



## >Welcome to Walter Reed Army Medical Center

The staff of the Walter Reed Medical Family Assistance Center (MEDFAC) is here to assist you during your stay.

This web site is designed to assist the families, next-of-kin, and patients who have been evacuated to Walter Reed Army Medical Center from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). Its contents will assist you in finding answers to questions regarding services available to you while at Walter Reed Army Medical Center.

We ask that you keep in mind that every situation is different. Every organization involved in assisting you will establish a partnership with you to ensure fair, equitable and non-duplicative assistance. Use this web site as a guide, but always remember that the MEDFAC is available to you to answer your questions.

If you need information on a topic not included in this web site, contact the **Walter Reed Medical Family Assistance Center (MEDFAC) at (202) 782-2071 or toll free 1-866-546-1310, BLDG. 2, Third Floor, Room 3E01.**

## >Walter Reed Army Medical Center roles during Military Operations

Walter Reed Army Medical Center (WRAMC) is committed to providing comprehensive health care and services to all military beneficiaries. An important factor in the recovery of health for every patient is the quality of family and community support.

During military operations, family and community support are especially critical in light of the need to coordinate services to allow for the family and community reunion process. Patients evacuated from a Theater of Operations and their family members expect the best possible support from military health care facilities throughout all echelons of medical care. In order for the reunion and recovery processes to function efficiently and effectively, close coordination is needed. This process will be facilitated through a coordinated effort of medical, administrative, and psychosocial supportive services of WRAMC through the Medical Family Assistance Center (MEDFAC).

Special consideration is given to personnel medically evacuated from military Theatres across the operational continuum. This includes Low, Medium, and High Intensity conflicts. It also includes Operations Other Than War, such as Humanitarian, Nation-Building, and Peacekeeping Operations.

## >Medical Family Assistance Center (MEDFAC)

The MEDFAC staff is a team consisting of active duty officers and enlisted soldiers appointed by the Commanding General to coordinate resources and act as a point of contact for patients and their family members.

The MEDFAC Team has representatives from the following organizations: FAC staff, Patient Administration Division (PAD), Finance, Department of Social Work (DSW), Department of Preventive Medicine, DoD Deployment Health Center, Medical Holding Company, Patient Representative Office, Department of Ministry and Pastoral Care, Public Affairs Office (PAO), WRAMC Lodging Division, Army Emergency Relief (AER), Army Community Service Center (ACS), American Red Cross (ARC), USO (United Service Organization), Community Recreation Division, Directorate of Public Works and Transportation, and Judge Advocate General (JAG).

## >Mission Statement

To provide compassionate, coordinated services to patients, next of kin and extended family members, with a primary focus on OIF/OEF soldiers.

## >Lodging

The [Mologne House](#) is located on the WRAMC installation. The cost is approximately \$65.00 per night for OIF/OEF patients **returning from Theatre** and family members.

The Mologne House will directly bill an Army account for the room cost for all Active Duty OIF/OEF patients. This avoids the need for soldiers to have cash to pay for their rooms.

For family members traveling on ITOs, the Mologne House will direct bill an Army account for room charges for the duration of the ITO. Family members who are NOT traveling on ITOs will be responsible for paying all room charges accrued.

If the Mologne House can't accommodate a patient or family member, Mologne House staff will refer the patient or family member to a local hotel. Family members on ITO's will be able to submit off-post hotel receipts, up to the allowable government nightly rate, for reimbursement at the end of their travel. Direct billing is only available at the Mologne House, so you will be required to pay your bill in full prior to final reimbursement.

The [Fisher House](#) has lodging facilities on the WRAMC installation and the Forest Glen Annex. Reservations for the Fisher House are for a minimum of 5 days and must be coordinated through the Department of Social Work. The ongoing presence of a waiting list prevents Fisher House arrangements from being made prior to arrival at WRAMC.

## >Invitational Travel Orders

Joint Federal Travel Regulation (JFTR), Volume 1, chapter U5246, authorizes two relatives of a Seriously Ill/Very Seriously Ill (SI/VSII) patient to travel to and from the hospital at government expense when certain administrative requirements are met by the military medical treatment facility (MMTF) and the appropriate personnel or casualty affairs office. The patient's physician uses SI/VSII criteria to decide who is eligible for ITOs. **(Eligibility for ITOs is based solely on medical criteria).**

ITOs for family members of OIF/OEF patients will cover the cost of travel, lodging, and per diem for a pre-determined period of time. Typically, ITOs are not open-ended although extensions are possible on a case-by-case basis. The Casualty Affairs Office, located within the MEDFAC, will be able to assist with extensions.

For family members of patients who are not OIF/OEF, ITOs will only cover travel costs.

The MEDFAC has no role in determining who is eligible and who receives ITOs. MEDFAC staff is available to assist family members with getting answers to questions related to ITOs.

## >Meals are available at the following locations at WRAMC.

**Main Hospital Dining Facility, Building 2, 3rd Floor**

[CLICK HERE FOR A LISTING OF TODAY'S MEALS](#)

Full Breakfast: 0600-0900

Continental Breakfast: 0900-1000

Grab and Go 1030-1330

Full Lunch 1100-1400

Short Order 1400-1500

Full Dinner 1600-1830

**Walt's Express, Building 2, 3rd Floor**

Monday - Friday 1015-1330

**Mini Mall Café, Building 1, 1st Floor \* Currently Closed for Construction \***

(202) 726-1568

Monday - Friday 0900-1400

**Subway, Building 2, 1st Floor**

Monday - Friday 0700-2000

Saturday 1000-1600

**Mologne House Restaurant - (202) 782-4194**

Breakfast:

Monday - Friday 0700-1030

Saturday - Sunday 0900-1100

Lunch:

Monday - Friday 1130-1400

Saturday - Sunday 1100-1300

Dinner:

Monday - Friday 1630-2100

Saturday - Sunday 1630-2000

**\*NOTE: The cost of meals are reimbursed upon completion of travel with ITO's.**

**>Financial Assistance****Army Emergency Relief: Building 17**

Family members who are eligible military ID card holders or who have a power of attorney for the patient can talk to Army Emergency Relief. AER issues loans and/or grants based on need. AER's phone number is (202) 782-3412. On weekdays, AER has a representative located in the MEDFAC for approximately 2 hours per day.

**American Red Cross: Building 2, Floor 3, Room 3-E05**

The American Red Cross is able to provide assistance based on need.

0800-1600, Monday-Friday. Phone number is (202) 782-6362.

**USO of Metropolitan Washington**

United Services Organizations is chartered by Congress to meet the human service needs of the United States Armed Forces personnel and their families. The USO's mission is to ensure the welfare of the dedicated men and women of the Armed Forces in exchange for the protection and freedom they provide. In support of Operation Enduring Freedom and Iraqi Freedom, the USO has coordinated celebrity visits to patients, as well as distributed telephone calling cards, Food Gift Cards, and a wide variety of other comfort and entertainment items.

USO Metro is located at:

228 McNair Road, BLDG. 405, Ft. Myer, VA 22211, telephone: 703-696-2552. [www.usometrodc.org](http://www.usometrodc.org)

**>Transportation****Taxis:**

Family members traveling on ITOs can take a taxi from the area airports. Taxis are readily available and cost approximately \$25-\$30 from Reagan National and \$45-\$50 from Dulles and BWI. This cost will be reimbursed when your final travel voucher is submitted. Remember to keep your receipts.

Family members traveling WITHOUT an ITO will be responsible for paying for the cost of transportation to and from WRAMC. They will not be reimbursed for this cost.

**Public transportation:**

The MEDFAC has information available on the Metro Rail and Bus Lines. There is a daily shuttle service between WRAMC and the Forest Glen Annex. Schedules are available in the FAC.

Family members will need to arrange transportation from WRAMC to area airports. Taxis, The Blue Van (supershuttle.com) and the Metro are transportation options. MEDFAC staff is available for assistance.

**Parking:**

There is parking available at the Mologne House for visitors staying at the Mologne House. Family members not staying at the Mologne House may obtain a daily pass as they drive onto post. For longer stays, they may obtain a long-term pass at the Parking Office, located in Building 11, room G-109. The phone number for the Parking Office is (202) 782-6978. Hours of operation are 0700 to 1545, Monday-Friday.

**>Center Judge Advocate**

The Office of the Center Judge Advocate provides legal advice and services to the commander and staff of Walter Reed Army Medical Center and all subordinate, assigned, attached, or tenant organizations.

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**Claims:**

Claims for lost, damaged or destroyed personal property may be filed at the Claims Branch, Office of the Center Judge Advocate. Losses incident to service include items destroyed in theater, lost or damaged while in the custody of your unit, or lost or damaged while in transit from the theater to Walter Reed Army Medical Center. However, unit issued property (such as special uniforms or equipment) or other government-owned items may not be claimed. Forms can be picked up at the Claims Office or the Family Assistance Center. Once completed and approved, payments are normally made by direct deposit to your military pay account. However, if you open an account on post with the Pentagon Federal Credit Union, we can deposit the funds in that account and assist you in obtaining an ATM card within 24 hours for easy withdrawal.

**Taxes:**

The Office of the Center Judge Advocate is sponsoring their annual Tax Center from 30 January 04 to 30 April 04 for active duty soldiers, retirees, and dependents. The Tax Center can perform both state and Federal tax returns (to include electronic filing) and there is no cost to you. Their main office is located in Building 1, Room A-001 and is open Monday-Friday from 0800-1200 and 1300-1600. Appointments are required at the main office on Monday, Wednesday and Friday. For active duty hospital staff and in-patients, a satellite office is located for their convenience in the Main Hospital, Room 2Z61 on a same day sign up basis only. This office is open Monday-Friday from 0815-1200 and 1300-1545. To schedule an appointment or for more information, you may contact them directly at (202) 782-0219.

**Legal Assistance:**

Powers of Attorney and Notary Public services are available without an appointment in BLDG. 1, Room D-201. Open Monday through Friday from 8 a.m. to 4 p.m. For help with legal problems such as domestic relations, leases, taxation, or will preparation, call the Legal Assistance Office at (202) 782-1550 for an appointment or referral.

\*\*Center Judge Advocate staff members make ward visits to immobile patients who need emergency wills or powers of attorney. Information and forms for living wills and durable power of attorney for health care are available from ward nurses or the Admissions Office.

## **>Army Substance Abuse Program**

If you find that you are using alcohol and drugs to help you cope with PTSD symptoms, you are not alone. Many, if not most, people with PTSD try to manage their symptoms, by using substances. If you have been using alcohol and drugs as a way of coping, it is important to let your health care provider know so that you can be referred to ASAP for an assessment. If needed, treatment can be provided to help you abstain from mood altering chemicals and to help you learn alternate ways to cope with your symptoms. For prevention of problems all are welcomed to attend the 2-day Alcohol and Drug Abuse Prevention held monthly.

The Army Substance Abuse Program (ASAP) is located in BLDG 6, 2nd floor. Telephone number is 202-782-3969.

## **>Ministry And Pastoral Care**

The Department of Ministry and Pastoral care offers spiritual support 24 hours a day, 7 days a week. The main hospital chapel, located on the 3rd floor, room 3C, BLDG 2, offers various religious services including religious literature, communion and prayer for healing. The Chaplain's Office also may assist with temporary lodging for patients and families in need. Office Phone (202) 782-6305/Paging 782-1000.

## **>Telephone and Internet Access**

Every OIF/OEF patient receives an long-distance telephone calling card in the Red Cross Comfort Care Bag. If additional cards are required, please visit the MEDFAC. Additionally, the MEDFAC has Internet access, world-wide DSN and local long-distance telephone services for use by families and patients

## **>Post Library**

The Post Library in BLDG. 1, Rm. D-110 has best sellers, books on tape, VHS movies and magazines. It also has Internet access. The library is open Mon – Fri from 8 a.m. to 4:45 p.m. For information call (202)782 – 6314.

## **>Fitness Center**

Building 88, (202) 782 – 0537  
0530-2000, Monday-Friday  
0900-1600, Saturday  
1000-1400, Sunday  
Wagner Gym, Building 32..  
Phone number for information - (202) 782-7022.

## **>Child Care**

Hourly childcare is offered at the Child Development Center (CDC) at Forest Glen. Children must be registered at Central Registration, Building 11, Room. 1-101. Parents must have their child's current shot record, and they must complete some paperwork and pay a \$15.00 registration fee (check or money order only) per child (or \$35.00 total for 3 or more children). Then they must call the CDC @ (202) 782 – 5025 and reserve a slot for their child(ren) for the date and time that they want to use the hourly care. Hourly care is available from 7:00am-5:00pm, Monday-Friday.

## **>Grief/Mental Health Support**

The FAC can coordinate for family members to obtain individual support or group support through Social Work, the Chaplain's Office or other WRAMC Mental Health resources. Currently, the Department of Psychiatry offers a walk-in Family Support Group.

## **>Department of Social Work**

**Building 6, Borden Pavilion**  
**0730 - 1630, Monday-Friday**  
**Phone number is (202) 782-6378**

**Behavioral Medicine Service for Outpatients:**

Social workers provide comprehensive psychosocial assessment and interventions for families, couples and individuals having difficulty adjusting to or coping with life circumstance issues and challenges.\*\* An on-call Social Worker is available for emergency Social Work Services during weekends, and after-duty-hours by calling the Administrator On Duty at (202) 782 - 7309.

**Behavioral Health Service for Inpatients:**

Social workers are key members of each inpatient ward's multi-disciplinary team and provide a variety of services to help patients and families address the non-medical concerns, worries, and problems that impact the healing process. All OIF/OEF inpatients are assigned a social worker.

**>Patient Representative Office****Building 2, 3rd Floor, Room 3-B01**

The Patient Representative Office is the liaison between patients, their families, and the medical center staff. The primary goal is to work out problems and concerns while protecting the rights of patients and maintaining their privacy and dignity. The office is also a source of information for patients and their family members. Through the Patient Representative's Office, patients and family members can voice concerns and exchange ideas and opinions.

0745-1630, Monday-Friday. Phone number is (202) 782-6866.

**>Army Community Service**

The Army Community Service Center helps people find and use the services they need to maintain stability and meet the challenges of military life. Services are available to active duty and retired service members, their family members, Army civilian employees and reservists on active duty. ACS provides welcome packets and Information and Referral Services at the MEDFAC.

**>American Red Cross**

The American Red Cross provides every air evacuated OIF/OEF patient with an ARC Comfort Care Bag. The ARC also has accepted donations of civilian clothing for soldiers returning from Operations Iraq and Enduring Freedom. FAC staff will assist with the needs of identification and distribution as determined. The ARC will be acknowledged as the donor of the items to the soldier.

**The ARC is located in BLDG. 2, Rm. 3E05.**

**Open: Mon - Fri from 8 a.m. to 4 p.m.**

**Phone: (202) 782 - 6362.**

**>Additional Information****Mini Mall Shoppette: BLDG 1, 1st Floor**

0900-1700, Monday - Friday

**Hospital PX: Building 2, 3rd Floor**

0900-1730, Monday - Friday

1000-1400, Saturday and Sunday

**Barber Shop:**

Building 1, 1st Floor

0900-1700, Monday - Friday

Building 2, 3rd Floor

0730-1700, Monday-Friday

**Flower Shop: Building 2, 1st Floor**

0900-1700, Monday - Friday

1000-1500, Saturday

Closed on Sunday

Phone number: (202) 829-2626

**Pentagon Federal Credit Union: Building 1, Floor 1**

This is a no-cash facility providing a full range of financial services. ATMs are located outside the credit union in Building 1 and in the main lobby, Building 2, Floor 1.

Forest Glen Annex: Use the shuttle bus located on the 1st Floor, Building 2, main entrance near the Hospital Information Desk. Commissary and PX services are available.