK Crisis Line

Cell 080-855-5118 | DSN 118

Services Provided

Triage and Transport Care (TTC)

Pharmacy

Laboratory

Optometry (Vision)

Case Management

Adult Immunizations

Radiology (X-Ray)

Audiology (Hearing)

K-16 HEALTH CLINIC

Business Hours:

Mon-Thurs 0800-1230 | 1300-1630 Closed Fridays Sick Call Monday- Friday 0700-0900

Building S-250, K16, South Korea

Emergency On Post

Cell 1551-0911 DSN 911

Emergency Off Post:

119

To Book, Cancel, or Reschedule an Appointment:

Call Central Appointment Line:

050-3337-2273 | DSN 737-2273

MHS GENESIS Patient Portal:

Send a secure message to your care team (See page 4)

Nurse Advice Line

Cell 080-500-4011

DSN 888-901-7144

TRICARE ISOS

Cell 080-429-0800 99-080-429-0800



USFK Crisis Line Cell 080-855-5118 DSN 118

Services Provided

Clinical Pharmacy
Clinical Laboratory

Radiology (X-Ray)





CAMP CARROLL HEALTH CLINIC

Business Hours:

MTWF 0730-1630, Thursday 1300-1630 Sick Call: Mon-Fri 0600-0730

Building S-180, America Avenue, Camp Carroll, South Korea

Emergency On Post

Cell 1551-0911 DSN 911

Emergency Off Post:

119

To Book, Cancel, or Reschedule an Appointment:

Call Central Appointment Line:

050-3337-2273 | DSN 737-2273

MHS GENESIS Patient Portal:

Send a secure message to your care team (See page 4)

Behavioral Health (BH): BLDG S-180

Mon-Fri 0800-1700

Walk-ins Available

0503-337-4236 I DSN 737-4236

After Hours Emergencies

Triage and Transport Center
On-Call BH Services coming soon

Nurse Advice Line

Cell 080-500-4011

DSN 888-901-7144

TRICARE ISOS

Cell 080-429-0800 99-080-429-0800



USFK Crisis Line Cell 080-855-5118 DSN 118

Services Provided

Active Duty Primary Care

Clinical Pharmacy (Walk-in)

Immunizations (Walk-in and appts)

Clinical Laboratory (Walk-in)

Radiology (X-Ray) (Walk-in)

Optometry (Vision): Wednesdays

Audiology (Hearing)

CAMP WALKER (WOOD) HEALTH CLINIC

Business Hours:

MTWF 0730-1630, Thursday 1300-1630 Sick Call: Mon-Fri 0600-0730

Building S221, Rhode Island Ave, Camp Walker, South Korea

Emergency On Post

Cell 1551-0911 DSN 911

Emergency Off Post:

119

To Book, Cancel, or Reschedule an Appointment:

Call Central Appointment Line:

050-3337-2273 | DSN 737-2273

MHS GENESIS Patient Portal:

Send a secure message to your care team (See page 4)

Behavioral Health (BH): *BLDG 226*

Mon-Fri 0800-1700

Walk-ins Available

0503-337-4784 DSN 737-4784

After Hours Emergencies

Triage and Transport Center
On-Call BH Services coming soon

Nurse Advice Line

Cell 080-500-4011

DSN 888-901-7144

TRICARE ISOS

Cell 080-429-0800

99-080-429-0800



USFK Crisis Line Cell 080-855-5118 DSN 118

Services Provided

Clinical Pharmacy (Walk-in)

Immunizations (Walk-in and appts)

Clinical Laboratory (Walk-in)

Radiology (X-Ray) (Walk-in)

Optometry (Vision): Wednesdays

Physical Therapy (Appt)

Nutritional Services (Appt)

DENTAL CLINICS

Patient and Family Partnership Council (PFPC)

BDAACH FY 2024-2025

To book, cancel, or reschedule a Dental appointment:

Call: Dental Central Appointment Line 0503-337-3368 | DSN 737-3368

Casey Dental Clinic

Bldg. 808 USADC Casey #15658 APO 96224

Phone: 0503-337-9011 | 9012 or DSN 737-9011 | 9012

Carius Dental Clinic

Bldg. 3020

USADC Carius #15660

APO 96271

Phone: 0503-337-9206 | 9207 or DSN 737-9206 | 9207

Carroll Dental Clinic

Bldg. 180

USADC Carroll #15748

APO 96260

Phone: 0503-337-9461 | 9462 or DSN 737-9461 | 9462

Walker (Bodine) Dental Clinic

Bldg. 220

USADC Bodine #15659

APO 96281

Phone: 0503-337-9452 | 9453 or DSN 737-9452 | 9453

Important Note: Dental care for family members is limited and subject to availability. Most **family member dental care** is provided by **Preferred Host Nation Providers.** For more details and information on TRICARE's Dental Program, please visit: https://www.tricare.mil/TDP.



SPEAK UP!

YOUR VOICE MATTERS

VOLUNTEER TO BECOME A

PATIENT AND FAMILY ADVISOR
ON OUR PATIENT AND FAMILY PARTNERSHIP COUNCIL

For more information, contact:

Patient Advocate Office: 0503-337-1125 | 1126 DSN 737-1125 | 1126

Email: usarmy.humphreys.medcom-kor.mbx.patient-advocate-office@health.mil