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Middlebrooke  
5015 Battery Lane, Suite 101  
Bethesda, MD 20814  
301.368.8082

Eighty Two Hundred  
8200 Wisconsin Ave.  
Bethesda, MD 20814  
301.368.6215

The Glens on Battery Lane  
4949 Battery Lane, Suite 122  
Bethesda, MD 20814  
301.368.8912

Aldon of Chevy Chase  
4740 Bradley Blvd.  
Chevy Chase, MD 20815  
301.517.7320

The Brittany  
5432 Connecticut Ave N.W.  
Washington, DC 20015  
202.525.7992

The Aspen Group  
1400 Aspen St. N.W.  
Washington, DC 20012  
202.792.2178

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NAVAL SUPPORT ACTIVITY BETHESDA BASE GUIDE 2020

5

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QUICK PHONE GUIDE

NSA BETHESDA EMERGENCY SERVICES:
777 (Landlines) or 301-295-0999 (Cell Phones)

SEXUAL ASSAULT PREVENTION AND RESPONSE
301-442-8225
301-319-3844

DEERS/ID Cards
295-0103/0127/0612
ID card appointments:
rapids-appointments.dmdc.osd.mil

NSA Bethesda Security Desk
301-319-8937

WRNMMC Information
301-295-4000

Pass & I.D.
102 Wood Rd. Bethesda, MD 20814
301-295-4607 • 301-400-2434
go.usa.gov/xNw6g

Navy Lodge Bethesda
301-654-1795

Tranquility Hall Bldg. 62
301-400-0200

NSA Bethesda Chaplain
301-319-4854

Walter Reed Bethesda Chaplain
301-295-1510

American Red Cross
Main: 301-295-1538
After Hours: 877-272-7337

Navy Marine Corps Relief Society
301-295-1207

USO Warrior and Family Center
240-552-9350

Child Development Center I
301-295-0014

Child Development Center II
301-400-1200

School Liaison
301-295-7849

Military and Family Support Center
301-319-4087

NSA Bethesda Security Desk
301-319-8937
Report to your specific command upon arrival. After an initial check in, uniformed personnel will be directed to the appropriate office for processing of your personnel and pay records. You will then return to your command to complete your check-in procedures including mandatory enrollment in Tricare Prime. For assistance after hours, Walter Reed Bethesda personnel can visit the WRNMMC Command Duty Office in Bldg. 10, 1st floor lobby, or call 301-295-4611.

Are You An Active Duty Member Or A Resident Checking In?

NOTES
Welcome Aboard …

On behalf of the women and men serving onboard NSA Bethesda, it is my pleasure to welcome you to our installation! We are proud to serve as host to more than 40 tenant organizations. We believe the safety and security of NSA Bethesda is of the utmost importance to the readiness and mission accomplishment, as well as the health and well-being, of our installation and mission partners.

NSA Bethesda offers a variety of support services, including a state-of-the-art Navy Exchange with convenient shopping and dining options at the main store and satellite locations across the installation; a robust Morale, Welfare, and Recreation program with fitness, entertainment, and child care services; and a dynamic Military and Family Support Center designed to strengthen readiness and resiliency through a wide array of counseling and support services for our military members and their families. Additionally, our installation has lodging and accommodation options uniquely designed for the population we serve and a Housing Referral Office ready to assist those seeking a place to live in the local area.

We’re honored to support our mission partners by creating and maintaining an environment that enables patients to heal, staff to thrive, and guests to feel at home. We are the proud home of Walter Reed National Military Medical Center, the largest military medical complex in the Department of Defense; the Uniformed Services University of the Health Sciences, the nation’s only federal health sciences university; and the Navy Medicine Professional Development Center, responsible for educating, training, and supporting medical department personnel.

Detailed descriptions of these major tenants as well as information about the incredible additional mission partners and activities that support our service members and their families here at NSA Bethesda are included in this guide. Whether you’re here for a short stay or you’re becoming a new member of NSA Bethesda community, we hope our NSA Bethesda 2020 Base Guide will be a useful tool for you to navigate the many support services and opportunities we have to offer.

This guide is designed with you in mind, and it is our honor and privilege to serve you.

Very respectfully,
Mary Seymour
CAPT MSC USN
Commanding Officer
Vision Statement
As an installation, we create an environment that enables patients to heal, staff to thrive and guests to feel at home.

Mission Statement
Naval Support Activity Bethesda provides customer-focused installation management and base operating support to our tenant activities in their pursuit of excellence. We partner in healing, wellness, research and education.
WOUNDED, ILL AND INJURED (WII)

Fisher Houses
The five Fisher Houses at Naval Support Activity Bethesda – the most on any base within the DoD system – provide additional lodging to WII and their family members. Sixty-eight handicapped suites, 20 of which are private, offer a place to stay at no cost while loved ones are receiving treatment. Patients who are medically cleared may also stay at the Fisher Houses. Each includes a common area, communal dining, family rooms, and play rooms for children.

Tranquility Hall
Tranquility Hall (Bldg. 62) is a 153-suite, ADA-compliant WII building providing two-bedroom suites including a kitchenette, washer and dryer, and lounge area for outpatients and their non-medical attendants. Tranquility Hall also features Austin’s Playroom, a drop-in child activity center providing certified childcare to eligible patrons for hourly care. Warrior Café, located on the first floor, offers daily food service.

UNACCOMPANIED HOUSING E1-E4

Comfort and Sanctuary Halls
Comfort Hall (Bldg. 60) and Sanctuary Hall (Bldg. 64) offer unaccompanied quarters that include social spaces, laundry facilities, and cooking areas for enlisted service members E-1 to E-4.

HOUSING REFERRAL OFFICE

The housing referral office is located in Building 17B, 3rd floor in suite 3D. The housing office maintains extensive lists of properties for rent, including single family homes, townhomes, condos, and apartments as well as shared rooms and local hotel information. In addition, the Rental Partnership Program (RPP) allows active duty service members to move into participating apartment communities without paying a security deposit and application fee. Rent is provided at a discounted price. Contact the housing office at 301-295-6564 or 1-800-295-6564 for additional information and a list of participating communities. New personnel should keep in mind that parking on the installation is limited; they should research commuter routes and options before choosing a home. Housing information can also be obtained at www.housing.navy.mil.

GOVERNMENT HOUSING

NSA Bethesda does not have open family housing. There are several on-base housing locations in the Naval District Washington (NDW) region.
Assignments for service members should be made on DD Form 1746, and submitted with your PCS orders, dependent information and the detachment endorsement from your last duty station. Service member applications can be forwarded to NSA Bethesda housing office or to the intended Housing Community. Unaccompanied Housing information is provided at check-in. For more information, call 301-295-5855.

Washington, D.C.
Joint Base Anacostia-Bolling (JBAB); Bellevue (Lincoln Military Housing): two- and three-bedroom townhomes for enlisted personnel. Joint Base Anacostia-Bolling (Hunt-Pinnacle Military Housing): two-, three- and four-bedroom townhomes and houses for enlisted and officers. The JBAB Family Housing Office handles all the assignments for the communities. Contact JBAB at 202-433-0346 or 1-800-210-0139.

Maryland
Glen Haven (Balfour Beatty Military Housing), off-base: three- and four-bedroom apartments for E6 and below, and three and four-bedroom townhomes for E7 and higher, including officers. Contact Glen Haven at 301-649-9700.

Virginia
Fort Belvoir; The Village of Belvoir (The Michaels Org.): two-, three-, four- and five-bedroom homes across 15 distinct villages able to house both enlisted and officers. Contact The Village of Belvoir at 703-619-3878.

NAVY LODGE
Operating under Navy Exchange Service Command, Navy Lodge Bethesda offers 106 guest rooms. Authorized patrons include all branches of military service and their families, DoD civilians, reservists/National Guard, international military and retirees. Advance reservations are accepted for those traveling on temporary duty, medical, permanent change of station (PCS) or travel orders. For more information, call 301-654-1795.
Parking and Commuter Information

**Parking and Commuter Information**

*Pedestrians have 24/7 access*

**Sat-Sun, 1800-0459:** One lane inbound, one lane outbound

**Sat-Sun, 0500-1800:** Two lanes inbound, one lane outbound

**Mon-Fri, 1900-0459:** One lane inbound, one lane outbound

**Mon-Fri, 1401-1900:** One lane inbound, two lanes outbound

**Mon-Fri, 0801-1900:** Two lanes inbound, one lane outbound

**Mon-Fri, 0500-0800:** Three lanes inbound, one lane outbound

**Emergency Room**

**Stops on Route:**
- 5:30 a.m. to 6:30 p.m.

**Hours of Operation:**

**PURPLE CIRCULATOR:**
- 5:30 a.m. to 6:30 p.m.

**Stops on Route:**
- Emergency Room (Building 9A)
- Building 1 (The Tower)
- Outpatient Medical Annex (Building 85T)
- America Building
- Building 7
- Building 9 (Across from Building 55, Patient Parking Garage)

**GREEN LINE:**
- North Campus

**Hours of Operation:**
- 5:30 a.m. to 9:00 a.m.
- 2:45 p.m. to 6:30 p.m.

**Stops on Route:**
- Building 10 (Main Hospital Lobby)
- America Building
- Sanctuary Hall/USO
- Parking Lot Z
- Parking Lot Q
- Back to Building 10 (Main Hospital Lobby)

**RED LINE:**
- South Campus

**Hours of Operation:**
- 5:30 a.m. to 9:00 a.m.
- 2:45 p.m. to 6:30 p.m.

**Stops on Route:**
- Building 10 (Main Hospital Lobby)
- Building 32 (Staff Garage)
- Parking Lot W (USU)
- Navy Lodge
- Child Development Center (CDC)
- Building 32 (Staff Garage)
- Back to Building 10 (Main Hospital Lobby)

**MEDICAL CENTER METRO SHUTTLE:**
- Hours of Operation:
- 5:30 a.m. to 6:30 p.m.

**Stops on Route:**
- Building 10 (Main Hospital Lobby)
- Medical Center Metro Stop

---

**GATES**

**Gate 1 (North Gate)**
- Mon-Fri, 0500-0800: Three lanes inbound, one lane outbound
- Mon-Fri, 0801-1400: Two lanes inbound, one lane outbound
- Mon-Fri, 1401-1900: One lane inbound, three lanes outbound
- Mon-Fri, 1900-0459: One lane inbound, one lane outbound
- Sat-Sun, 0500-1800: Two lanes inbound, one lane outbound
- Sat-Sun, 1800-0459: One lane inbound, one lane outbound

*Pedestrians have 24/7 access*

**Gate 2 (South Gate)**
- Mon-Fri, 0500-0800: Two lanes inbound one lane outbound
- Mon-Fri, 0801-1400: Two lanes inbound, one lane outbound
- Mon-Fri, 1401-1900: One lane inbound, two lanes outbound
- Sat-Sun, 0800-1600: One lane inbound, one lane outbound

*Pedestrians have 24/7 turnstile access. ADA swing gate follows vehicle access hours*

**Gate 3 (NEX Gate)**
- Mon-Fri, 0500-0800: Two inbound lanes, two outbound lanes
- Mon-Fri, 0801-1900: One lane inbound, two outbound lanes

*Pedestrians have 0500-1900 inbound/outbound access*

**Gate 4 (Navy Lodge Gate)**
- Mon-Fri, 0500-0830: One lane inbound, one lane outbound
- Mon-Fri, 1500-1800: Outbound only

**Gate 5 (University Gate)**
- Mon-Fri, 0500-1800: One inbound lane, one outbound lane

*Pedestrian access Mon-Fri, 0500-1800*
PARKING
Parking is limited on NSA Bethesda. There are two patient parking garages located adjacent to the medical center. Staff parking is limited, by permit only, and there may be a waitlist. New staff may not be able to park on base upon arrival and should plan accordingly. There is no open parking on the installation. Parking is strictly enforced.

Public parking in downtown Bethesda is also an option. Staff can park in these areas and ride the Metro to the Medical Center Station.

Additional cost of parking in Bethesda:
Monthly = $150
On-Street Parking=$2.25 per hour
Surface Lot Parking=$1.50 per hour
Garage Parking = $1 to $1.50 per hour

*The parking facility at the Grosvenor - Strathmore Metro Station on the Red Line is only one stop from the Medical Center Station.

METRO RAIL STATION PARKING
Parking is available at 44 metro rail stations. The list of metro rail stations and the daily costs for parking can be found on the WMATA website. The cost of parking is not included in the NCR Transit Fringe Benefit.

PARK AND RIDE LOTS
Park and Ride lots are located throughout the Washington Metropolitan Region. In most cases, parking is free, and there is a connection to the Metrorail via buses that can be paid for using the Transit Benefit Program. For Park and Ride lots in the Metropolitan Washington Region (Washington D.C., Maryland, Virginia and West Virginia), please review the Park and Ride finder website.

CARPOOL/VANPOOL COMMUTER ASSISTANCE
Parking designated for carpools is located on the ground levels of the staff garage, Bldg. 54. Contractors are also eligible for these spots. For more information or assistance in planning your commute, contact 301-319-3818.

SECURITY/BASE ACCESS
Staff may request access for guests by sending an email to: usn.bethesda.nsabethesdamd.mbx.nsab-access@mail.mil. For weekday visits (Mon-Fri), requests must be made no later than 1500, three business days prior. The base access list is taken to the gates around 0500. Upon arrival, guest(s) should tell gate sentries which event they are here to attend or which company they are with. They must present a valid REAL ID ACT-compliant or other form of valid photo identification. Parking on base is extremely limited; if guests will be driving, please make arrangements for their parking. All weekend requests must be in no later than 1500 of the preceding Friday. To reach the security department for emergencies, dial 777 from an on-base phone or 301-295-0999 from a landline. For non-emergencies, call 301-295-1246.

MASS TRANSIT FRINGE BENEFITS (MFTB)
MFTB is available to civilian and active duty staff. This is in addition to their current pay, up to $265 per month for their personal commuting costs using mass transit. MFTB can be applied to rail, bus or approved vanpools, but not parking costs. Online applications are available at: www.whs.mil/mass-transportation-benefit-program

When applying for the benefit online, use the following organizational codes:
• Navy Active Duty/Navy Civilian = N-18 BUMED
• Army Active Duty = WRNMMC (Army Active Duty)
• DoD Civilian = DHA-NCR MD:WRNMMC-DHA-NCRMD-Walter Reed National Military Medical Center
NSA Bethesda relies on NAVFAC Public Works Department (PWD) Bethesda to service and maintain its buildings and roads, provide electricity, water, and sanitation services, oversee construction of new infrastructure, and ensure compliance with environmental laws and regulations. See Frequently Asked Questions below for guidance on reporting repair problems.

**General NSA Bethesda Facility Issues**
Problems within NSA Bethesda maintained (MUIC) buildings (non-hospital or university) during regular business hours should be routed through your Building Manager.

**Emergency facility requests** 24/7, call the NAVFAC Service Desk at 202-685-1880. After-hours calls are transferred to the Public Works Duty Officer cell phone.

**Building Managers request service as follows:**
Non-Emergency facility requests enter an online Maximo service request via the “Self Service” module OR email the request to:
NAVFAC_Wash_HELPDESK-PWD-Bethesda@navy.mil

Include:
1. Base/Building #/Room #
2. Detailed Description of Problem
3. POC, Email and Phone #
4. Priority (URGENT or ROUTINE)

**Exterior Repair Issues**
Report all issues to your Building Manager to request service.

**Projects & Service Contract Modifications**
(E.g., renovations, wall reconfigurations, paving, etc.):
Contact the appropriate Building Manager. The Building Manager will submit a Customer Service Request Form to the PWD Facility Management Specialist located in Bldg. 27, 3rd Flr.

**Frequently Asked Questions (FAQs)**

How should I report a problem if I live in a Lodging Facility (Buildings 60, 62, & 64)?

Call Central Billeting Front Desk at 301-400-0200.

How do I get new or additional keys and/or locks?

NSA Bethesda MUIP Building Managers submit requests to Mr. Mike Davidson in installation security.

How can I find out the current status on a request for services, or report a service performance issue?

Contact your Building Manager. Building managers may check the Maximo website anytime or call 202-685-1880 from 0700-1530 MF.

How can I report a facility service contract performance issue?

Contact your Building Manager. Building Managers will contact their PWD Facility Management Specialist (FMS) located in Bldg. 27, 3rd Flr. to submit a Customer Comment Record form. This requires the contractor to respond in writing and documents the issue for future contractor selection.

**WRB Facilities Help Desk**
Phone: (301) 295-1070
For all Hospital Buildings including:
1-10, 17, 19, 27, 51, 54, 55, 57, 62, 63, 84T, 85T, 148, 149, 203, 225, 241

**USU Facilities Help Desk**
Phone: (301) 295-3045
For all University Buildings including:
28, 42, 43, 44, 45, 46, 47, 53, 59, 70, 71, 72, 73, 74, 76, 79
RideOn extra

Lakeforest
Summit Ave.
Westland Dr.
Shady Grove Metro
Montgomery College
Rockville Metro
Edmonston Dr.
Templeton Pl.
Halpine Rd.
Marinelli Rd.
Security Ln.
Tuckerman Ln.

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Medical Center
The USO Warrior and Family Center at Naval Support Activity Bethesda offers a comprehensive array of specialized services and programs in a supportive and home-like setting. The 16,000-square-foot facility is dedicated to serving our nation’s wounded, ill, and injured troops, their families and caregivers, as well as active duty and military families. It includes classrooms, an ADA-compliant kitchen and dining room, a community events space and healing gardens, and industry-leading art therapy and music programs to help in the healing of visible and invisible wounds and illnesses.

An integral part of the building is the USO Welcome Desk where volunteers greet, assist and orient visitors to USO activities taking place inside and outside of the building. To receive event notices, sign-up at: www.USOmetro.org/newsletter

USO Warrior and Family Center Bethesda volunteers staff the USO Center and assist guests with all of the amenities the center offers. Volunteers are trained to provide local area information as well as support for events and activities taking place in the building. They interact with active duty military members as well as Wounded Warriors receiving treatment at Walter Reed Bethesda. Volunteers are asked to commit to at least two shifts per month and must be at least 18 years old. Register to volunteer at volunteers.uso.org and choose Bethesda. The USO is open from 0600 to 2200 daily. For more information call 240-552-9350.
The American Red Cross

The American Red Cross at WRNMMC stands ready to provide assistance to patients and their families. Last year, Red Cross volunteers provided nearly 42,000 items to support patients and families receiving care throughout the hospital and more than 70,000 hours of their time. There are currently around 500 volunteers who support a variety of activities. Volunteers include civilians and active duty members, military spouses, administrators and healthcare professionals who practice to the full extent of their credentials and support activities across NSA Bethesda. They volunteer in the Department of Rehabilitation and greet wounded, ill, and injured service members arriving via MEDEVAC. A Comfort Cart goes throughout the in-patient wards every day, supplying patients with toiletries, snacks, magazines, movies and other items to make their stay more comfortable. The Animal Visitation team dogs greet patients, families, and staff in common areas and are available for visits to patients. Yoga classes are taught by volunteers at multiple locations. A Coffee Morning program serves patients, families and staff coffee, donuts and fruit. During the summer, approximately 50 youth volunteers join us, working in various clinics throughout the medical center. If you’re interested in more information about volunteering, please call our office at 301-295-1538 or stop by the Red Cross office in Bldg. 10 between 0800 and 1600, Monday through Friday.

NAVY-MARINE CORPS
RELIEF SOCIETY

The Navy-Marine Corps Relief Society is an independent non-profit organization that provides financial assistance to active duty and retired service members of the Navy and Marine Corps and their families for emergent needs. The Society is staffed primarily by volunteers who assist clients in completing spending plans, schedule emergency leave travel arrangements, teach Budget for Baby classes, and knit or crochet handmade baby layette items. In addition, our Combat Casualty Assistance Nurses provide free home visits anywhere in the U.S. to Navy and Marine Corps families affected by OIF/OEF/OND combat service. Office hours are Monday through Friday, 0830 to 1600 in Bldg. 11, Rm. 118. Please call 301-295-1207 to volunteer or make an appointment for services.
### Where To Eat

#### MAIN STREET CAFE
Main Street Café offers several food stations, each serving a specific cuisine. While some stations change their menu from day to day, you will always find a fresh salad bar, deli sandwiches, gourmet wraps, grilled burgers and hotdogs, hot soup, grilled panini sandwiches and custom-made pizzas. Other common items include fried chicken entrees and hot carved turkey, or chicken platters. Catering and party programs are also available.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liberty Zone</td>
<td>Breakfast: 0600-0930</td>
</tr>
<tr>
<td>(Bldg. 2), 1st Floor</td>
<td>Continental breakfast: 0930-1100</td>
</tr>
<tr>
<td></td>
<td>Full lunch, 1100-1430</td>
</tr>
<tr>
<td></td>
<td>Snacks and beverages: 1430-1500</td>
</tr>
</tbody>
</table>

#### THE WEDGE
The Wedge serves Starbucks coffee, bagels and light breakfast and lunch fare, including hot soup and grilled panini sandwiches.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrowhead Zone</td>
<td>Mon-Fri: 0600-1700</td>
</tr>
<tr>
<td>(Bldg. 9), 1st Floor</td>
<td></td>
</tr>
</tbody>
</table>

#### CAFE 8901
Café 8901, the medical center dining room (also known as the “Galley” and “DFAC”) offers a full menu, including Fit and Flavorful, World Bistro, Chef’s Table, deli, dessert, brick oven pizza, grille stations, and a full service salad bar featuring sauté stations for fresh shrimp, beef and chicken. For faster service, a grab-and-go satellite service, known as 8901 Express, is located adjacent to Café 8901 and has complementary service hours.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrowhead Zone</td>
<td>Daily: 0600-0900</td>
</tr>
<tr>
<td>(Bldg. 9), basement</td>
<td>Continental breakfast: 0900-1000</td>
</tr>
<tr>
<td></td>
<td>Lunch: 1100-1500</td>
</tr>
<tr>
<td></td>
<td>Dinner: 1600-1830</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>8901 Express Location:</td>
<td>Weekdays (except holidays):</td>
</tr>
<tr>
<td>Arrowhead Zone</td>
<td>1000-1600</td>
</tr>
<tr>
<td>(Bldg. 9), basement</td>
<td>Night Meal: 1830-0030</td>
</tr>
</tbody>
</table>

#### WILLIAM III GOURMET COFFEE-AMERICA ZONE
This coffee cart serves a variety of gourmet coffee and light fare.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>America Zone</td>
<td>Mon-Thurs: 0600-1530</td>
</tr>
<tr>
<td>(Bldg. 19), 1st Floor</td>
<td>Fri: 0600-1500</td>
</tr>
</tbody>
</table>

#### WILLIAM III GOURMET COFFEE
William III Gourmet Coffee shop features top quality coffees, cappuccino, gourmet muffins, biscotti and a full lunch menu.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eagle Zone</td>
<td>Mon-Thurs: 0600-1530</td>
</tr>
<tr>
<td>(Bldg. 10), 1st Floor</td>
<td>Fri: 0600-1500</td>
</tr>
</tbody>
</table>

#### WILLIAM III GOURMET COFFEE
This coffee cart serves a variety of gourmet coffee and light fare.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bldg. 17, 1st Floor</td>
<td>Mon-Thurs: 0630-1500</td>
</tr>
<tr>
<td></td>
<td>Fri: 0630-1430</td>
</tr>
</tbody>
</table>

#### WILLIAM III GOURMET COFFEE
This coffee cart serves a variety of gourmet coffee and light fare.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bldg. 85T</td>
<td>Mon-Fri: 0700-1300</td>
</tr>
</tbody>
</table>

#### USU SNACK LINE
Sandwiches, soup and salad.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Road</td>
<td>Mon-Fri: 0630-1530</td>
</tr>
<tr>
<td>(Bldg. B), 1st Floor</td>
<td></td>
</tr>
</tbody>
</table>

#### USU CAFETERIA
Entrée specials, sandwiches, soup and salad.

<table>
<thead>
<tr>
<th>Location:</th>
<th>Hours of Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Road</td>
<td>Mon-Fri: 0600-1400</td>
</tr>
<tr>
<td>(Bldg. B), 1st Floor</td>
<td></td>
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</tbody>
</table>
FLAGSHIP VENDING CENTER
Near The Wedge, the Flagship Vending Center offers a full array of vending products with 24-hour convenience.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrowhead Zone</td>
<td>24 hrs./day, Daily</td>
</tr>
<tr>
<td>(Bldg. 9), 1st floor</td>
<td></td>
</tr>
</tbody>
</table>

THE DRY DOCK
Next to Subway and Dunkin’ Donuts, the Dry Dock is a mini-mart stocked with snacks, deli sandwiches, drinks, cards and novelties.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liberty Zone</td>
<td>Mon-Fri: 0700-1800</td>
</tr>
<tr>
<td>(Bldg. 2), 1st floor</td>
<td></td>
</tr>
</tbody>
</table>

SUBWAY AND DUNKIN’ DONUTS
Located a short distance from Main Street Café, Subway and Dunkin’ Donuts feature made-to-order sandwiches, freshly baked donuts, and coffee and ice cream, with in-store seating.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liberty Zone</td>
<td>Mon-Fri: 0600-2000</td>
</tr>
<tr>
<td>(Bldg. 2), 1st floor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dunkin’ Donuts</td>
<td>Mon-Fri: 0600-2000</td>
</tr>
<tr>
<td></td>
<td>Sat: 0700-1500</td>
</tr>
<tr>
<td></td>
<td>Sun: 0700-1400</td>
</tr>
<tr>
<td>Subway</td>
<td>Mon-Fri: 0900-2000</td>
</tr>
<tr>
<td></td>
<td>Sat-Sun: 0900-1500</td>
</tr>
</tbody>
</table>

NEX FOOD COURT
The NEX Bethesda offers three restaurants located inside the main store. Panda Express, White Lotus Sushi, and Subway offer breakfast, lunch and dinner items.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEX Food Court</td>
<td>Daily: 0900-1800</td>
</tr>
<tr>
<td>Bldg. 82, 2nd Floor</td>
<td></td>
</tr>
</tbody>
</table>

THE DAILY GRIND
Serves Starbucks freshly brewed lattes, cappuccinos, espressos, coffee and other beverages; fresh baked goods and grab ‘n go meals.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tranquility Hall</td>
<td>Mon-Fri: 0600-1900</td>
</tr>
<tr>
<td>(Bldg. 62)</td>
<td>Sat-Sun: 0800-1800</td>
</tr>
<tr>
<td></td>
<td>Holidays: 0800-1800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tranquility Hall</td>
<td>Daily: 0900-1500</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WARRIOR CAFE
“A Place for Heroes, Open To All”
Serving breakfast, lunch and dinner, Monday through Friday, and brunch and dinner on weekends and holidays. Offers daily entrée specials, grill, salad bar, pizza, deli sandwiches and more. Catering available anywhere on NSA Bethesda. Call 301-400-0577.

<table>
<thead>
<tr>
<th>Location</th>
<th>Meal Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tranquility Hall</td>
<td>Breakfast: 0600-0900</td>
</tr>
<tr>
<td></td>
<td>Morning Grab n’ Go: 0900-1100</td>
</tr>
<tr>
<td></td>
<td>Lunch: 1100-1400</td>
</tr>
<tr>
<td></td>
<td>Afternoon Grab ’n Go: 1400-1600</td>
</tr>
<tr>
<td></td>
<td>Dinner: 1600-1930</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tranquility Hall</td>
<td>Mon-Fri: 0700-1500</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location 1:</th>
<th>Location 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tranquility Hall</td>
<td>NICoE</td>
</tr>
<tr>
<td>(Bldg. 62)</td>
<td>(Bldg. 51)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hours of Operation</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon-Fri: 0700-1500</td>
<td>Mon-Fri: 0700-1430</td>
</tr>
</tbody>
</table>

WENDY’S
Wendy’s offers hamburgers, salads, chili, baked potatoes, fries, and a kid’s menu and more.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>America Zone</td>
<td>Mon-Fri: 0600-1630</td>
</tr>
<tr>
<td>(Bldg. 19), 1st Floor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bldg. 31, near</td>
<td>Mon-Fri: 0600-2100</td>
</tr>
<tr>
<td>Gate 3</td>
<td>Sat-Sun: 1000-1900</td>
</tr>
</tbody>
</table>
Morale, Welfare, and Recreation

**MWR FITNESS CENTER**

Our Fitness Center is a state-of-the-art facility offering a variety of group fitness classes including BodyPump, BodyFlow, spinning, yoga, boot camp, water aerobics and more! There are also personal training services, fitness challenges, 5K fun runs, triathlons and other exciting activities for all levels of fitness. We offer a variety of intramural sports as well. For more information, call 301-295-2450.

**Indoor Facilities**

- Running Track
- Basketball Court
- Racquetball Court
- Volleyball Court
- Indoor 50-meter swimming pool
- Cardio & weight equipment
- Adaptive training & sports
- Stretching and abdominal training area
- Spinning studio
- Fitness studio
- Locker rooms

**Outdoor facilities**

- Softball Field
- Running Track
- Three picnic pavilions for spring/summer rental
- Outdoor volleyball
- Horseshoe pits
- Multipurpose synthetic field, sand volleyball court & a sport court

**LIBERTY CENTER AND LIBERTY PROGRAM**

The Liberty Program is a recreation-based program charged with enhancing quality of life for single E-6 and enlisted unaccompanied service members. Liberty also serves all wounded, ill, and injured service members and their non-medical attendant stationed here. The program fulfills this vision through recreational opportunities and social development including but not limited to trips, themed activities, competitions, leisure skills, community-wide events, entertainment, and special interest programs.

The Liberty Center is a dedicated recreation space located inside the main level of Bldg. 11 equipped with flat screen TVs, gaming stations, pool, ping pong, and air hockey tables. The center also offers computers with free WiFi and daily movies with more than 800 titles to choose from. For more information, please call 301-400-1783.

**MWR TICKETS & TRAVEL OFFICE**

Located in the Medical Center Bldg. 2, just around the corner from Main Street, MWR Tickets & Travel Office is your source for fun. You can purchase discount tickets for local sporting events, amusement parks, movie theaters, special events, area attractions, nearby ski resorts, and popular parks in the U.S., including Disney theme parks, Universal Studios and Colonial Williamsburg. Brochures, maps and flyers are also available for quick reference and trip planning. For more information, call 301-295-0434 or check out hours at www.navymwrbethesda.com under the Recreation tab.

www.navymwrbethesda.com

HOURS

**Mon-Fri**

- Gym 0430-2100
- Pool 0500-2000

**Sat-Sun**

- Gym 0800-1500
- Pool 0800-1400
CHILD DEVELOPMENT CENTERS (CDC)

Two CDCs located at NSA Bethesda provide full-time and hourly care (space available basis) for children 6 weeks through 5 years of age. Staff members provide personal attention, gentle guidance, and developmentally appropriate activities for children. The centers use “The Creative Curriculum” to guide staff in assessing and meeting each child’s intellectual, physical, social, creative and emotional needs. Children eligible for care at the Child and Youth Program are children of active duty military and Department of Defense civilians assigned to NSA Bethesda as well as other Washington, D.C. metro area military installations, and Department of Defense contractors employed by NSA Bethesda and its tenant commands.

All facilities are licensed by the DoD and participate in the USDA’s Child and Adult Care Food Program (breakfasts, lunches and afternoon snacks). CDC II is accredited by the National Association for the Education of Young Children.

Fees are based on total family income, which is verified by recent Leave and Earnings Statements (LES). Fees will not be pro-rated. Weeks that include a federal holiday are billed at the same rate. A $100 registration fee is payable in advance and credited towards the first weekly payment. For more information, please call 301-400-1200. To register, visit militarychildcare.com.

CDC I

**Location:**
8700 Constitution Dr.,
Bldg. 26

**Phone:** 301-295-0014

**Hours of Operation:**
Weekdays: 0600-1800
Weekends: Closed
Federal Holidays: Closed

CDC II

**Location:**
8715 Constitution Dr.,
Bldg. 87

**Phone:** 301-400-1200

**Hours of Operation:**
Weekdays: 0600-1800
Weekends: Closed
Federal Holidays: Closed

AUSTIN’S PLAYROOM

Austin’s Playroom provides hourly child care to eligible patrons. Care is provided for children 6 weeks to 12 years old. Austin’s Playroom is sponsored by the Mario Lemieux Foundation and is managed by NSA Bethesda’s Child & Youth Programs.

**Location:**
Tranquility Hall, Bldg. 62
East Tower, Room B307E

**Phone:** 301-400-0118

**Hours of Operation:**
Weekdays: 0730-1700
Weekends: Closed
Federal Holidays: Closed
Mission Partners and Activities

ARMED SERVICES BLOOD PROGRAM (ASBP)
Since 1962, the ASBP has served as the sole provider of blood and blood products for the U.S. military. As a tri-service organization, the ASBP collects, processes, stores and distributes lifesaving blood to Soldiers, Sailors, Airmen, Marines, veterans and their families during both peace and war. There are more than 20 ASBP blood donor centers on military facilities worldwide, including NSA Bethesda. The Armed Services Blood Bank Center (ASBBC) at WRNMMC collects both whole blood donations and platelet donations. For more information about the ASBBC, contact the ASBP blood donor recruiter at 301-295-2109. Blood donations are collected at Building 241 and platelet donations are collected at Arrowhead Building 9, Room 1664. While walk-ins are welcome for whole blood donations, appointments are required to donate platelets.

To schedule an appointment to donate, please visit www.militaryblood.dod.mil. To find out more about the military blood program, visit the ASBP’s Frequently Asked Questions. To interact directly with ASBP staff members, see more photos or get the latest news, follow @militaryblood on Facebook, Twitter, Flickr, YouTube and Pinterest.

DEERS/ID Card Office
The DEERS/ID Card office at NSA Bethesda serves eligible DoD and DoD dependent ID card holders with issuance, renewal, and PIN reset of Common Access Cards (CAC). For expedited service, customers are strongly encouraged to make an appointment at the link below. Walk-ins are available on a first come, first served basis.

Appointment scheduling online:
https://rapids-appointments.dmdc.osd.mil/

Hours: 0730 to 1600, Monday through Friday. Closed weekends, Federal holidays, and during OPM-directed closures.

For more information, call 301-295-0103 or 301-295-0127.

DEFENSE MILITARY PAY OFFICE (DMPO) - ARMY
DMPO consists of several departments: In/Out Processing, Military Pay, Military Pay Review, Separations and Wounded Warrior Pay. These departments provide comprehensive Military Pay support to all Army Soldiers assigned to the installation. The office promotes readiness through accurate and timely payments to Active and Reserve Component Soldiers. DMPO also resolves pay related inquiries with the utilization of unit PACs/S1s.

The DMPO mission is to provide exceptional customer service to Soldiers and family members by delivering prompt military pay support and accurately managing accounts. The DMPO phone number is 301-400-1066/67.

MILITARY PERSONNEL DIVISION (MPD)
MPD is a proud member of Installation Management Command and is supported through the U.S. Army Garrison Fort Detrick, Directorate of Human Resources. Our mission is to ensure the full spectrum of military human resources programs, services and systems are professionally executed to support the readiness, mission, and well-being of Army Organizations and Soldiers (Active, Guard, and Reserve) located at NSA Bethesda, and the Forest Glen Annex. Services provided are in
coordination with Unit S1s and include: Personnel Reassignments, In/Out Processing, Personnel Actions, Promotions, and Transition Services. We are located in Tranquility Hall (Bldg. 62) and our hours of operation are Monday to Thursday, 0800-1600, and Friday, 1300-1600.

**NAVAL CRIMINAL INVESTIGATIVE SERVICE (NCIS)**
Naval Criminal Investigative Service (NCIS) investigates felony crimes, prevents terrorism, and protects secrets within the Department of the Navy. The agency is unique among U.S. military criminal investigation organizations in that it is overwhelmingly civilian and headed by civilian law enforcement professionals who report directly to the Secretary of the Navy. NCIS special agents assigned to NCIS Resident Unit Bethesda are responsible for investigating felony crimes that occur on the installation, as well as crimes affecting Navy and Marine Corps personnel throughout Maryland’s Montgomery, Frederick, and Howard counties. NCIS can be reached at 301-295-0570.

**NAVY BLOODBORNE INFECTION MANAGEMENT CENTER (NBIMC)**
NBIMC provides leadership and expertise to ensure mission readiness and support to the National Military Strategy. NBIMC oversees the administration and assists in the development of policies concerning HIV, Hepatitis C, and Hepatitis B screening for the Department of the Navy as directed by the Bureau of Medicine and Surgery for the Bureau of Naval Personnel. The program is centrally managed under (DoDI) 6485 and SECNAVINST 5300.30. NBIMC also supports the Department of Navy and Marine Corps in matters related to medical readiness, infectious disease testing and oversight, testing data interpretation and validation, HIV evaluation and treatment units and official notifications. Visit us at: go.usa.gov/xn2Ay

**NAVAL DOSIMETRY CENTER**
The Naval Dosimetry Center provides centralized radiation dosimetry processing, calibration, and consultation services to more than 200 Navy and Marine Corps commands, other DoD commands, and several government agencies (e.g., U.S. Department of Commerce and the U.S. Capitol) by monitoring personnel occupationally exposed to ionizing radiation. The center can process over 40,000 dosimeters per month, making it one of the largest dosimetry processors in the world. The Center also maintains a repository that contains exposure histories for over 800,000 personnel occupationally exposed to naval radiation sources since 1947. In addition, the center maintains an In-Vivo Gamma Spectroscopy facility for monitoring internal radioactivity in personnel.

**NAVY MEDICAL RESEARCH CENTER (NMRC)**
Navy Medicine’s research and development laboratories are engaged in a broad spectrum
of activity, from basic science in the laboratory
to field studies at sites in remote areas of the
world to operational environments with the goal
of delivering high value, high impact research
products to support and protect today’s deployed
warfighters. At the same time, researchers are
looking to the readiness and well-being of
future forces. The diverse capabilities and the
geographical locations of the laboratories reflect
the broad mission and vision of Navy medicine’s
research and development enterprise. With
a cadre of scientific leadership and technical
expertise focusing on force health protection
and enhancing deployment readiness, research
teams represent years of experience in science,
medicine, and the military. In support of the
Navy, Marine Corps, and joint U.S. warfighters,
researchers study infectious diseases; biological
warfare detection and defense; combat casualty
care; environment health concerns; bone marrow
research and registry; aerospace and undersea
medicine; medical modeling, simulation and
operational mission support; and epidemiology
and behavioral sciences. NMRC is the
headquarters for Navy medicine’s research and
development enterprises that includes the NMRC
laboratory, Silver Spring, Md., Naval Health
Research Center, San Diego, Calif.; NAMRU-
Dayton, Dayton, Ohio; Naval Submarine
Medical Research Laboratory, Groton, Conn.;
NAMRU-San Antonio, San Antonio, Texas; and
overseas at NMRC-Asia, Singapore; NAMRU-3
Cairo; and NAMRU-6, Peru. NMRC’s mission
is to conduct health and medical research,
development, testing, evaluation and surveillance
to enhance deployment readiness of DoD
personnel worldwide.

NAVY MEDICINE PROFESSIONAL
DEVELOPMENT CENTER (NMPDC)
Navy Medicine Professional Development Center’s
(NMPDC) mission is to provide U.S. Navy health
professionals and technicians with a comprehensive
portfolio of competency-based leadership, technical
skills, and professional development products
that foster operational readiness and state-of-
the-art medical readiness knowledge, skills, and
abilities throughout their navy career. NMPDC is
the cornerstone of Navy Medicine’s professional
training, leadership development, and education
mission; maintaining collaborative relationships with
more than 300 military and civilian higher learning
institutions while annually supporting 3,000 federal
uniformed services, civilian, and allied foreign military
members. NMPDC manages Navy Medicine’s
continuum of Graduate Professional and Medical
Education Programs, including annual oversight of
1,500 Medical Department Officers in graduate
professional education opportunities at military
and civilian learning institutions throughout the U.S.
NMPDC offers 13 professional development and
leadership courses to over 2,000 students globally to
U.S. and partner-nation military medical personnel.
Leadership and health service support courses are
delivered worldwide in classrooms, field settings
and online to optimize the professional development
and capabilities of medical department personnel
throughout their careers.
Naval Postgraduate Dental School (NPDS) falls
under the NMPDC command umbrella, and is the
only DoD-centralized site for postgraduate dental
education, conducting dental specialty training in
their clinics here on NSA Bethesda. The center also
offers 36 continuing dental education courses to U.S.
federal and foreign military dental providers through
onsite, text, and video-based options. The specialty
training programs at NPDS are fully accredited
by the Commission on Dental Accreditation, and
combined, graduate between 20 to 25 dental
officers per year.
NMPDC products and services include graduate
and postgraduate education; continuing education
delivery, funding and credit hour approval;
commissioning programs for medical service and
nurse corps personnel; reimbursement for board
certification and maintenance; scholarly research;
and professional development and leadership
courses. Visit us at: go.usa.gov/xn2HF
NAVY MEDICINE READINESS & TRAINING COMMAND (NMRTC)

Navy Medicine Readiness & Training Command (NMRTC) Bethesda provides personnel and deployment services to active duty Navy personnel assigned to Walter Reed National Military Medical Center. NMRTC’s mission is to provide quality service to all Navy sailors to facilitate maximum readiness of service members.

Office contact numbers:
NMRTC Front Desk: 301-400-3859
NMRTC CDO: 301-547-1161

New check-ins:
Sailors reporting for duty report directly to NMRTC’s front desk in Bldg. 17A or, if after hours, the Quarterdeck in Bldg. 10 in the uniform of the day. Contact the NMRTC Command Duty Officer at 301-547-1161.

All check-in procedures are coordinated by Command Pay/Personnel Administrators (CPPA). CPPAs serve as liaisons between WRNMMC and the designated processing centers at Personnel Support Detachment (PSD) Norfolk and Travel Processing Center (TPC) Memphis.
The Military and Family Support Center (MFSC) is here for all branches of service. The MFSC, located on the first floor in Bldg. 11, offers helpful programs and professional services to assist you in meeting the unique challenges of military life. Active duty military, wounded warriors, dependents, retirees, reservists, and DoD civilians (some exceptions may apply) are eligible to participate in programs. MFSC can be reached at 301-319-4087 or usn.bethesda.nsabethesdamd.list.nnmc-ffsc@mail.mil.

**COMMAND TRAINING SUPPORT**

Does your command need annual General Military Training (GMT)? The MFSC team will come to you and provide tailored, on-site training for your services members. Training units include Suicide Awareness, Sexual Assault Prevention and Response (SAPR), Domestic Violence Prevention, Family Advocacy, Financial Planning, and specialized training to target the specific needs of your unit.

**COUNSELING AND ADVOCACY PROGRAM (CAP)**

The CAP at MFSC has two components: Clinical Counseling and Family Advocacy Program (FAP). Clinical Counseling is individual, marriage, or family counseling provided by a licensed professional, at no cost to the service member. The counseling is short-term, non-medical, and goal directed. MFSC counseling focuses on emotional reactions and situational difficulties such as depression, troubled relationships, or family issues, which can result from deployments, separations, relocations, and other stresses common to military life. Family Advocacy is a proactive program that provides for the education, prevention, and treatment of family violence. FAP staff seek to prevent violence, abuse and neglect in families and intervene protecting vulnerable parties if it does occur. Domestic Abuse Victim Advocate (DAVA) services are also available.
CRISIS RESPONSE
Crisis Response is the quick response provided for commands, personnel, and families when they are faced with crisis situations, ranging from sexual assault or loss of life to natural disaster, mass casualties, evacuation, repatriation, and mobilization or war. In the midst or aftermath of an incident, the MFSC provides command consultation, crisis intervention, coordination of support, resources and volunteers, 24-hour information and referral, critical incident stress debriefing, and follow-on counseling or referral services.

DEPLOYMENT/INDIVIDUAL AUGMENTEE SUPPORT
Concerned about how you or your family will adjust during periods of separation? The MFSC plays a key role in assisting service members and families before, during, and after deployment. The program is designed to help service members and their families successfully manage the challenges of deployment (separation and deployment) by helping them to better anticipate and understand the associated physical and emotional demand.

EXCEPTIONAL FAMILY MEMBER SUPPORT (EFMP)
Families with special needs deserve special care. The EFMP Liaison ensures military families with chronic illness or disabilities can receive needed services. The MFSC offers assistance to service members and family members by finding resources for medical, counseling, and educational services, and respite care and support groups.

FAMILY EMPLOYMENT READINESS PROGRAM (FERP)
Most military spouses work. It can be challenging to maintain a career while transferring to new duty stations with your service member. The goal of the FERP is to help you learn how to get a job and maintain a career as a military family member. Family employment specialists help family members make career decisions, develop employment search skills, assist with resume writing, career planning, networking, interviewing and provide civilian and federal employment information and resources.

INFORMATION AND REFERRAL (I&R)
The I&R program is a one-stop referral center staffed with trained specialists to help service members and their families locate and access services that they want and need within the local military and civilian community.

LIFE SKILLS EDUCATION
The MFSC provides solution-oriented programs to expand knowledge and social skills to enhance self-esteem and interpersonal relations. Through individual and group sessions, Life Skills Educators provide anger management, couples communication, parenting, stress management, suicide awareness and prevention, conflict resolution, team building, and much more. Classes and training are offered on-site, at the MFSC, and at command locations upon request.

NAVY GOLD STAR PROGRAM
This program exemplifies the Navy’s long term commitment to families of fallen warriors by honoring the sacrifices of those service members who have lost their lives while serving on active duty — ensuring their parents, spouses and children remain part of the Navy family. The Gold Star Coordinator provides long-term survivor assistance support services and survivor advocacy through a coordinated community response. Gold Star Family reserved parking is available behind the MFSC. Look for the sign with a gold star.

NEW PARENT SUPPORT PROGRAM (NPSP)
This is a voluntary early intervention program for expecting and new parents. The key component is home visitation. It is designed to promote healthy family functioning, child development, and positive parent-child interactions. NPSP nurses offer prenatal and postnatal education and support, developmental screening, and assistance in accessing military and community resources. NPSP also offers infant massage workshops and family play groups.

OMBUDSMAN TRAINING AND SUPPORT
Ombudsmen are Navy spouses designated by the
commanding officer as a link to Navy families. MFSC assists Ombudsmen by providing ongoing training and support. You may also contact an Ombudsman seven days a week by calling the Command Duty Office at 301-295-4611.

OUTREACH SERVICES
Outreach Services are the relationship between the MFSC, commands, and their community. The MFSC assesses command and community needs, identifies specific needs and develops tailor-made programs to address command concerns, taking services directly to Sailors, Soldiers, Airmen, Marines, Wounded Warriors, Reservists and their families.

PERSONAL FINANCIAL PLANNING
The MFSC provides financial education, training and individualized counseling with emphasis on long-term financial responsibility. Learn about budgeting, home and/or car buying, Thrift Savings and financial issues related to deployment. Financial counselors assist service and family members in developing spending plans and provide valuable financial planning information.

RELOCATION ASSISTANCE PROGRAM
Whether you are expecting orders for an overseas tour or changing home ports, the MFSC can help service members and families prepare. Relocation specialists offer one-on-one assistance helping with information about personal property entitlements, travel pay and allowances, obtaining details about the new home port such as housing, cost of living, schools and child care opportunities. Relocation specialists can also assist with planning your overseas move, including passport and visa requirements.

SCHOOL LIAISON OFFICER (SLO)
The SLO serves as the liaison between the installation commander, military agencies, and schools by providing assistance in matters pertaining to student education. The SLO makes recommendations in order to ensure military families have access to quality educational opportunities. The SLO can assist parents and students with valuable information and assistance with relocation, both inbound and outbound. They provide information on local schools, curriculum, graduation requirements, and referrals to various appropriate military and civilian agencies. The SLO also assists home-schooled students with information on curriculum standards, issues, policies, and state requirements and much more.

SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)
The SAPR program at NSA Bethesda is a Joint Services program. Victim response is available 24/7 regardless of service affiliation. The program provides crisis intervention, advocacy, and support for victims of sexual assault. SAPR aims to reduce the incidence of sexual assault through prevention, education and training. The MFSC provides ongoing training and support for senior leaders, SAPR victim advocates, data collection coordinators, command liaisons and assists commands with the mandatory annual Sexual Assault Prevention GMTs. Contact the SAPR Office at 301-319-4087 or, after hours, at 301-442-2053. If you are a victim of sexual assault, call 301-442-8225 or the Safe Helpline 1-877-995-5247.

TRANSITION AND EMPLOYMENT SERVICES
The Navy Transition Assistance Management Program (TAMP) and the Soldier for Life Transition Assistance Program (previously ACAP) have joined together to offer comprehensive transition and employment services for all branches of service. Whether you are deciding your military career goals, retiring, or separating, the MFSC can assist with your transition from military life to the civilian world. Our trained transition professionals can assist with employment, resume writing, interview prep, benefits (current and veteran), relocation, job databases, job fair schedules, employer networking, hiring events, financial planning, individualized career assessments utilizing Myers-Briggs Type Indicator (MBTI) aptitude testing and much, much more. Are you separating or retiring from the military soon? The MFSC, in partnership with the Department of Labor, Veteran’s Benefits Association and other community partners, hosts the Transition Goal Plan Success seminars (TGPS).
POST OFFICE AND POSTAL OPERATIONS
The U.S. Postal Service is located on Main Street, next to Postal Operations (military mailroom), Room 1432. Postal Operations acts as the consolidating point for all official mail processing and distribution for NSA Bethesda and tenant commands as well as personal mail delivery for barrack quarters residents. Express Mail Services are provided for official mail only. Hours are Monday through Sunday. For more information, call 240-743-4200. Shop online 24/7 at mynavyexchange.com.

NAVY EXCHANGE UNIFORM SHOP
The Navy Exchange Uniform and Tailor Shop are located in Bldg. 1 on Main Street. The Uniform Shop offers uniforms for all armed forces branches and the U.S. Public Health Service. The professional team of sales associates and tailors provide quality services for all your uniform requirements and tailoring needs. For more information, call 301-295-1489.

The Uniform Shop is scheduled to move from the hospital complex to the Main Exchange during the 2020 calendar year. The shop will then mirror the main store hours. For updates on this change, be sure to follow NSA Bethesda’s social media channels.

NAVY FEDERAL CREDIT UNION (NFCU)
Located on Main Street and at NEX Bethesda, NFCU offers a complete range of services and products with worldwide locations. NFCU staff members are ready to assist you with all your financial needs. Twenty-four hour NFCU ATMs are located at Main Street and the Navy Exchange. There is a cash dispenser at USU which works just like an ATM but does not accept deposits. NFCU is open Monday through Friday, 0730 to 1600. For more information, visit: www.navyfcu.org
**NSA BETHESDA RELIGIOUS MINISTRY TEAM (RMT)**

The NSA Bethesda RMT located at the Interfaith Center, Bldg. 11 Basement, provides a quality ministry that reflects our depth of commitment and professionalism. The Command Chaplain and Religious Program Specialists work together to ensure that Sailors and their families are supported. The RMT ensures absolute confidentiality, compassionate listening, knowledgeable referrals, expert advice, healing ministry, and support through any difficult process for all service members and DoD civilians assigned to the installation.

**WALTER REED BETHESDA DEPARTMENT OF PASTORAL CARE**

In 2018, the WRNMMC Chapel was decommissioned as a result of the Medical Center Additions and Alterations Project.

Catholic Mass services are held at 0900 each Sunday in Memorial Auditorium. Catholic Mass is also held Monday through Thursday at noon and 1100 each Friday in the Outpatient Medical Annex (Bldg. 85T).

Protestant Services are held at 1000 each Sunday in Memorial Auditorium.

Islamic services are held Monday through Thursday at 1330 and each Friday at 1300 in the Outpatient Medical Annex (Bldg. 85T).

The Department of Pastoral Care can be reached at 301-295-1510.

Emergency Chaplain Support Services can be requested by calling 301-295-4611 (CDO Desk).

Sunday services are televised through the hospital on Channel 14 or 112, the Flag and Chapel Channels.
Committed to excellence, Walter Reed National Military Medical Center (WRNMMC) is proud to be an American College of Surgeons Verified Level II Trauma Center, as well as home to the John P. Murtha Cancer Center and the largest Military Advanced Training Center in the DoD catalog. In addition, the National Intrepid Center of Excellence, a Directorate under WRNMMC, is dedicated to improving the lives of patients and families affected by traumatic brain injury (TBI), employing a unique, holistic approach to clinical treatment by using interdisciplinary teams and integrative medicine in a collaborative effort with patients, families, referring providers, and researchers.

Co-located with Uniformed Services University and the National Institutes of Health, WRNMMC is an integrated tri-service program in the National Capital Consortium. Currently we have more than 700 trainees in 60 Graduate Medical Education Programs; we train more than 1/3 of MHS Military providers; have 95% first-time board exam pass rate (national avg. is 87%); and support 20 Allied Health Training Programs.

WRNMMC’s Patient and Family Centered Medical Home care model continues to allow patients to take charge of their health. Family centered care is vital to the healing process for wounded warriors. From the moment a wounded warrior and their loved ones arrive, and throughout their recovery and follow-up care, a number of clinical therapies, lodging, transportation, resources and programs are available to help ease their stay and transition. Functionally integrated with Air Force and Army medical counterparts, WRNMMC is a military team of care providers moving toward a new horizon in health care – one that offers synergy and revolutionary collaboration.

As important as the brick and mortar of these building are, it pales in comparison to the importance of the care and compassion within them. Walter Reed Bethesda, the flagship of military medicine, represents hope to all those who enter its doorways.
ORIGINALLY CALLED THE NATIONAL NAVAL MEDICAL CENTER, the hospital was designed to hold 1,200 beds. By its dedication on August 31, 1942, the number of casualties returning from battle during World War II was so numerous that makeshift wards were constructed, to accommodate the injured receiving care. At the end of the war, several temporary buildings were added to the medical center for more than 2,400 wounded American Sailors and Marines.

Two major renovation and construction projects occurred in the 1960s and 70s replacing the temporary structures with permanent buildings. Two more buildings were constructed adding more than 880,000 square feet of space. This expansion made the medical center one of the largest medical facilities in the country.

The Base Realignment and Closure Act of 2005 resulted in the integration of Walter Reed Army Medical Center and NATIONAL NAVAL MEDICAL CENTER forming Walter Reed National Military Medical Center (WRNMMC). This phase added a new emergency and trauma center and the outpatient medical services wing.

Over the next several years, our medical center will undergo another significant transformation, as we remove and replace outdated portions of the facility while remaining fully functional and continuing to provide safe and quality care. The Medical Center Addition and Alteration (MCAA) Project is a multi-phased plan that involves demolishing nearly one-third of our medical center, and constructing two new buildings in its place, featuring:

- patient-centered amenities
- family-centered patient rooms
- consolidated women’s health services
- new four-MRI suite
- increased inpatient physical and occupational therapy treatment facilities
- expanded education and training space for our providers

The MCAA also involves significant renovations to two of our existing buildings.

We are the premier military academic health center. We align our strategic focus areas to the Military Health System (MHS) Quadruple Aim by focusing on better health, better care, improved readiness and lower costs.

Despite the ever changing landscape of health care, WRNMMC will remain focused on providing the best and safest care possible to all of our beneficiaries while continuing to focus on the readiness of our military members and medical teams supporting our warfighters and nation.

WRNMMC is the world’s largest joint military medical center

6,300+ active duty military, civil service, employees, contractors and volunteers

- 3,916 outpatients
- 3,400 filled
- 41 0R procedures
- 500 radiological studies
- 11,000 lab tests

in 1 day

The Flagship of Military Medicine

During its more than 75-year history, Walter Reed National Military Medical Center has undergone several transformations.
HEALTHCARE RESOLUTIONS PROGRAM
The Healthcare Resolutions Program is designed to resolve complex health care disputes, issues or concerns following unanticipated/adverse outcomes of care or quality of care issues. Value of transparency in medicine as well as appropriate apology/acknowledgement are critical to restoring trust in the organization, enhancing the patient/provider bond and creating an environment of healing relationships and learning. The program ensures a fair resolution process for all involved parties. The emphasis of the program is “doing the right thing” when there are unanticipated adverse outcomes of care. The Healthcare Resolutions Program promotes an environment of transparency in which unexpected results of care, treatment and services are openly and honestly disclosed, where system vulnerabilities are recognized and a commitment is made to process improvements. The Healthcare Resolutions Specialist is involved with patients and providers starting at the time of service delivery with typical interventions surrounding documented or perceived medical errors, unanticipated outcomes, sentinel events, expected or unexpected deaths and dissatisfaction with care or quality of care received, etc. Peer Support services are also ensured for providers involved in unanticipated/adverse outcomes of care. Early intervention is critical in the achievement of meaningful resolutions. This service is available to all beneficiaries and providers, to promote high reliability within the organization. For additional information, call: 301-295-5434.

PATIENT ADVOCACY
The Patient Relations Department’s patient advocates assist, represent and educate patients, family members and visitors regarding medical center services, policies and other issues regarding delivery of health care and medical center staff interactions. The Patient Advocates are also problem-solvers who tackle the issues that prevent patients’ access to care, services or cause the patient frustration.
PATIENT RELATIONS/CUSTOMER SERVICE
The Patient Relations Department administers the following programs: customer service training, staff recognition for customer service excellence, staff recognition for patient and family centered care excellence, customer service advocacy training, patient advocacy, review and analysis of patient/customer feedback, and DoD Patient Satisfaction reporting.

EMERGENCY MANAGEMENT (EM)
WRNMMC’s Department of Emergency Management ensures continuous readiness through all-hazards staff training, exercise design and execution, contingency planning and policy development. EM program areas consist of Plans, Training and Exercises; Hospital Decontamination Operations; National Disaster Medical System/Federal Coordinating Center Operations; Contingency Resources; and Hospital Command Center Operations.

COMMAND COMMUNICATIONS (PUBLIC AFFAIRS)
The Office of Command Communications serves to inform and educate our stakeholders about our clinical excellence in providing multi-disciplinary complex care and innovative research and education that saves lives on and off the battlefield. The office also covers command events, oversees the external and internal websites and social media presence, coordinates and facilitates media coverage of the medical center and produces the hospital’s magazine, Life Line. For additional information on services provided or public affairs support, please contact: 301-295-5727, or email: dha.bethesda.j-11.list.wrnmpao@mail.mil. For internal strategic communications support, please call 301-400-0012 or email: dha.bethesda.wrnmmc.mbx.stratcom@mail.mil.

MURTHA CANCER CENTER (MCC)
The Murtha Cancer Center, named for former Pennsylvania Congressman John P. Murtha — a
Clinical Care

longtime supporter of America’s armed forces and an advocate for cancer screening, prevention and treatment in the military health system — is the only Center of Excellence in Cancer Care in the Department of Defense. The MCC is located in the America Building, with outlying partner laboratories in Rockville, Md.; Windber, Pa.; and Fairfax, Va. The MCC is the multi-disciplinary hub made up of the core elements affecting cancer care and delivery as well as prevention and screening at WRNMMC. The main elements of the MCC include Medical Oncology, Center for Prostate Disease Research, Gynecological (GYN) Cancer Center of Excellence, Breast Care and Imaging Center, Surgical Oncology, Pediatrics Hematology and Oncology, Radiation, Cancer Genetics, Orthopaedic Oncology, Urologic Oncology and Dermatologic Oncology. In addition, the MCC has close affiliations and alliances with the Uniformed Services University of the Health Sciences (USU), as well as the National Cancer Institute. In 2018, the MCC’s Breast Cancer Center was re-accredited by the National Accreditation Program for Breast Centers. For additional information, please call: 301-400-1477.

EXECUTIVE MEDICINE

WRNMMC’s Executive Medicine Service brings world-class medical care to our nation’s leaders, ensuring availability, flexibility, security and confidentiality at all times. These leaders include the U.S. President, the U.S. Vice President, members of the U.S. Congress, U.S. Supreme Court Justices and Flag-level officers. The Executive Medicine Service also provides care for other authorized government officials, beneficiaries, foreign military and embassy personnel designated by the military secretaries and the Secretary of Defense.

PAIN MANAGEMENT PROGRAMS

Healthcare providers across the National Capital Region (NCR) are able to access advice, education and formal consultations through our subspecialty pain clinics and pain programs listed below. Inpatient and outpatient pain services are available at Walter Reed Bethesda and Fort Belvoir Community Hospital; outpatient services are available at Kimbrough Ambulatory Care Center at Fort Meade, Md.

NATIONAL CAPITAL REGION PAIN INITIATIVE (NCRPI)

The NCRPI includes systems to improve access to interdisciplinary pain care for all beneficiaries presenting with chronic pain and related comorbidities across the NCR Medical Directorate. The initiative improves access to additional integrative and alternative pain modalities and establishes a Palliative Care program.

Education and Training is a key component of the NCRPI for staff, providers, patients and families. The program leverages tele-health technologies to bring increased access to care for pain management. The program utilizes in person and tele-education technologies to deliver Pain, Addiction and Integrative Medicine Webinars and a number of other educational opportunities to make pain information more accessible across the NCR and beyond. One of the in-person trainings is the Annual Pain Care Skills Training (PCST), which provides hands-on training for healthcare providers and allied healthcare professions looking to expand their knowledge and skills to better treat pain. Finally, the Annual Substance Use Disorder Symposium is dedicated to addressing the abuse of both prescription and nonprescription opioids — which has become a national crisis — and other substances. This symposium is designed to help clinicians and healthcare teams prevent, identify, and treat substance use disorders as it requires a multifaceted approach including education, research, intervention and clinical care.

These enhancements to our existing pain programs ensure a coordinated effort across the NCR, and optimal care of our patients to include improvements in pain and function. The NCRPI is in line with the command’s Aim Points of Better Care, Better Health, Lower Cost and Increasing Readiness.
The National Intrepid Center of Excellence (NICoE) Directorate at the Walter Reed National Military Medical Center (WRNMMC) is dedicated to improving the lives of patients and families impacted with traumatic brain injury (TBI) and associated health conditions.

With a vision to become a leader in TBI care, research, and education, the NICoE utilizes a holistic, interdisciplinary and integrated treatment approach that allows patients to experience a full spectrum of TBI care.

**NICoE Intensive Outpatient Program**
The NICoE Intensive Outpatient Program (IOP) is a four-week program for patients diagnosed with both TBI and associated health conditions. Tailored treatment plans are created with patient, family, and provider input that focus on the mind, body, and spirit.

Patients learn self-management skills to increase resilience, manage symptoms, and enhance their long-term well-being. This program is open to active-duty service members with mild-to-moderate TBI and associated health conditions who have not responded to traditional treatment.

**NICoE TBI Outpatient Services**
The NICoE TBI Outpatient Services provide diagnostic evaluations, treatments, and follow-up care for patients diagnosed with TBI of all severities. Patients work with providers to receive personalized outpatient rehabilitation services, symptom management, and treatment plans. Rehabilitation team providers meet regularly to discuss and monitor patients’ progress and to make sure they receive the care that meets their unique needs and goals.

Treatment continues on a case-by-case basis, for as long as providers recommend, to support healing and recovery and to help patients return to their highest level of functioning.

**Research**
The NICoE’s research goal is to evaluate NICoE TBI diagnostic techniques and treatment methods, and promising scientific discoveries, to export MHS-wide those proven effective at contributing to force readiness. There are about seventeen active, IRB-approved research protocols with a range of collaborators inclusive of federal agencies, nonprofit and private organizations, and academia.

**Contact Us**
Mailing address:
4860 South Palmer Rd (Building 51)
Bethesda, MD 20889-5649
General Inquiries: 301-319-3600
NICoE Patients: 301-319-3710
Referrals: dha.bethesda.wrnmmc.list.wrnm-nicoe-referral@mail.mil
Twitter: @NICoEPage
Facebook: The National Intrepid Center of Excellence
DEPARTMENT OF RESEARCH PROGRAMS (DRP)
Advancing military medicine requires a quest for new knowledge, and that in turn takes research. Located in Bldg. 17B, the DRP can assist in moving your research forward. DRP research support includes the following:

Protocol analysts
Analysts can help you navigate our online system for research protocols, the Electronic Institutional Review Board (EIRB). They also can advise you on how to develop a protocol, conduct a study, and protect human subjects.

Biostatisticians
Statisticians can help you design your study, plan your sample size, analyze your data, and create publication-ready figures. Our staff can also lead statistics and research classes — for board review, graduate medical education, or staff training.

Business Office
Need funding? Have an invention? Interested in working with a company that could help develop your “widgets,” make them, or both? The business office staff can help steer you through the legal thickets of grant writing, technology transfer, patent process, agreements, and more.

Institutional Review Board (IRB)
The department supports the work of the IRB, which reviews most research with human participants that takes place at the hospital and allied institutions.

Human Research Protections Program
The program manager is the “go-to” person for tough questions on research ethics. Do your research the right way. Contact them at: dha.bethesda.j-11.mbx.drp-privacy-board@mail.mil

Post-Approval Compliance
Our research compliance and quality assurance auditors visit research teams to ensure their practices match the rules and regulations that protect our human participants.
To find out more, call 301-295-8239.

HEALTH EDUCATION AND TRAINING (H.E.A.T.)
H.E.A.T. offers training programs and services, including:
• Requisite Training (Hospital Orientation, Birth Month Training, General Military Training)
• Resuscitative Medicine and Trauma Life Support (BLS, ACLS, PALS, Basic Dysrhythmia)
• Computer Training (Clinical Computer Systems such as CHCS AHLTA, Essentris and Computer/Web-Based Training)
• Continuing Education (CME, CNE)
• Medic/Corpsmen Training
• Readiness Division, HMSB, EMT and EMT Refresher, TCCC
• Contingency Training
• Staff Professional Development Training
• Leadership Academy, Charge Nurse Course, Nurse Preceptor Course, Joint Enlisted Medication Administration Course, Trauma Nurse Core Course
• Allied Health Training Program
• TEAMSTEPPS
• Health Professions Education (Dialysis Course, Psychiatric/Behavioral Health Nurse Course, Licensed Practical Nurse Course)

DARNALL MEDICAL LIBRARY (DML)
DML supports healthcare providers at WRNMMC in a variety of ways by having accurate, timely medical information available.
Our clinical librarian program sends librarians on morning report and rounds to answer questions at the point of care. The DML is also home to a biomedical research librarian who supports research and scholarly communication.

Additional services include database instruction, document retrieval, and interlibrary loan. Located in Building 1, Room 3458, the library is home to roughly 4,800 print books. The library website, at http://wrnmmc.libguides.com/ can be used to access our collection of 2,700 online books or 7,000
online journals. The DML site also provides access to two dozen databases and has organized online information into 50 specialty portals. WRNMMC staff can request that their CAC be activated for 24-hour access to the library. For further information regarding library materials and services, call 301-295-1184 / 1185.

GRADUATE EDUCATION AND RESEARCH
WRNMMC is the largest and only tri-service center for Graduate Medical Education (GME) in the DoD, encompassing more than 700 physicians in training, 1,200 clinical faculty and 60 programs representing virtually every specialty in medicine with some recognized among the finest nationwide. These programs last anywhere from one to seven years and are supported by in-depth exposure to all major medical areas.

Most of the interns, residents and fellows who make up our trainees have been competitively selected from either the Health Professions Scholarship Program as graduates from some of the finest civilian medical schools in the country or from our own military medical school, the USU, collocated at NSA Bethesda. The faculty, likewise, are chosen specifically for their teaching interests, clinical skills and diversity of experiences, and both faculty and residents are actively involved in medical research with extensive publications in major medical journals and academic presentations routinely performed both nationally and internationally. WRNMMC’s programs prepare participants not only for board eligibility and certification, but to be leaders in military medicine. The programs are all accredited by the Accreditation Council for GME or by specialty-specific accrediting bodies. In addition, WRNMMC supports 16 allied and dental health training programs in areas as diverse as clinical psychology, social work, dietetics, physical therapy, and audiology, to military unique programs such as the General Dental Practice Residency Program.

The overwhelming majority of our graduate education programs at WRNMMC are part of the National Capital Consortium, which, in addition to the USU, includes Fort Belvoir Community Hospital and the Air Force Malcolm Grow Medical Clinics and Surgery Center. As part of our close alignment with the USU, all of our GME trainees work closely with medical students through the provision of teaching, clinical supervision and research collaboration. In addition, training affiliations with a number of healthcare organizations throughout the greater Washington, D.C. area, such as the National Institutes of Health, Children’s National Medical Center, the Veterans Affairs Hospital of D.C., Inova Fairfax Hospital, Washington Hospital Center and others, allow our trainees an unmatched diversity of clinical experiences.

As the premier postgraduate dental institution in the world, the Naval Postgraduate Dental School (NPDS) applies special dental education and experience in support of the Navy’s mission. NPDS also conducts mission-relevant dental research and promotes prevention and control of dental disease.

For more information about our graduate programs, call WRNMMC’s Office of Professional Affairs and Graduate Education at 301-295-4397, 301-319-8278/8373.
How do I contact WRNMMC's information/ CDO (Command Duty Office) desk for assistance?

For general WRNMMC information call 301-295-4000. CDO Desk phone number is 301-295-4611. During non-duty hours the general hospital information telephone is transferred to the CDO desk.

Where is patient parking?
The America (Bldg. 63) and Arrowhead (Bldg.55) Garages are dedicated for patient use. Please note, non-patient visitor parking is very limited and public transportation is encouraged.

How can I donate items to the patients, visit or host an event for the Wounded, Ill and Injured Service Members?

Please use the following 360 HERO Call Center contact information to initiate consideration of your unsolicited donation, visit, or event:

Toll Free: 855-360-HERO (4376)

Email: dha.bethesda.ncr-medical.list.wrnm-360-hero@mail.mil

You can donate items through the American Red Cross. Please contact them at 301-295-1538.

Where can I get my Identification Card (ID) or renew a military ID card?
The DEERS ID card office is located in Bldg. 17 on the 1st floor.

Who do I contact if I have a comment, question or concern about my care?
If you have any questions, comments, or concerns, please contact the Patient Relations Office at 301-295-0156.

My loved one is a patient at WRNMMC. How can I contact them?
If you are trying to reach a loved one at WRNMMC, please call admissions at 301-295-2126. The staff will verify the patient is here and help you contact them. Patient information can only be released if the patient or their next of kin have signed a release of information form.

What should I do if there is inclement weather?
In the interest of the safety and welfare of our patients, visitors, and staff, WRNMMC’s clinics and offices may close due to inclement weather. There may also be a delay in opening of clinics and offices, or clinics may need to be closed early based on the current weather conditions.

If you have a scheduled appointment during adverse weather conditions, please call ahead to verify if the office is open. Closure decisions regarding Walter Reed Bethesda’s clinics and offices are made for public and patient safety, and they are not made lightly. WRNMMC emergency services and inpatient services are always open and providing health care, regardless of weather conditions.

How will I know the hospital’s operating status?

- www.opm.gov
- tricare.mil/mtf/Walterreed
- Hospital Status Line – 301-319-8707
- Hospital Operator – 301-295-4000
- OPM Status Line – 202-606-1900
- WRNMMC's social media: search @WRNNMC for Facebook; and @WRBethesda for Twitter
- Local television and radio stations

When is the hospital operating status published?
Changes to the hospital operating status are updated by 0500 on our public website at tricare.mil/mtf/Walterreed and our social media sites. In case of potential delayed opening status and appointment cancellations, patients with early morning appointments or scheduled elective surgeries are encouraged to check the website before departing their residence.
TRICARE
TRICARE is the health care program for all seven uniformed services including Army, Navy, Marine Corps, Air Force, Coast Guard, Public Health Service and National Oceanic and Atmospheric Administration. TRICARE offers several health care options including:

- TRICARE Prime
- TRICARE Select
- TRICARE For Life
- TRICARE Plus
- TRICARE Young Adult

For a complete list of TRICARE health plans, visit www.tricare.mil/plans.

ELIGIBILITY
Active duty and retired service members, their spouses, unmarried children, some former spouses and survivors are eligible for TRICARE. Visit www.tricare.mil/eligibility for additional information. The services determine TRICARE eligibility, which is shown in the Defense Enrollment Eligibility Reporting System (DEERS). DEERS is a database of service members and dependents worldwide who are eligible for military benefits. To use TRICARE, make sure your DEERS record is up to date at www.dmdc.osd.mil/milconnect or call 800-538-9552.

TRICARE PRIME®
TRICARE Prime is a voluntary health maintenance organization (HMO) or managed care-type option. Active duty service members and their dependents have no enrollment fee. Retirees pay an annual enrollment fee and enroll for one year at a time. For cost details, go to www.tricare.mil/costs. Contact one of the information sources mentioned in the information section for more details on TRICARE Prime and to find out if this option is right for you. Note: Active duty service members must enroll in TRICARE Prime.

TRICARE SELECT
TRICARE Select is a self-managed preferred provider network option under the TRICARE Program. Enrollment is required and some beneficiaries pay annual enrollment fees. It offers additional preventive care services previously only offered to TRICARE Prime enrollees when furnished by a network provider. TRICARE Select also allows you to use the TRICARE provider network to reduce out of pocket costs while preserving the freedom of choice with respect to your healthcare provider. You can find more information at www.tricare.mil/plans/healthplans.

TRICARE FOR LIFE
TRICARE For Life is Medicare-wraparound coverage for TRICARE-eligible beneficiaries who have Medicare Part A and B. Coverage is automatic if you’re eligible for TRICARE and have Medicare Part A and Part B. TRICARE pays after Medicare in the U.S. and U.S. territories and is the first payer in all other overseas areas. For additional information, call 866-773-0404 or visit www.tricare.mil/tfl.

TRICARE PLUS
TRICARE Plus is a health care program for selected seniors and other eligible beneficiaries. It provides access to PCMs at participating military hospitals and clinics. Availability of the program is based on the space and resources in individual military hospitals and clinics and is at the discretion of the military hospital and clinic commander.

Walter Reed Bethesda is proud to be a participating TRICARE Plus medical center. Our TRICARE Plus program features the same high access standards as primary care including urgent and acute care appointments within 24 hours and routine care appointments within 7 days. You can also get specialty care on a space-available basis within the medical center.
Appointments: Call or Click
There are two equally simple ways to make your appointment at WRNMMC.

1. Integrated Referral Management and Appointment Call Center
1-855-CAPMED1 or 1-855-227-6331 Hours: 0600 to 1800

2. TOL Patient Portal (TRICARE Prime and TRICARE Plus patients only)
www.tricareonline.com

Remember…
Periodically update your DEERS (Defense Enrollment Eligibility Reporting system) information by calling toll free at 1-800-538-9552. You can also update your information online at:
www.dmdc.osd.mil/milconnect/

TRICARE YOUNG ADULT
TRICARE Young Adult is a premium-based health care plan for adult dependent children up to age 26. TRICARE Young Adult provides access to medical and pharmacy benefits. It doesn’t include dental coverage. Participants may visit any TRICARE-authorized provider. Care at military treatment facilities is on a space available basis only. They do not need a referral for any type of care but some services may require prior authorization. There are monthly premiums and copays associated with each TRICARE Young Adult option. The program offers open enrollment, so coverage may be purchased at any time. To be eligible for TRICARE Young Adult, an adult dependent must be:

- A dependent of an eligible uniformed service sponsor.
- Unmarried.
- At least age 21 but not yet 26 years old.
- Not eligible to enroll in an employer-sponsored health plan based on his or her own employment.
- Not otherwise eligible for other TRICARE program coverage.

If the young adult is enrolled in a full course of study at an approved institution of higher learning and their sponsor provides more than 50 percent of their financial support, their eligibility may not begin until age 23 or upon graduation, whichever comes first.

TRICARE ONLINE (TOL) PATIENT PORTAL AT WRNMMC
www.tricareonline.com
TOL Patient Portal Appointments allows you to make, change and cancel military hospital or clinic primary care and select self-referral appointments. You can also view future and past appointments, set up text or email appointment reminders, and set up earlier appointment notifications. If you are enrolled in TRICARE Prime or TRICARE Plus, you can make all of your routine primary care appointments at WRNMMC at www.tricareonline.com.

NURSE ADVICE LINE
The Nurse Advice Line is available to all TRICARE beneficiaries in the U.S., except those enrolled in U.S. Family Health Plan.

Beneficiaries who live overseas can call the Nurse Advice Line for health care advice while traveling in the U.S., but must coordinate care with their Overseas Regional Call Center.
You can call the Nurse Advice Line 24/7, at no cost to you, to talk to a registered nurse who can:

- Answer your urgent care questions
- Give you health care advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

To reach the Nurse Advice Line, call 1-800-TRICARE (1-800-874-2273). If you have an emergency, call 911 or go to the emergency room. For more information go to www.tricare.mil/nal.

TRICARE ENROLLMENT
Walter Reed Bethesda’s Beneficiary Counseling and Assistance Coordinators can help you with TRICARE inquiries and concerns and can advise you about getting health care. Coordinators are in military hospitals and clinics and at the TRICARE Regional Offices. To find a coordinator, visit www.tricare.mil/bcacdcao and use the online directory. To enroll in TRICARE Prime at Walter Reed Bethesda or to see other TRICARE plans, visit: www.tricare.mil/plans/enroll.

TRICARE RELATED WEBSITES
www.tricare.mil
(ALL TRICARE information)

www.tricare.mil/plans/enroll
(enrollment and other information)

www.mytricare.com
(personal claims information)

www.tricare4u.com
(TFL beneficiaries)

www.express-scripts.com/tricare
(TRICARE pharmacy information)

www.trdp.org
(dental program information for active duty family members, National Guard and Reserve members and their families)

www.dmdc.osd.mil/milconnect
(online access to personal information, health care eligibility, personnel records, and other information)

TRICARE AT WALTER REED BETHESDA
Choosing to enroll in TRICARE Prime at WRNMMC prioritizes certain benefits, including:

- Timely access to care
- First priority treatment
- TRICARE Prime coverage away from home
- Regular preventative medical services such as eye exams, immunizations, hearing tests, nutrition counseling, mammograms, PAP and prostate exams
- A PCM who coordinates your health care, maintains individual records and makes referrals to specialists
- Privileges at the WRNMMC Wellness Center, offering services such as stress management, nutritional education and physical fitness
- School and sports physicals (for Prime patients enrolled in WRNMMC’s Pediatric and Adolescent Clinics)
- Ability to make all of your primary care appointments online with TRICARE Online (TOL)
- Access to convenient appointment scheduling via the WRNMMC’s Patient Appointment Call Center

WRNMMC’S PRIMARY CARE CLINICS
WRNMMC’s Primary Care Clinics include:

- Internal Medicine
- Pediatric and Adolescent Medicine

PHARMACY BENEFITS
TRICARE beneficiaries have three options for filing prescriptions:

- A military hospital and clinic
- A TRICARE retail network pharmacy
- TRICARE Pharmacy Home delivery through Express Scripts
WRNMMC provides comprehensive pharmacy services, which encompass inpatient, outpatient, compounding, hematology/oncology, investigational, and clinical with integrated support services located in cardiology, emergency room, medical home, pediatrics, warrior clinic and hematology.

OUTPATIENT (AMBULATORY) PHARMACY SERVICES
Patients are our partners in providing efficient pharmacy care. To better serve all patients, we focus on a Point-of-Care system by providing pharmacy services as close as possible to where you are seen for care. The following will help you to better navigate our services and understand your options:

Avoid Peak Times  – To minimize your wait time, particularly for maintenance or routine medications, please consider off-peak hours. Peak times are Monday through Friday between 1000 and 1630. Our busiest days are typically Monday, Tuesday, Wednesday and the day before and after a Federal Holiday.

Refill vs Renewal  – Maintenance (or long-term) medication therapy is often prescribed with additional refills to allow you to obtain additional medication(s) without contacting your provider for up to 12 months. Once those refills have been used, or have expired, your provider will often renew or update your prescription order(s). If your prescriptions have valid refills, you can help both your provider and the pharmacy by contacting the pharmacy directly rather than your provider’s office when you need a refill. For prescriptions, you only need to contact your provider when you are out of refills or need to discuss the effects of your therapy.

Refill Pick Up Locations  – There are three pick up locations that will allow you to avoid peak times; select a pick up location that is most convenient for you. The locations and hours of operation are listed on the next page. Allow three days for processing your refills at WRNMMC.

In addition, we support a network of regional MTFs, allowing you to pick up your prescriptions at a facility of your choice five days after your phone or online request. The locations of facilities we service are listed on the next page and can be selected when you request your refills.

Consider Home Delivery  – For the greatest convenience, you never have to leave your home for your maintenance medications. TRICARE Pharmacy Home Delivery through Express Scripts, formerly known as TRICARE Mail Order, will process and ship your prescriptions on a regular basis to your address. Customer Service: 877-363-1303.

Electronic Prescribing  – WRNMMC participates in e-prescribing, a safe and secure method that eliminates bringing handwritten prescriptions to the pharmacy. Inform your civilian provider that we accept e-prescriptions at: DoDWalterReedNEXePhcy/NCDP2138407/NPI#1184030223.

Compound Prescriptions  – WRNMMC Pharmacy is fully equipped to prepare many compounded prescriptions. DoD restrictions mandate that all compound prescriptions orders must be electronically transmitted or HANDWRITTEN and signed by your provider. “Pre-printed” prescription orders that have only a provider’s signature are NOT covered by your benefits and cannot be filled. The numbers for 24-hour AudioCARE phone system: 800-377-1723 or 301-295-5500.

REFILL REQUESTS
24-hour AudioCARE phone system: 800-377-1723 or 301-295-5500

Online Pharmacy Refill form: tricare.mil/mtf/Walterreed
(Use the orange TRICARE button in the upper right corner)

TRICARE Pharmacy Home Delivery: www.express-scripts.com/TRICARE
Customer Service: 1-877-363-1303 (301-319-3432 for WRNMMC assistance)
PHARMACY CALL CENTER
301-295-2123 is our single contact number to speak to a WRNMMC Pharmacy Staff member. Calls to this number are answered during regular business hours.

ON BASE FULL SERVICE PHARMACIES

ARROWHEAD OUTPATIENT PHARMACY
(Main Pharmacy, Building 9 Pharmacy)
Location:
Second floor between the escalators and the skywalk to the Patient Garage

Hours of Operation:
Monday through Friday 0700 to 2000

Point-of-Care Services:
Arrowhead, Eagle, and President Zone Clinics; Emergency Room, Discharge, and Executive Health patients; Compounding and Investigational medications

AMERICA OUTPATIENT PHARMACY
(Building 19 Pharmacy)
Location:
First floor next to the Main Entrance and the Outpatient Phlebotomy Laboratory

Hours of Operation:
Monday through Friday 0700 to 1800

Point-of-Care Services:
America, Liberty, and President Zone Clinics; Warrior Clinic and Pediatrics

REGIONAL REFILL PICK-UP LOCATIONS
5 day notice required

• Andrew Radar AHC, Ft. Myer, VA
• Dilorazzo TRICARE HC, Washington, DC
• Dumfries Health Center, Dumfries, VA
• Fairfax Health Center, Fairfax, VA
• Fort Belvoir Community Hospital, Ft. Belvoir, VA
• Fort McPherson Army Health Clinic, Washington, DC
• Joint Base Anacostia-Bolling Clinic, Washington, DC
• Kimbrough Ambulatory Care Clinic, Ft. Meade, MD
• Malcolm Grow Medical Center, Joint Base Andrews, MD
• Naval Health Clinic, Annapolis, MD
• Naval Health Clinic, Quantico, VA
• Naval Health Clinic, Washington Naval Yard, Washington, DC
• Walter Reed National Military Medical Center, Bethesda, MD

SATellite PHARMACY AT THE NAVY EXCHANGE
(NEX Pharmacy)
Location:
First floor between the escalators and Customer Service

Hours of Operation:
Monday through Saturday 0900 to 1730, Sunday 1000 to 1730

Point-of-Care Services:
Refill prescription processing and pick-up; Civilian Provider (non-MTF) prescriptions, including faxed and electronic prescriptions.
PHARMACY FAQs

Does WRNMMC pharmacy carry my medication?
Use the WRNMMC Formulary Search Tool at: online. lexi.com/lco/action/home or call us at 301-295-2123.

Does TRICARE cover my medication if I use Home Delivery?
Use the TRICARE Formulary Search Tool at: www.express-scripts.com/TRICARE/index.shtml (Click on “Tools” then “Formulary Search Tool” in the drop down menu) or call 877-363-1303.

What quantity of medication can I receive with my prescriptions?
Up to a 90-day maximum supply. If it is appropriate for your therapy, ask your provider(s) for 90-day prescriptions to minimize pharmacy trips.

Can I return used syringes and sharps containers to the pharmacy?
Used needles and sharps containers cannot be accepted at the pharmacy. They must be taken to the Central Distribution Department (CDD) in the basement of Building 9, near the Café 8901 exit. This is also where new sharps containers can be picked up.

What are some of WRNMMC’s pharmacy policies?
While state law may allow for less stringent control, the following are WRNMMC’s pharmacy policies:
• Valid prescriptions will be filled following current quantity restrictions and refill limitations.
• We accept faxed prescriptions that come directly from your provider’s office only.
• We do not accept telephone prescription orders.
• Electronic signatures on paper prescriptions are accepted only for non-controlled substances; controlled substance prescriptions must have an original valid provider’s signature and identification numbers.
• Compound prescription orders cannot be on pre-printed prescription forms.

Prescriptions for non-controlled medications:
(E.G. for high blood pressure, diabetes, cholesterol; maintenance medications):
• Remain valid for one (1) year from the original date prescribed.
• Refills, as authorized by the prescriber, can be obtained up to 12 months from the original date or until they have been exhausted, whichever comes first.

Prescriptions for Controlled medications:
DEA Schedule III, IV, V
(E.G. for mild to moderate pain, sleep, etc.) Remain valid for six (6) months from the original date prescribed.
• Refills, as authorized by the prescriber, can be obtained up to five (5) times within six (6) months of the original date or until they have been exhausted, whichever comes first.

DEA Schedule II
(E.G. for severe pain, ADHD, etc.)
• Remain valid for 30 days only from the original date prescribed.
• Refills not permitted by law.

*Further restrictions due to law may apply to certain prescriptions. Never hesitate to contact your provider to discuss your healthcare needs.

**For active duty members there currently is no charge for formulary medications; for beneficiaries there currently is no charge for formulary generics and reduced co-pays for all other medications. This service is not managed by WRNMMC.
For prescriptions filled outside the MTF, there may be a co-pay requirement. This service is not managed by WRNMMC.
EMPOWERING WOUNDED, ILL & INJURED (WII)
Wounded Warrior Care and Transition (WWCT) empowers WII and transitioning service members and their families by:

- Providing Recovery Care Coordinators to help WII service members and their families develop and use a Comprehensive Recovery Plan and receive the non-medical support they need to create the lives they want.
- Restructuring the Disability Evaluation System for an equitable and efficient adjudication of benefits from the DoD and VA.
- Informing service members, veterans, and families through the National Resource Directory and eBenefits websites.
- Utilizing the Transition Assistance Program to give all service members the tools they need to succeed at home when they have completed their service to our nation.

AMPUTEE CARE
At WRNMMC, we care for our wounded warriors until their acute wounds are healed. Prosthetic fitting and rehabilitation are then delivered at WRNMMC or arrangements for rehabilitation are made for transfer of the patient to either of the other two state-of-the-art military facilities based on duty station or home of record.

WARRIOR FAMILY COORDINATION CELL (WFCC)
The WFCC serves as the central coordinating point between the military branches and commands for all non-medical support for WII. WII support is the collaboration of all logistics and resource components on the WRNMMC campus that provides continuous non-medical support to the WII service members and their families.

The WFCC Operations is responsible for scheduling and processing on and off-post events sponsored by government agencies such as the White House, Office of the Secretary of Defense, Congress and various others, including non-government organizations, charities and benevolent organizations (BVOs). WFCC is also the service liaison for all retired combat injured residents of Bldg. 62. The objectives of the WFCC are to leverage efficiencies, minimize redundancies, promote and assist services and optimize a healing environment for recovering WII Service members and their families. The WFCC is organizationally aligned to the WRNMMC Assistant Chief of Staff’s Office.
WARRIOR TRANSITION BRIGADE-NATIONAL CAPITAL REGION (BETHESDA)

The Warrior Transition Brigade-National Capital Region provides leadership, primary care, complex case management, and comprehensive transition planning in support of WII Soldiers. We contribute to the Army’s #1 priority, readiness, by transitioning WII Soldiers back to the force (RTD) or to the civilian sector as Soldiers for Life (SFL).

The Warrior Transition Brigade at WRNMMC facilitates the inpatient to outpatient transition by receiving, in-processing, training, and assessing new Soldiers during their inpatient and intermediate outpatient phases of transition. For more information, call 301-400-2306.

PAIN MANAGEMENT PROGRAMS

Healthcare providers across the NCR are able to access advice, education and formal consultations through our subspecialty pain clinics and pain programs listed below. Inpatient and outpatient pain services are available at Walter Reed Bethesda and Fort Belvoir Community Hospital; outpatient services are available at Kimbrough Ambulatory Care Center at Fort Meade, Maryland.

WOUNDED WARRIOR PAIN CARE INITIATIVE (WWPCI)

The WWPCI is designed to improve quality and access to pain care for WII and is active via treatment and education of inpatients, outpatients, warriors in transition, and families of WII. The WWPCI is also involved with providing guidance to other healthcare staff who may be involved in the pain management of WII. The goal of the program is to help Wounded Warriors and families achieve their pain management goals and provide them with knowledge and tools that they can take with them once they leave the hospital’s care.

NATIONAL CAPITAL REGION PAIN INITIATIVE (NCRPI)

NCRPI includes systems to improve access to interdisciplinary pain care for all beneficiaries presenting with chronic pain, and related comorbidities across the NCR Medical Directorate. The initiative improves access to additional integrative

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<th>HELPFUL LINKS</th>
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<tr>
<td><strong>U.S. Army Warrior Transition Command (WTC)</strong></td>
<td><a href="http://www.wtc.army.mil">www.wtc.army.mil</a></td>
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<td><strong>USMC Wounded Warrior Regiment</strong></td>
<td><a href="http://www.woundedwarriorregiment.org">www.woundedwarriorregiment.org</a></td>
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<td><strong>Navy Wounded Warrior</strong></td>
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<td><strong>Air Force Wounded Warrior</strong></td>
<td><a href="http://www.woundedwarrior.af.mil">www.woundedwarrior.af.mil</a></td>
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<td><strong>Military OneSource</strong></td>
<td><a href="http://www.militaryonesource.mil">www.militaryonesource.mil</a></td>
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and alternative pain modalities and establishes a Palliative Care program.

Education is a key component of the NCRPI for staff, providers, patients and families. The program leverages tele-health and tele-education technologies to make pain information more accessible across the NCR and beyond. The Annual Pain Care Skills Training (PST) providers’ hands-on training for healthcare providers and allied healthcare professionals looking to expand their knowledge and skills to better treat pain. These enhancements to our existing pain programs ensure a coordinated effort across the NCR, and optimal care of our patients to include improvements in pain and function. The NCRPI is in line with the command’s aim points of better care, better health, lower cost and increasing readiness.

WOUNDED, ILL AND INJURED SUPPORT SERVICES LIAISONS:
A Quick Reference
WFCC: 855-360-4376
DHA.BETHESDA.NCR-MEDICAL.LIST.WRNMB360-HERO@MAIL.MIL
NSA Bethesda: 301-319-4204
Army: 301-400-2291
Marine Corps: 301-400-0459
Navy: 301-295-6022
Air Force: 301-547-1169
Coast Guard 757-374-7994
CONSTRUCTION RELOCATIONS

In October 2018, the WRNMMC began a major transformation. The Medical Center Additions & Alterations (MCAA) Project is projected to last until 2024 and includes demolition of several buildings to make room for new clinical and office space. During this time, many departments and clinics have transitioned to Bldg. 85T, while other clinics and offices will relocate to different locations within the hospital.

Located just inside Gate 1 (North Gate), Bldg. 85T provides clinic and office spaces for those formerly located in buildings 2, 4, 6, 7 & 8.

Limited patient parking is available near Bldg. 85T. In addition, an improved shuttle service frequents the new annex, the main hospital and the other base parking garages.

<table>
<thead>
<tr>
<th>Department / Clinic / Office</th>
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<tbody>
<tr>
<td>Medical Readiness</td>
<td>Bldg. 7, Floor 2</td>
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<tr>
<td>Dental Readiness</td>
<td>Bldg. 7, Floor 2</td>
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<tr>
<td>Deployment Health</td>
<td>Bldg. 7, Floor 2</td>
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<tr>
<td>Visual Information (VI) Medical Photography</td>
<td>Bldg. 2, Floor 1</td>
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<tr>
<td>Patient Transport</td>
<td>Bldg. 9, Floor 1</td>
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<tr>
<td>American Red Cross</td>
<td>Bldg. 10, Floor 1</td>
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<tr>
<td>Radiation Safety / Health Physics</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Reprographics</td>
<td>Bldg. 85T, Floor 1</td>
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<tr>
<td>Command Urinalysis</td>
<td>Bldg. 85T, Floor 2</td>
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<td>Public Health</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Union Office at WRNMMC</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>The Eye Center (Optometry, Ophthalmology, and Laser Vision Center)</td>
<td>Bldg. 85T, Floor 1</td>
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<tr>
<td>Chapel</td>
<td>Bldg. 85T, Floor 1</td>
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<tr>
<td>Pastoral Care</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Psychiatry Continuity Service (PCS)</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Occupational Safety</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Warrior Clinic</td>
<td>Bldg. 85T, Floor 1</td>
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<tr>
<td>Occupational Medicine</td>
<td>Bldg. 85T, Floor 2</td>
</tr>
<tr>
<td>Occupational Health Clinic</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Uniformed Services University (USU) HQ</td>
<td>Bldg. 85T, Floor 2</td>
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<tr>
<td>Vision Center of Excellence (VCE)</td>
<td>Bldg. 85T, Floor 1</td>
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The Uniformed Services University of the Health Sciences (USU), founded by an act of Congress in 1972, is the academic heart of the Military Health System. USU students are primarily active duty uniformed officers in the Army, Navy, Air Force and Public Health Service who receive specialized education in tropical and infectious diseases, TBI and post-traumatic stress disorder (PTSD), disaster response and humanitarian assistance, global health and acute trauma care.

USU is home to the F. Edward Hebert School of Medicine, the Daniel K. Inouye Graduate School of Nursing, the Postgraduate Dental College, and the College of Allied Health Sciences. USU offers a variety of graduate degrees in a number of disciplines including medicine, nursing, oral biology, biomedical sciences and public health, clinical psychology, health professions education and health administration and policy. In addition, USU’s Enlisted to Medical Degree Preparatory Program provides a pathway to medical school for promising enlisted service members interested in careers as military physicians.

USU’s research portfolio includes a wide range of clinical and basic science research important to both the military and public health. For more information, visit www.usuhs.edu.
Local Area Attractions

You can purchase discount tickets for local sporting events, amusement parks, movie theaters, special events, area attractions, nearby ski resorts and popular parks in the U.S., including Disney theme parks, Universal Studios and Colonial Williamsburg from MWR Tickets and Travel Office in Bldg. 2, just around the corner from Main Street. Or call 301-295-0434.

There is so much to see and do in Washington, D.C., and the surrounding areas of Maryland and Northern Virginia. The NCR is one of the most exciting places in our great country.

MARYLAND

Maryland surrounds almost three-quarters of Washington, D.C., and is a cornucopia of interesting places to visit, from life on the Chesapeake Bay with its tasty, fresh crab, to the U.S. Naval Academy in Annapolis that prepares young men and women to become professional officers in the U.S. Navy and Marine Corps. The great city of Baltimore is nearby, as is the Eastern Shore with its beautiful beaches and shoreline. Maryland offers the chance for an exciting new excursion every weekend.

DOWNTOWN BETHESDA

Just south of NSA Bethesda is downtown Bethesda, offering dining, shopping, arts and entertainment. Whether you’re looking for a four-star restaurant or just a quick bite to eat, flea markets or movie theaters, this local thriving community is the place to go. With ample parking and access to the Metro, Bethesda also has several art galleries, shops and parks. Visit www.bccchamber.org for more information.

ANNAPOLIS WATERFRONT

Annapolis is the Maryland state capital and is also known as the “sailboat capital of the world.” Home of the U.S. Naval Academy and Saint John’s College, Annapolis is located at the mouth of the Severn River on the Chesapeake Bay. Downtown in the historic area, originally established in 1695, City Dock is a favorite place to visit. Known to local boaters as “Ego Alley,” it’s the weekend and evening scene of a steady parade of expensive yachts. There is plenty to eat and drink in the area and power boat shows every October.

The nearby U.S. Naval Academy has the world’s largest dormitory housing over 4,000 midshipmen. Favorite sights are the crypt of John Paul Jones in the Academy Chapel and the Severn seawall with its mast from the battleship Maine (sunk in Havana in 1898). There is also an early submarine, a Mark XIV torpedo (memorial for 52 U.S. submarines lost in World War II with 3,505 men) and other Navy hardware.

BALTIMORE’S INNER HARBOR

One of America’s oldest seaports, Baltimore’s Inner Harbor is part of a colorful city that allows visitors to let go and explore at their own pace, either walking or by water taxis. The Inner Harbor was established in the 17th century and is a mix of rich maritime heritage, now expanding into neighborhoods like the swank Harbor East, eclectic Fell’s Point and the historic Federal Hill. There are many sights to see including the National Aquarium, the East Coast’s largest museum of African American history, M&T Bank Stadium (home of the National Football League’s Baltimore Ravens), Orioles Park at Camden Yards and the Maryland Science Center. For more information, visit baltimore.org.
NORTHERN VIRGINIA (NOVA)
Northern Virginia is a region of striking contrasts, distinct from the rest of the state in many ways. Arlington and Alexandria, decidedly “inside the Beltway,” are fast-paced urban settings. Slightly further away, Northern Virginia yields to leisurely scenic byways with its award-winning wineries, white-fenced horse farms and a variety of local, regional and national parks. Shoppers can delight in the upscale offerings of malls or enjoy browsing one of the many outlet stores of NOVA. History buffs can enjoy a never ending choice of places to visit like Arlington National Cemetery, the home of George Washington Mount Vernon and the Iwo Jima Memorial. For more information, visit: alexchamber.com

ARLINGTON NATIONAL CEMETERY
Arlington National Cemetery has a number of fascinating sites to visit, including the Tomb of Unknowns, the Amphitheater, Arlington House, and the grave of President John F. Kennedy. Outside of the Tomb of Unknowns, there is a changing of the guard every half hour in the summer and every hour the rest of the year. The cemetery opens daily at 0800 to visitors. From April through September, the cemetery closes at 1900; from October to March, the cemetery closes at 1700.

MARINE CORPS MEMORIAL IWO JIMA STATUE
This 78-foot memorial, created by Felix de Weldon, commemorates all the Marines and Corpsmen who have died in battle since 1775. It is open daily 0600 to 0000. It is located on Route 50 at Arlington Boulevard and Ridge Road. During the summer, the U.S. Marine Corps holds Sunset Parades at the memorial on Tuesday evenings.

THE WOMEN IN MILITARY SERVICE FOR AMERICA MEMORIAL
Situated on 4.2 acres of land at the ceremonial entrance to Arlington National Cemetery, the Women’s Memorial is the first major national memorial honoring women who have served in our nation’s armed forces during all eras and in all services. The history of women serving in defense of our nation began more than 220 years ago with women who served in the American Revolution and continues with those who serve today. It is open daily, from 0800 to 1700, except Christmas. Admission is free.

OLD TOWN ALEXANDRIA
Alexandria is unique – an historical place that keeps pace with the modern world. The city is part of a large metropolitan area surrounding the nation’s capital, yet it has retained its period character. About one quarter of the town’s 15 square miles has been designated as a national or local historic district. Alexandria was home to those who made American history – George Washington, George Mason and Robert E. Lee – and many other men and women.

WASHINGTON, D.C.
The District of Columbia, our nation’s capital and the most powerful city in the world, is the hub of American political life and broad, international cultural diversity. The city is a textbook come to life for the entire family. From its majestic monuments, many free museums and historical treasures to its unique neighborhoods and numerous street festivals, the city is a glorious mix of delightful contrasts. For ease in getting around town, D.C.’s Metro system is one of the best and easiest to navigate systems in the country. It provides a connection to the surrounding neighborhoods in the city, Maryland and Northern Virginia. For more information regarding WMATA (Metrorail and Metrobus), call 202-637-7000. Visit dcchamber.org for visitor information.
There are multiple installation instructions and policies that impact how Naval Support Activity Bethesda Operates. Below are key policies that may help service members, civilians, and visitors to the installation better understand how we operate.

### Animals Onboard NSA Bethesda – NSABETHINST 10570.1C
To bring animals, including pets, onboard NSA Bethesda, owners and handlers must adhere to the relevant NSA Bethesda instruction (NSABINST 10570.1C). This instruction requires owner and handlers to, at a minimum:

- Be responsible for the animal at all times, to include veterinary care, food, water, exercise, and waste removal.
- Leash, harness, or tether the animal, unless those devices interfere with the work of a service animal or a person’s disability prevents use of said devices. In those cases, the individual must be able to control the animal through voice, signal, or other effective control.
- Carry valid, current documentation for the animal’s annual health examination, which will show that the animal is parasite free, is immunized in accordance with local law, and is regularly treated with veterinary approved flea, tick, heartworm and intestinal parasite preventatives.

Personal pets ARE NOT authorized inside any building at NSA Bethesda except for single-family housing, or as outlined in the Personal Pet Visit program. The Personal Pet Visit program permits a patient’s pet to visit during care. Each visit must be coordinated in advance by the patient’s care team and will be written as a medical order by the patient’s physician. Pets in this program must be controlled by a person other than the patient at all times, and the pet is only authorized to visit the patient’s hospital room.

All therapy, activity, and service dogs must have an American Kennel Club Canine Good Citizen (Temperament Testing) certificate.

Therapy and Activity Animals – Animal Assisted Therapy (AAT) and Animal Assisted Activity (AAA) animals – are not owned or handled by individual patients, but are instead part of an approved program in which the animal is controlled and in the possession of a trained handler. Supervised patients can handle AAT/AAA trained animals as part of their documented treatment program.

Service animals are animals trained to do work or perform tasks related to an individual’s disability. Comfort and emotional support animals are not considered to be in this category. Service-animals-in-training must be approved by the Installation Commanding Officer.

Active duty service members with service animals must provide the following information or documentation on request:

- Certification paperwork from an accredited, Department of Veteran’s Affairs approved service organization such as Assistance Dogs International or The International Guide Dog Federation.
- Veterinary immunization records
- Information about the work or task for which the service animal is trained to perform. This information may be verbal and must be provided at the time of the request.

Animals may be removed from NSA Bethesda immediately for behavioral issues or if they are, have pests, or other remediable reasons.

### Tobacco Use on NSA Bethesda – NSABETHINST 6240.1C
This command intends to promote a tobacco-free working and public living environment for all personnel. The use of all tobacco products will be discouraged, and tobacco users will be provided encouragement and professional assistance to stop tobacco use. In support of the health care professionals who work and reside on this complex, we will provide leadership in implementing and supporting programs and procedures that will decrease tobacco use. NSA Bethesda, in addition to a place of work, provides housing and/or lodging to some personnel. While encouraging all personnel to become tobacco free, this instruction also accounts for personnel living (permanently or temporarily) on the installation. Tobacco use, including smokeless tobacco and e-cigarettes, is prohibited in all buildings on the NSA Bethesda installation, including entryways and exits.

Designated outdoor areas, where tobacco use is permitted for those working, visiting, and residing permanently or temporarily on the installation are. Tobacco is prohibited in all other outdoor areas of the installation. When walking from point to point while in uniform, it is inappropriate and detracts from military bearing for personnel to smoke or use tobacco products.

### NSA Bethesda Traffic Code – NSABETHINST 5560.2A
Driving on NSA Bethesda, or any military installation, is a
Entry Control Points.

Vehicles may be stopped at entry and exit points for contraband and safety inspections and driving on the installation comes with implied consent for the operator to be tested for alcohol or drugs. Implied consent is also given for removal and/or temporary impoundment of a vehicle that is improperly parked, interfering with military operations or movement of traffic, or creating a safety hazard, amongst other reasons.

General regulations for driving on NSA Bethesda include the requirement to come to a complete stop at stop signs, crosswalks in use, and at any turn. U-turns are not authorized, but there are many turnaround points throughout the installation. Unless otherwise posted, the speed limit remains 15 miles per hour.

Headphones, earphones, and other listening devices may not be worn while operating a motor vehicle, motorcycle, bicycle, scooter, hoverboard or other similar device, or while walking on sidewalks, running, or other pedestrian activities. The only places headphones and such devices are authorized outdoors is on nature trails or the outdoor sports complex, and one ear must remain clear for safety purposes. This does not include hearing aids or devices designed and required for hearing protection. In addition, hand-held devices are not authorized while driving.

Ride sharing services such as Uber and Lyft are not authorized to enter NSA Bethesda. Passengers should direct their driver NOT to approach the gate, but instead to be dropped off at a pedestrian-friendly area near the Entry Control Points.

Traffic Court and Court Penalties – Ticketing and Suspension of Driving Privileges

There are two types of traffic tickets issued on NSA Bethesda. The first is DD Form 1805 and is used to refer a violation to the U.S. Magistrate. The second is DD Form 1408 and is used solely onboard NSA Bethesda. Both types of traffic tickets will generate points against an individual’s NSA Bethesda installation driving record. Points remain in accumulative effect for 24 months and may lead to suspension or revocation of driving privileges on NSA Bethesda.

If driving privileges are suspended or revoked for point accumulation, a letter will be sent to the address on record. Suspension or revocation will be uploaded into DBIDS to notify sentries at entry control point and other security forces that driving privileges have been suspended/revoked. The termination of parking registration is inherent to any suspension or revocation action; the individual’s parking pass must be relinquished.

Personal Weapons Policy - NSABINST 5530.7B

The installation commanding officer (ICO) has established a process for control and accountability of personal firearms at NSA Bethesda. Unless otherwise authorized by applicable law or regulation, personal firearms and ammunition will not be possessed, used, introduced, or transported at NSA Bethesda.

Firearms holders will comply with all federal, state, and local laws and regulations concerning ownership, possession, registration, transportation and use.

State license permits to carry concealed handguns ARE NOT recognized or authorized on NSA Bethesda.

Entering U.S. Government Property constitutes consent to search personnel and their property, pursuant to 50 U.S.C. 797.

Storage:

Weapons may not be stored in public-private venture (PPV) housing without first registering and receiving written approval from the installation commanding officer (ICO).

Weapons storage is not permitted in unaccompanied housing (UH), Bldg. 62, Navy Lodge, or Fisher Houses, however, residents and visitors may store their personal weapons in NSA Bethesda Security’s personal weapons vault.

Firearms and weapons include:

- Handguns - pistols, semi-automatic handguns, machine pistols, revolvers, and derringers.
- Long guns - rifles, assault rifles, and shot guns, whether operated by bolt, pump, or lever.
- Other - pellet, BB guns and/or any weapon (archery/swords/knives) or any other which launches a projectile via explosive or compressed means/processes which can kill, injure, or maim.

If found in violation, offenders will be federally cited and possibly barred from the installation.

For clarification and additional information, refer to NSABINST 5530.7B.

Motorcycles have their own distinct set of rules and regulations. Operators must have a valid state motorcycle license and wear mandated protective equipment: a U.S. DOT certified protective helmet, impact or shatter resistant goggles or face shield, long-sleeved shirt or jacket, long-legged trousers, full-fingered gloves, and closed-toe footwear. The headlight on the motorcycle must remain on, and the motorcycle must have left and right sided mirrors.

Bicycles must obey all traffic signs and signals, and must operate on the right side of the road. Bicycles are authorized to occupy the entire lane but may not ride two abreast. In addition, all bicyclists are required to wear appropriate personal protective equipment, including an approved bicycle helmet, while on the installation. All active duty military personnel shall wear an approved bicycle helmet on and off the installation in accordance with local law. The bicycle must have a white front light visible from a distance of 30 feet and a red reflector or light on the rear visible from 300 feet for use at night.
Terms and Definitions

**AD** - Active Duty

**ASBP** - Armed Services Blood Program

**Austin’s Room** - Childcare center located in Bldg. 62

**Building 1** - Building 1 is the central tower at Walter Reed National Military Medical Center and the oldest building on NSA Bethesda.

**CAC** - Common Access Card. CAC IDs are issued to eligible employees and contractors for access to the installation and their email. They may also be used to enter controlled-access areas including garages.

**CDC** - Child Development Center

**Comfort Hall** - Bldg. 60. Part of unaccompanied housing on NSA Bethesda.

**CVI** - Commercial Vehicle Inspection. The CVI point for NSA Bethesda is located at Gate 5.

**CYP** - Child Youth Program. CDCs I and II run under the CYP.

**DBIDS** - Defense Biometric Identification System. DBIDS is the system used to approve access to the installation. DBIDS ID cards and passes can be issued to personnel and visitors who are not eligible for CAC IDs.

**ECP** - Entry Control Point. ECPs are the Gates located around the installation.

**Fisher House** - Fisher House Foundation operates five houses on NSA Bethesda serving as lodging for eligible families of service members while they or their family members are receiving treatment at WRNMMC.

**Gate 1** - North Gate off Wisconsin Avenue, where the Pass & ID Office is located.

**Gate 2** - South Gate off Wisconsin Avenue, located across from Medical Center Metro Station

**Gate 3** - NEX Gate, located on Jones Bridge Road

**Gate 4** - Navy Lodge Gate, located on Jones Bridge Road

**Gate 5** - USU Gate, located on Jones Bridge Road. Gate 5 is the CVI point.

**Historic Flagpole** - The historic flagpole was built at the same time as Building 1 and sits atop the historic viewshed area between Gates 1 and 2 on Wisconsin Avenue (MD 355).

**J Lot** - Located behind Bldgs. 11 and 27

**MCAA** - Medical Center Addition and Alteration. This refers to the ongoing projects to upgrade the facilities at Walter Reed National Military Medical Center.

**MFSC** - Military and Family Service Center

**NCoE** - National Intrepid Center of Excellence

**NMA** - Non-medical Attendant

**NMPDC** - Navy Medicine Professional Development Center

**NMR&T** - Navy Medicine Readiness & Training Command

**Pass & ID Office** - Visitors who need access should visit the Pass & ID Office

**Sanctuary Hall** - Bldg. 64. Part of unaccompanied housing on NSA Bethesda.

**Sports Complex** - The MWR Sports Complex, located on Perimeter Road behind USU, is an outdoor recreation area with a football field, baseball diamond, tennis court, and running track.

**Tranquility Hall** - Bldg. 62. Housing on NSA Bethesda dedicated to housing wounded, ill, and injured service members during their recovery.

**Unaccompanied Housing** - Housing, including barracks, for service members stationed at NSA Bethesda without spouses.

**USO** - United Service Organizations

**USU** - Uniformed Services University

**Warrior Café** - MWR dining facility located in Bldg. 62

**WII** - Wounded, ill and injured refers to service members and veterans who are recovering from injuries and illness.

**WRB** - Walter Reed National Military Medical Center is also known as Walter Reed Bethesda (WRB)

**WRNMMC** - Walter Reed National Military Medical Center

**Z Lot** - Located on Taylor Road in the northeast corner of NSA Bethesda.

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**Parking Garages:**

- **Bldg. 17** - Rixey Road
- **Bldg. 32** - South Palmer Road
- **Bldg. 33** - NEX Garage
- **Bldg. 54** - Brown Drive
- **Bldg. 55** - Brown Drive
- **Bldg. 57** - Stokes Road by CDCs
- **Bldg. 63** - America Garage. Patient parking on North Palmer Road
- **Bldg. 68** - Unaccompanied housing parking on Taylor Avenue across from the USO
- **Bldg. 71** - USU parking via University Road
WRNMMC QUICK REFERENCE

CLINIC/DEPARTMENT BUILDING/FLOOR ................................................. PHONE NUMBER
(area code 301 unless otherwise noted)

3 Center (Inpatient Telemetry Ward) (10/3) .................................................. 295-4700
3 East (Ambulatory Procedures Unit) (10/3) .................................................. 295-2580
3 West (Inpatient Pediatrics Ward) (10/3) .................................................. 319-2400
4 Center (Inpatient Surgical Ward) (10/4) .................................................. 295-8867/8858/8859
4 East (Maternal Infant Child Center) (10/4) .................................................. 295-4142
4 West (Inpatient Surgical Ward) (10/4) .................................................. 295-8828
5 Center (Inpatient Medicine Ward) (10/5) .................................................. 295-4160
5 East (Inpatient Medicine Ward) (10/5) .................................................. 319-2300
5 West (Inpatient Hematology/Oncology Ward) (10/5) ................................ 319-2300
6 Center (Mother Infant Care/Labor Delivery) (10/6) ...................................... 319-5000
6 East (Maternal Infant Child Center/Postpartum) (10/6) ............................ 319-5000/5001
6 West (Neonatal Intensive Care Unit) (10/6) .................................................. 319-5100
7 East (Inpatient Traumatic Brain Injury Ward) (10/7) .................................. 295-4600
7 West (Inpatient Psychiatry Ward) (10/7) .................................................. 295-4095
Command Duty Office/Main Line (10/1) .................................................. 295-4611
Facilities Management ........................................................... 295-1115
Facilities Emergencies (Trouble Desk) .................................................. 295-1070
Fire Department .............................................................. 295-0319
General Internal Medicine Clinic (Primary Care Medical Home)(19/2) 295-0196
Housekeeping (4/1) .............................................................. 295-1050
Integrated Referral Management & Appointing Center (IRMAC) .1 (B5) 295-0196
Patient Administration (Admission/Disposition) (10/1) ............................ 295-2126
Patient Relations (Customer Advocacy) (9/1) ............................................. 295-0156
Pediatrics: Primary Care (19/4) .................................................. 295-4900
Pharmacy Call Center (All Locations) .................................................. 295-2123
Pharmacy Refill Line .......................................................... 295-5500

OFFICE/ORGANIZATIONS BUILDING/FLOOR ........................................ PHONE NUMBER
(Area code is 301 unless otherwise note. Dial 93 first where indicated.)

A
Acquisition Management (54/1) .......................................................... 400-3290
Active Duty Outpatient Medical Records (7/2) ........................................ 319-8488
Addiction Treatment Services (7/4) .................................................. 400-1298
Administration, Director for (1/5) .................................................. 295-5804
Admissions & Dispositions (10/1) .................................................. 295-2126
Adolescent Medicine (19/4) .................................................. 319-7070
Adult Outpatient Behavioral Health .................................................. 295-0500/0015
ALHTA/Essentris Training .......................................................... 1-800-600-9332
Allergy, Immunology & Immunizations (19/4) ........................................ 295-4510
America Pharmacy (19/1) .......................................................... 319-3436
Ambulatory Procedures Unit (APU) Check-In (10/3) ............................. 295-2560
Ambulatory Procedures Unit (APU) Pre-screen (9/3) ............................. 295-2319
American Building Front Desk (19/1) .................................................. 295-1865

American Red Cross Office (10/1) .......................................................... 295-1538
Amputee Center (MATC) (19/1) .......................................................... 319-2909
Anatomic Pathology (9/6) .............................................................. 295-2520
Anesthesia (9/3) .............................................................. 295-4455
Antiterrorism Officer, NSAB .................................................. 295-4037
Apheresis/Donor Services (9/1) .................................................. 295-2104/2105
Armed Services Blood Bank Center (AFBCC)(241) .................................. 295-1737
Army Emergency Relief (62/2) .......................................................... 400-0171
Armed Forces Center for Child Protection (AFCCCP) (1/10) ...................... 295-4100
Armed Forces Radiobiology Research Institute (AFRRI) (46) ............ 295-1210
Armed Services Blood Program (ASBP) (241) ....................................... 295-2106
Army Troop Command (WRNMMC) .................................................. 301-319-2648
Arrowhead Pharmacy (9/2) .......................................................... 319-3436
Audiology and Speech Pathology Center (19/5) ...................................... 295-7840/7820
Austin’s Playroom (62) .............................................................. 400-0118

B
Barber Shop (2/1) .............................................................. (93) 295-6390
Bariatric Surgery (9/1) .......................................................... 295-1840
Behavioral Health - Adult Outpatient (19/6) .......................................... 295-0500
Behavioral Health - Child and Adolescent Outpatient (19/4) .................. 295-0576
Behavioral Health - Consultation Liaison (10/7) ...................................... 400-2031
Behavioral Health - Inpatient (10/7) .................................................. 295-4095
Behavioral Health - Neuropsychology Assessment Services (10/7) ......... 400-1972
Behavioral Health - Older Adult Outpatient (19/6) ................................. 319-8852
Behavioral Health - Resiliency (10/7) .................................................. 400-1974
Behavioral Health Psychiatry Continuity Service (85T/2) ....................... 400-2110
Biomedical Repair (5/2) .............................................................. 295-5515
Birth Registration (10/1) .............................................................. 295-2195
Blood Donor Center (241) .............................................................. 295-2106
Breast Cancer Center (19/3) .......................................................... 295-3899

C
Café 8901 (Medical Center Dining Room) (9/8) ......................................... 400-3776
Cardiac Rehabilitation (9/2) .......................................................... 295-1840
Cardiothoracic Surgery (CVHRR) (9/2) .................................................. 295-2552
Cardiology Services (9/2) .................................................. 295-4500/0390/0394
Career Counselor, NMRTC (17/1) .................................................. 319-4860
Case Management (17B/2) .............................................................. 295-1100
Center for Prostate Disease Research (19/3) ........................................ 319-2900
Central Distribution (9/8) .......................................................... 295-4539/4538
Chapel, WRNMMC (Pastoral Care) (85T/2) ............................................. 295-1510
Chaplain, NSAB (11/B) .............................................................. 319-4854/5058
Chaplain, WRNMMC (Duty Pager) (85T/2) ............................................. 356-1111
Chief of Staff, WRNMMC (1/5) .......................................................... 295-2427
Child & Adolescent Psychiatry (19/4) .................................................. 295-0576
Child Development Center I (26) .......................................................... 295-0014
Child Development Center II (27) .................................................. 400-1200
Child Protection, Armed Forces Center for (1/10) ................................. 295-4100
Chiropractic Services (19/1) .......................................................... 295-2223/5160
Civilian Payroll Office, WRNMMC (17,3) .............................................. 295-2020/4637
Clinical Case Management (7/5) .......................................................... 295-1100
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Pathology (9/B)</td>
<td>295-0250</td>
</tr>
<tr>
<td>Clinical Support, Director for (1/5)</td>
<td>295-6033</td>
</tr>
<tr>
<td>Colon Health Initiative (9/1)</td>
<td>295-5035/319-8284</td>
</tr>
<tr>
<td>Command Climate Specialist (85T/2)</td>
<td>295-4570</td>
</tr>
<tr>
<td>Command Communications (1/11)</td>
<td>295-5727</td>
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<tr>
<td>Command Communications-Banners (1/11)</td>
<td>319-4108</td>
</tr>
<tr>
<td>Command Duty Officer, NSAB</td>
<td>301-538-2843</td>
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<td>Command Duty Office, WRNMMC (10/1)</td>
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<tr>
<td>Command Senior Enlisted Leader, NSAB (27/3)</td>
<td>295-3964</td>
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<tr>
<td>Command Senior Enlisted Leader, WRNMMC (1/5)</td>
<td>295-2429</td>
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<td>Command Suite, NSAB (27/3)</td>
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</tr>
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<td>Command Suite, WRNMMC (1/5)</td>
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</tr>
<tr>
<td>Comprehensive Dentistry (NPDS)</td>
<td>295-0145</td>
</tr>
<tr>
<td>Comptroller, WRNMMC (17/3)</td>
<td>295-2426</td>
</tr>
<tr>
<td>Computed Tomography (9/2)</td>
<td>295-4960</td>
</tr>
<tr>
<td>Computer Help Desk</td>
<td>800-600-9332</td>
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<td>Contract Services, Logistics, WRNMMC (54/1)</td>
<td>295-1570</td>
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<tr>
<td>Convenience Store (Dry Dock) (2/1)</td>
<td>301-951-6442</td>
</tr>
<tr>
<td>Coumadin Clinic (Cardiology) (9/2)</td>
<td>295-4497</td>
</tr>
<tr>
<td>Credentialing (Medical Staff Services) (17/3)</td>
<td>295-2737</td>
</tr>
<tr>
<td>Customer Advocacy (9/1)</td>
<td>295-0156</td>
</tr>
<tr>
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</tr>
<tr>
<td>Darrell Medical Library (1/3)</td>
<td>295-1184</td>
</tr>
<tr>
<td>Decedent Affairs (10/1)</td>
<td>295-8962/2216</td>
</tr>
<tr>
<td>Defense Military Pay Office (DMPO) (17A/1)</td>
<td>400-1066/67</td>
</tr>
<tr>
<td>Dental Readiness (2/2)</td>
<td>295-5411/4059</td>
</tr>
<tr>
<td>Dentistry, Director for (1/5)</td>
<td>400-2911</td>
</tr>
<tr>
<td>Deployment Health Center (8/2)</td>
<td>295-5411/4059</td>
</tr>
<tr>
<td>Dermatology (19/3)</td>
<td>295-4551</td>
</tr>
<tr>
<td>Dialysis Center/Nephrology (9/1)</td>
<td>295-4330</td>
</tr>
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<td>Diabetes Care Center (9/1)</td>
<td>295-3037/5765</td>
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<td>DiLorenzo Tricare Health Clinic</td>
<td>703-692-8810</td>
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<td>Dining Facility (Café 8901) (9/B)</td>
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<td>DoD Safe Helpline</td>
<td>877-995-5247</td>
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<td>DRMO/Excess Equipment, WRNMMC (54/8)</td>
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</tr>
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<td>Dry Dock, Convenience Store (2/1)</td>
<td>301-951-6442</td>
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<td>Dunkin' Donuts/Subway, WRNMMC (2/1)</td>
<td>301-652-4667</td>
</tr>
<tr>
<td>E</td>
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</tr>
<tr>
<td>Ear, Nose and Throat/Otolaryngology (19/5)</td>
<td>295-4664</td>
</tr>
<tr>
<td>Education - Staff and Faculty Development (5/4)</td>
<td>319-5209</td>
</tr>
<tr>
<td>Emergency Department/Emergency Medicine (9/1)</td>
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</tr>
<tr>
<td>Emergency Management (NSAB)</td>
<td>295-2219/319-2554</td>
</tr>
<tr>
<td>Emergency Management (17/8) (WRNMMC)</td>
<td>295-3115/319-4906</td>
</tr>
<tr>
<td>Endocrinology, Diabetes &amp; Metabolism Service (19/5)</td>
<td>295-5165</td>
</tr>
<tr>
<td>Endodontics (NPDS) (1/2)</td>
<td>295-1830</td>
</tr>
<tr>
<td>Environmental Health, WRNMMC (17B/3)</td>
<td>400-3870</td>
</tr>
<tr>
<td>Environmental Programs, NSAB (27/2)</td>
<td>295-2482</td>
</tr>
<tr>
<td>Equipment Management, WRNMMC (2/2)</td>
<td>295-4338</td>
</tr>
<tr>
<td>Exceptional Family Members Coordinators (19/4)</td>
<td>400-1688</td>
</tr>
<tr>
<td>Exceptional Family Members Program, NSAB (EFMP) (11/1)</td>
<td>400-2542</td>
</tr>
<tr>
<td>Exceptional Family Member Program, WRNMMC (19/4)</td>
<td>400-1688/295-4092</td>
</tr>
<tr>
<td>Executive Assistant, NSAB</td>
<td>319-4204</td>
</tr>
<tr>
<td>Executive Director, NSAB</td>
<td>295-3964</td>
</tr>
<tr>
<td>Executive Medicine Clinic (7/1)</td>
<td>319-4408/295-6776</td>
</tr>
<tr>
<td>Executive &amp; Legislative Affairs, WRNMMC (10/2)</td>
<td>295-4688</td>
</tr>
<tr>
<td>Executive Secretary, WRNMMC (1,1)</td>
<td>295-5805</td>
</tr>
<tr>
<td>Exercise Physiology (Nutrition Clinic) (7/3)</td>
<td>295-4065</td>
</tr>
<tr>
<td>Eye Care - Ophthalmology (8/1)</td>
<td>295-1339</td>
</tr>
<tr>
<td>Eye Care - Refractive Surgery Center (85/T1)</td>
<td>295-1133</td>
</tr>
<tr>
<td>F</td>
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</tr>
<tr>
<td>Family Advocacy (11/1)</td>
<td>319-4087</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>295-1115</td>
</tr>
<tr>
<td>Facilities Emergencies (Trouble Desk)</td>
<td>295-1070</td>
</tr>
<tr>
<td>Fire Department</td>
<td>295-0319</td>
</tr>
<tr>
<td>Fisher House</td>
<td>295-5334</td>
</tr>
<tr>
<td>Fitness Center, NSAB</td>
<td>295-2450</td>
</tr>
<tr>
<td>Fort Belvoir Community Hospital</td>
<td>571-231-3224</td>
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<td>Gastroenterology/Hepatology (9/1)</td>
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</tr>
<tr>
<td>General Internal Medicine Clinic (Primary Care Medical Home) (19/2)</td>
<td>295-0196</td>
</tr>
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<td>General Surgery (9/1)</td>
<td>295-4440/4441</td>
</tr>
<tr>
<td>Gynecological Cancer (19/3)</td>
<td>400-1257</td>
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<td>Gynecology (9/2)</td>
<td>400-2140</td>
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</tr>
<tr>
<td>Health Education and Training (HEAT)</td>
<td>319-5209</td>
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<tr>
<td>Health Physics/Radiation Safety Office (8/5)</td>
<td>295-1043</td>
</tr>
<tr>
<td>Health Professions Education (5/3)</td>
<td>319-5209</td>
</tr>
<tr>
<td>Healthcare Resolutions (9/1)</td>
<td>295-5434</td>
</tr>
<tr>
<td>Hearing Conservation/Occupational Audiology (7/2)</td>
<td>295-1329</td>
</tr>
<tr>
<td>Hematology/Oncology (19/3)</td>
<td>319-2100</td>
</tr>
<tr>
<td>Hematology/Nephrology (9/1)</td>
<td>295-4331</td>
</tr>
<tr>
<td>HIPAA Privacy Office (1/1)</td>
<td>319-4775</td>
</tr>
<tr>
<td>HIV, Naval Central</td>
<td>295-6590</td>
</tr>
<tr>
<td>Hospital Dentistry (9/2)</td>
<td>400-2060</td>
</tr>
<tr>
<td>Household Goods/Personal Property (HHG/PPO) (17/B/3)</td>
<td>400-0231</td>
</tr>
<tr>
<td>Housekeeping (7/1)</td>
<td>295-1050</td>
</tr>
<tr>
<td>Housing Office, NSAB</td>
<td>295-6564</td>
</tr>
<tr>
<td>I</td>
<td></td>
</tr>
<tr>
<td>Industrial Hygiene</td>
<td>295-5498</td>
</tr>
<tr>
<td>Infectious Diseases (7/1)</td>
<td>295-6400</td>
</tr>
<tr>
<td>Infectious Diseases - Travel Clinic (7/1)</td>
<td>319-8369</td>
</tr>
<tr>
<td>Information Desk, Bldg. 19</td>
<td>295-1865</td>
</tr>
<tr>
<td>Information Desk (Tranquility Hall) (62/1)</td>
<td>400-0200</td>
</tr>
<tr>
<td>Inpatient Meal Services (Room Service – Call Center)</td>
<td>295-0272</td>
</tr>
<tr>
<td>Inpatient Meal Services (Admin)</td>
<td>400-3344/3858</td>
</tr>
<tr>
<td>Inpatient Medical Records (10/1)</td>
<td>295-5511</td>
</tr>
<tr>
<td>Inpatient Nutrition Services (10/2)</td>
<td>319-2567/400-3344</td>
</tr>
<tr>
<td>Inpatient Physical Therapy/Occupational Therapy (10/3)</td>
<td>295-2883</td>
</tr>
</tbody>
</table>

NAVAL SUPPORT ACTIVITY BETHESDA BASE GUIDE 2020
Inpatient Pharmacy (9/2) ................................................................. 295-2121
Inpatient Ward, 3 Center (10/3) ....................................................... 295-4700
Inpatient Ward, 3 West (10/3) ............................................................. 319-2400
Inpatient Ward, 4 Center (10/4) ....................................................... 295-8857
Inpatient Ward, 4 West (10/4) ............................................................. 295-8828
Inpatient Ward, 5 Center (10/5) .......................................................... 295-4160
Inpatient Ward, 5 East (10/5) ............................................................. 319-2300
Inpatient Ward, 5 West (10/5) ............................................................. 295-2588
Inpatient Ward, 6 East (Post Partum) (10/6) ................................. 319-5100
Inpatient Ward, 6 West (NICU) (10/6) ............................................... 319-6428
Inpatient Ward, 7 East (10/7) ............................................................. 319-4600
Inpatient Ward, 7 West (10/7) ............................................................. 295-4095
Inpatient Warrior and Family Liaison Office (WFLO) (10/2) ......... 319-6805
Inspector General, WRNMMC (10A) ............................................. 295-0269
Insurance Claims, Inpatient Private Health (10/1) ......................... 295-4934
Insurance Claims, Liability (Third Party Collections) (17/3) ......... 295-4934
Insurance Claims, Outpatient Private Health (17/3) ....................... 295-4934
Interfaith Center (11/1) .................................................................... 319-5058
Integrated Referral Management & Appointing Center (IRMAC) ..... 1-855-227-6331
Integrative Cardiac Health Project (ICHP) (17/2) ............................ 400-1111
Internal Medicine (19/2) ................................................................. 295-0196
Intensive Care Unit, Medical (9/4) ..................................................... 319-4190
Intensive Care Unit, Neonatal (10/6) ............................................... 319-6428
Intensive Care Unit, Pediatric (9A/3) .................................................. 400-2010
Intensive Care Unit, Surgical (9A/3) .................................................. 295-4830
Interventional Radiology (9/2) .......................................................... 295-4334
Investigational Pharmacy (9/2) ........................................................ 400-0907
IT Service Desk (DHA Global Service Center) .............................. 1-800-600-9332
IT Trouble Desk, NSAB/WRNMMC .............................................. 1-800-600-9332
IVF (In Vitro Fertilization) (10/2) ....................................................... 400-2144

Joint Commission Specialist ........................................................... 319-4618
Judge Advocate General, Staff, WRNMMC (JAG) (1/6) ................. 295-2215

Labor and Delivery (Maternal Infant Child Center) (10/6) .......... 319-5000
Laboratory/Outpatient Phlebotomy (9/2) ........................................ 295-5080/319-3420
Lean Six Sigma (LSS) Program ....................................................... 295-9044
Legal ................................................................................................. 295-2215
Legal Assistance (1/7) ..................................................................... 295-6052
Liability Insurance Claims (Third Party Collections) (17/3) ......... 295-4934
Liberty Center (11/1) ....................................................................... 400-1783
Library (Darnall Medical Library) (1/3) .......................................... 295-1184
Linen Management (9/B) ................................................................. 295-2205/5311
Logistics Customer Support (54/1) .................................................. 295-5801/5806/4067

Main Operating Room (9/3) ............................................................. 295-4991
Main Radiology (9/1) .......................................................................... 295-5030/5032
Main Street Café (2/1) ..................................................................... 301-986-4996
Manpower Management (8/2) ........................................................ 295-5208

Marine Corps Liaison Office (62) ...................................................... 295-6111
Maternal Infant Child Center (MICC) (10/6) .................................... 319-5100
Medevac Office (10/1) ..................................................................... 295-2620
Media Production/Presentation Services (5/1) ............................. 295-1050
Media Relations, NSA Bethesda (27/3) ........................................ 295-1803
Media Relations, Walter Reed Bethesda (1/11) ............................. 295-5727
Meditation Chapel (9A/3) ................................................................. 295-1510
Medical Board/Physical Evaluation (62/2) .................................... 400-0203
Medical Evaluation and Treatment Unit (1/4) ............................... 295-8778
Medical Graphic Arts ....................................................................... 319-2760
Medical Intensive Care Unit (MICU) (9/4) ....................................... 319-4190
Medical Photography (BUMED) (6/2) ........................................... 295-1014/5
Medical Readiness (8/2) ................................................................. 295-5483
Medical Records, Inpatient (10/1) ................................................... 295-4197
Medical Records, Outpatient (19/3) ................................................. 400-3078
Medical Records, Outpatient (17/3) ................................................ 295-4936
Military Medical Records (1/5) ....................................................... 295-0644
Military Medical/Dental Records (Active Duty) (7/2) .................... 295-0644
Military Medical Records (7/2) ....................................................... 295-0644
Military Personnel Division (MPD) .................................................. 400-1096
Mind-Body Medicine (7/2) ............................................................. 295-0196
Murtha Cancer Center Program Manager .................................... 319-4087
Murtha Cancer Center: Adult Hematology/Oncology Clinic .......... 319-2100
Murtha Cancer Center: Pediatric Hematology/Oncology Clinic .... 319-1663
MWR Marketing (153) ................................................................. 295-1046

National Capital Region Medical Directorate (1/9) ....................... 319-8400
National Intrepid Center of Excellence (NiCoE) (51) ....................... 319-3600
Naval Criminal Investigation Service .......................................... 295-0570/71
Naval Dosimetry Center (84T) ....................................................... 295-0142
Naval Medical Research Center (17B) ......................................... 319-9378
Naval Postgraduate Dental School (1/4) .......................................... 295-0064
Naval Postgraduate Dental School Faculty Practice .................... 400-2422
Naval Postgraduate Dental School (NPDS) – Oral & Maxillofacial Pathology (1/4) ................................................................. 319-5120
Naval Postgraduate Dental School (NPDS) – Orofacial Pain (2/3) .... 295-1495
Naval Postgraduate Dental School (NPDS) – Pediatric Dentistry (1/3) .... 295-1364
Naval Postgraduate Dental School (NPDS) – Periodontics (1/2) .... 295-0077
Naval Postgraduate Dental School (NPDS) – Prosthodontics (1/3) .... 295-1550
Naval Postgraduate Dental School (NPDS) – Prosthodontics Lab .... 295-0202
Naval Postgraduate Dental School (NPDS) – Research ................. 295-0565
Naval Support Activity Bethesda Command Suite (27/3) ............... 295-3964
Nutrition Services Department (Admin) .............................................400-2801
Nursing Administration (10/1) ......................................................................400-0564
NSA Bethesda Commanding Officer ...........................................................295-3964
Neuropsychology Assessment Clinic (10/7) ................................................400-1972
Neurology, EEG, EMG (19/6) ................................................................295-4771/1006
Nephrology/Dialysis/Transplant Services (9/3) ...........................................295-4330
Neurology, EEG, EMG (19/6) ................................................................295-4771/1006
Neuropsychology Assessment Clinic (10/7) .............................................295-0015
Neurosurgery (9/1) ......................................................................................295-4421/4420
NSA Bethesda Commanding Officer ...........................................................295-3964
NSA Bethesda Executive Assistant .............................................................319-4204
NSA Bethesda Executive Director ...............................................................295-3964
NSA Bethesda Senior Enlisted Leader .........................................................295-3964
Nuclear Medicine (9/1) ..................................................................................295-4974
Nursing Administration (10/1) .................................................................295-0564
Nursing Director (10/1) .............................................................................319-6800
Nutrition Clinic Services (Outpatient) (7/3) ................................................295-4065
Nutrition Services Department (Admin) (9/8) .............................................400-2801

O
Obstetrics (9/2) .........................................................................................295-6906
Occupational Audiology/Hearing Conservation (7/2) .................................295-1329
Occupational Medicine (7/2) ......................................................................295-0786
Occupational Therapy (19/1) .................................................................295-4866
Oncology Clinic (19/3) ...............................................................................319-2100
One Stop Shop (ITD) (10/2) ..................................................................1-800-600-9332
Operating Rooms (Surgical Suites) (9/3) ..................................................295-4991
Operational Readiness (7/4) ........................................................................319-2514
Operational Support Office (17/1) ............................................................295-0974
Operative Dentistry (NPDS) .....................................................................319-4687
Ophthalmology (8/1) .................................................................................295-1339
Optometry (8/1) ..........................................................................................319-7001
Oral and Maxillofacial Surgery (WRNMMC) (9/2) ........................................295-4340
Oral Medicine and Radiology (NPDS) (1/2) .............................................295-6490
Oral Pathology (NPDS) ..............................................................................295-0404
Organization Development (11/1) ..............................................................319-8386

P
Pain Clinic (9/3) ..........................................................................................319-8600
Panda Express (NEX Food Court) ............................................................240-396-6522
Parking & Commuting Information Line, NSAB .........................................400-2277
Pass and ID (102) ......................................................................................319-8539
Pastoral Care (8/1) ......................................................................................295-1510
Patient Accounts (10/1) ............................................................................295-1874
Patient Administration (Admission/Disposition) (10/1) ................................295-2126
Patient Relations (Customer Advocacy) (9/1) .............................................295-0156
Patient Transport .........................................................................................295-4010
Payroll Office (Civilian) (17/3) ..................................................................295-2020/4637
Pediatric Dentistry (NPDS) (1/3) ...............................................................295-1364
Pediatric Intensive Care Unit (PICU) (9/3) ..................................................295-2010
Pediatric Primary Care (19/4) .................................................................295-4900/4941/6168
Pediatric Sedation (9A/3) .........................................................................295-2030
Pediatrics - Armed Forces Center for Child Protection (1/10) .................295-4100/2150
Pediatrics: Case Manager ........................................................................295-2182/400-1716
Pediatrics: Inpatient Ward (3 West) (10/3) ..................................................319-2400
Pediatrics: Hematology and Oncology (19/4) ............................................295-1664
Pediatrics: Lactation .................................................................................319-4407
Pediatrics: Nutrition ..................................................................................295-7872
Pediatrics: Psychology (19/4) .................................................................295-0576
Pediatrics Specialty Care (19/4) ...............................................................295-4959
Pentagon Tri-Service Dental Clinic ...........................................................703-692-8700
Personal Property/Household Goods (PO/HHG) (17B/3D) .........................400-0231
Pharmacy Call Center (All Locations) .......................................................295-2123
Pharmacy Refill Line ..................................................................................295-5500
Physical and Occupational Therapy, Inpatient (10/3) ....................................295-2883
Physical Medicine (19/1) .................................................................295-7850
Physical Readiness Training (PRT) Office, WRNMMC (17B/3) .............295-5502
Physical Therapy (19/1) .............................................................................295-4880
Plastic and Reconstructive Surgery (9/2) ..................................................319-4226
Platelet Donation-AFBC (9/1) .................................................................295-2104/2105
Podiatry/Orthopedics (19/2) .................................................................295-4290/4295/319-4195
Post Anesthesia Care Unit (PACU) (9/3) .....................................................295-4111
Postal Services (2/1) ...............................................................................295-0162/5161
Postpartum (labor & Delivery) (10/6) ........................................................295-5100
Prenatal Assessment Center (10/6) ..........................................................319-5050
Primary Care Dentistry (2/2) .................................................................295-5411
Property Book Officer (3/2) ......................................................................295-3938
Prostate Clinic (19/3) .................................................................................319-2900
Prosthetics/Orthotics (19/3) .................................................................400-1383
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