

## Understand the care available and those providing it at Dunham & Dental Clinics

By Elena Patton, Public Affairs Office 19 August 2021



*Dunham Health Clinic at Carlisle Barracks offers a wide-range of health and wellness services to military students, newcomers, and families.*



*Lt. Col. Shannon Merkle took command of the Dunham Army Health Clinic and its associated regional clinics on June 17.*

Understand the health, dental, and resiliency services available to military students, newcomers, and families. Here's a quick intro to resources and the people behind them. Note that both the medical and dental clinics are in the same building at 450 Gibner Rd, Carlisle, PA 17013, and all patients will be screened upon entry.

*Dunham U.S. Army Health System serves active-duty military & TRICARE beneficiaries*

For newcomers, a top priority is to understand the range of medical services and how to access sports and school physicals for kids, rehabilitation help for injuries, prescriptions, labs, optometry public health resources, social work and COVID vaccination services to ensure the overall health of their beneficiaries. Dunham U.S. Army Health System serves the regional military community of active-duty military and TRICARE-enrolled family members and retired military.

You can dial 717.245.3400 for appointments and pharmacy refills, or you can find the wide range of services at your fingertips via TRICARE Online.

*TRICARE Online: creating an account and what it offers*



*Lt. Col. James Giesen commands the Carlisle Barracks Dental Clinic.*

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Here's how. There are two ways to create a TRICARE Online account: with a Common Access Card or with a DOD number and email. Go to [tricareonline.com](http://tricareonline.com), click Log in and select your preference.

Although Dunham has established safe and creative ways to provide face-to-face care for its patients in a COVID environment, telehealth continues to be a vital form of healthcare. Through TRICARE Online, TOL, telehealth is easily accessible, allowing beneficiaries to control their own healthcare needs in a remote environment. TRICARE Online Patient Portal is the Department of Defense's online patient-focused portal providing access to online health care information and services including:

- Appointments
- Health records
- Prescription and refills
- Service separation
- Nurse Advice Line
- Secure Messaging

The *Secure Messaging System* creates a direct line of communication between you and your healthcare team at Dunham. You can direct message for advice on minor medical issues, chronic disease management, test results, appointment requests, medication renewals, and other health care needs through email.

Follow the SMS Sign-up link on the right side of the TOL portal. Click "Register Here" at the bottom of the left-hand column. You can either create an account with a username and password or with a Common Access Card or with a DOD number and email. Once you have registered, your Patient Portal will include an SMS tab.

*Dunham Services: what health resources are available, and who provides them*

Lt. Col. Shannon Merkle, who took command of Dunham U.S. Army Health System in June, is an occupational therapist with a doctorate in Rehabilitation Science from the University of Iowa. In addition to her previous Command and leadership positions, she has most recently served as the Director of Non-Physical Domains (Sleep, Nutrition, Spiritual,

and mental readiness) for the Army's Holistic Health and Fitness (H2F) System at the U.S. Army Center for Initial Military Training, and the Deputy Chief of the Military Performance Division at the U.S. Army Research Institute of Environmental Medicine.

"We have a small, dedicated team with a big mission. They are exceptionally resourceful and committed to providing safe, high-quality care for every patient," said Merkle. "We appreciate and value the trust the community has placed in us, and are honored to serve our service members, retirees, veterans, and our military families."

The Dunham System includes four primary ambulatory care and occupational health clinics that provide medical, public health, behavioral health, occupational health, environmental health, and industrial health services for—

- Carlisle Barracks,
- Letterkenny Army Depot, Chambersburg
- Defense Logistics Agency, New Cumberland Army Depot
- Ft. Indiantown Gap.

#### *Public Health and COVID-related services*

Community health has been "job one" during the pandemic. Dr. (Maj.) Catherine Gill, Dunham's Deputy Commander and Public Health Emergency Officer, focuses on safety and accessibility of care. "My priority is figuring out how to provide the safe, compassionate, and thorough care that every patient deserves," said Gill.

Gill advised the command on installation wide COVID protocol and mitigation measures, such as room capacity and reopening procedures. "Safety first, safety always," said Gill.

Dunham staff continues its COVID-related services: testing for those who have been exposed or are symptomatic, and COVID vaccinations. The clinic administers the Moderna vaccination, by appointment through the scheduling link on this page. Moderna is a two-dose vaccine, and you'll walk away from your first-dose appointment with an appointment for the second dose. Moderna is authorized for those 18 and older. For those who are 16 and older who want to get the Pfizer can use the Vaccine Provider Map, linked on this page, to find local sources.

Pharmacy operations are refined, to protect the health and safety of both staff and patients inside the clinic facility. Pick up pharmacy refills at the curbside pharmacy service using designated spaces in the Dunham

parking lot. You can use the Dunham number, 717-245-3400 to refill prescriptions, or streamline your steps via the TRICARE Online portal. Note, pharmacy refills are available several days after request.

### *Physical Therapy*

Dunham's physical therapy services are led by Maj. Rachel Snell, a Chief of Physical, who is both patient-focused and innovative.

"I am a soldier, and I want to help other soldiers," said Snell. "When I understand what my patients do, I feel that I can provide them with better care."

In 2019 the physical therapy clinic was renovated, adding more square footage and new equipment.

### *Pediatrics*

A family focus is led by Dunham pediatrician Dr. Suzan Lowry who has more than 25 years of experience in the medical field.

"One year is very short, so I want to tailor to what the parents need and what the healthcare needs of the child are and then come up with a plan so it can be achieved and transcend this very short one year," said Lowry about her philosophy.

### *Behavior Health Services*

The behavioral health team of psychologists and social workers this year added licensed clinical social worker Steve Peters. Peters' primary therapy approach is EMDR, an interactive psychotherapy technique used to treat PTSD and traumatic disorders.

The behavioral health team also exercises strong community relations.

Abigail Hamilton, LCSW, sits on the STOP task force with key county members—people from our SHARP team, the DA office, medical personnel, and leaders from crisis centers. The team meets regularly to address domestic violence and sexual assault within the local community.

"We are not just on this little island right here on base. We are very involved in our community, addressing a problem that is much bigger than this installation."

This community connection, in turn, provides access to a team of people, resources and specialties to our patients can utilize, noted Hamilton.

### *Senior Leader Sustainment Program*

The Dunham Clinic at Carlisle Barracks works in collaboration with the U.S. Army War College to provide Senior Leaders customized health and wellness services through the Senior Leader Sustainment program.

SLS is a program unique to War College staffed by Dunham professionals. SLS is an Army program consisting of various health assessments—sleep, nutrition, physical agility, and mental readiness. Upon completion of the assessment, our senior leaders have more holistic insight into their personal health and wellness and receive actionable recommendations to sustain and improve their health and wellness.

See more about SLS in the link on this page.

### *Dental clinic services*

Collocated with the Dunham Army Health Clinic on Carlisle Barracks, the Carlisle Barracks Dental Clinic is commanded by Lt. Col. James Giesen.

“We want to do the right care at the right time for the right patient, offering treatment options that meet the needs of the patients and meet the timeline they are here.

“We want to make sure that people are being treated safely,” said Giesen. “Obviously, with a pandemic, some people have a lot of anxiety about coming into a clinic. We have put in place a lot of precautions for both patients and staff to keep everyone healthy, making getting back to routine dental care a safe thing to do now,” said Giesen.

The precautions include air filtration units throughout the clinic, having patients rinse with a hydrogen peroxide solution before being seen, and installing enhanced barriers during procedures.

Military dental services are authorized for active-duty service members. Schedule a dental appointment at 717-245-4542 or stop at the clinic. In addition to military readiness exams, the clinic offers fillings and crowns, cleanings, implant services, root canals, and some oral surgeries. If you need specialty care, the staff will assist with the referral process.

In addition to screening patients upon entry, air filters are placed throughout the facility to ensure the safety of patients and staff alike

Family dental care is available through the TRICARE dental plan. See more about family dental care in the link on this page.

Learn more about the Dunham Clinic and how to receive care at <https://dunham.tricare.mil>.