

Military Treatment Facility Access Point



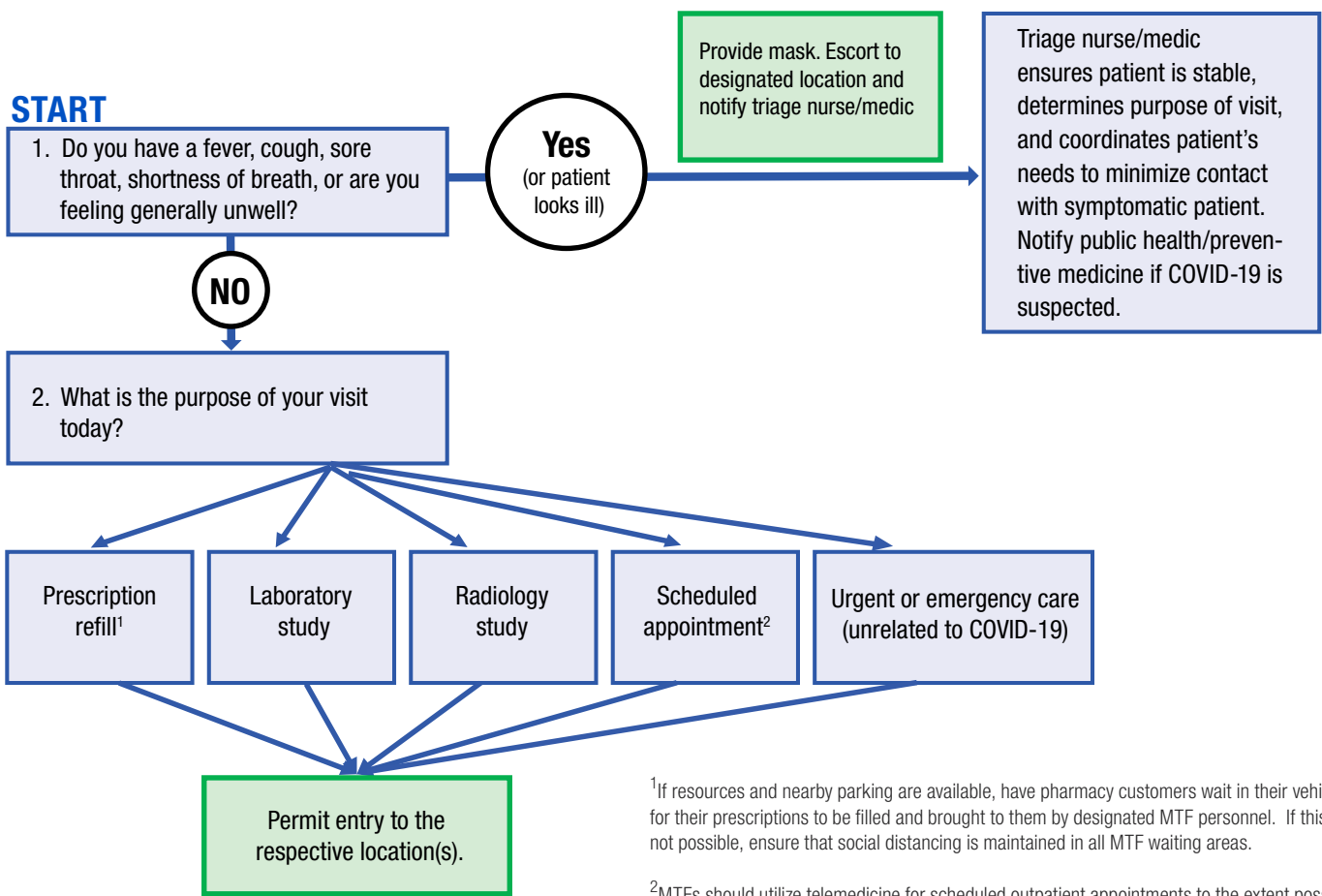
Military Treatment Facility COVID-19 Infection Access Point Questions

Do you have a fever, cough, sore throat, shortness of breath, or are you feeling generally unwell?

What is the purpose of your visit today?

Military Treatment Facility Access Points

- The Military Treatment Facility (MTF) should manage patient expectations by communicating changes in entry procedures via websites and social media messaging.
- Signage instructing symptomatic patients to return to their vehicles and call for additional instructions/escorts should be posted at all entry points per FRAGO 4 to MEDCOM OPORD 20-21 (Annex Q).
- In the event symptomatic patients continue to attempt MTF entry, please find recommended MTF access point procedures below.
- Consider posting signage of the two MTF access point questions at facility entries to increase efficiency.
- This guidance assumes adherence to DoD instructions regarding the use of cloth face coverings.
- Surgical masks, disposable medical gloves, and other personal protective equipment do not need to be worn by MTF access point personnel.
 - » Surgical masks should be available for patients endorsing fever and/or respiratory symptoms.
 - » Hand sanitizer should be readily available for all facility entrants.
- MTF access point personnel should remain at least 6 feet away from facility entrants.



¹If resources and nearby parking are available, have pharmacy customers wait in their vehicles for their prescriptions to be filled and brought to them by designated MTF personnel. If this is not possible, ensure that social distancing is maintained in all MTF waiting areas.

²MTFs should utilize telemedicine for scheduled outpatient appointments to the extent possible.



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For current COVID-19 information:

<https://phc.amedd.army.mil/covid19>
<https://www.coronavirus.gov/>

The Military Health System Nurse Advice Line is available 24/7:
Call 1-800-874-2273 option #1
or visit <https://www.health.mil/1-Am-A/Media/Media-Center/NAL-Day-at-a-glance>

For more information, contact your installation's Department of Public Health

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U.S. ARMY PUBLIC HEALTH CENTER

The Army COVID-19 Information Hotline:

1-800-984-8523
Overseas DSN 312-421-370
Stateside DSN 421-3700