

For Patients

Welcome home to Madigan Army Medical Center. We work every day to provide you with the highest quality care possible. We look forward to caring for you and reconnecting you with your hard-earned military benefits. By receiving your care at Madigan, you will avoid any out-of-pocket expenses for co-pays or medical bills for covered services. Your medical records will also be automatically added to your existing electronic health record without any further coordination.

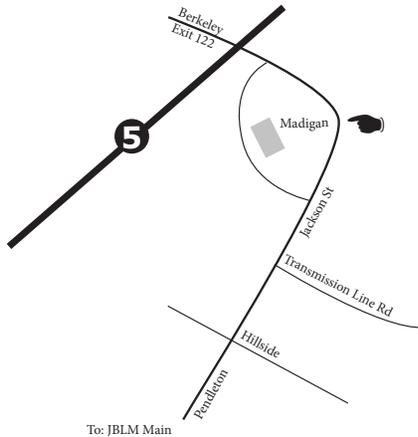
The ride is on us

Ambulance costs are already covered by TRICARE, so rest assured that you will not pay for your transport to Madigan.

Directions to Madigan Army Medical Center

From I-5 either direction

- Take Exit 122 Berkeley Street SW
- Proceed through Madigan Gate*
- Continue on to Jackson Avenue (one mile)
- Turn right on to Beaumont Avenue (.5 mile)
- Follow Madigan Parking signs



* Joint Base Lewis-McChord (JBLM) is a controlled access installation. Vehicles with an adult authorized ID cardholder may enter JBLM through any open gate. For more information on gate hours or obtaining a visitor's pass, visit www.lewis-mcchord.army.mil or call the Lewis Main Visitor Center at 253-967-4794.

Vision

To provide a centralized, convenient transfer process for referring providers and patients

Goal

Your patient referrals are very important to us. Our goal is to streamline the referral and acceptance process, making it faster, more efficient and convenient with improved communication.

Benefits

- Single phone number, available 24/7
- Timely answers and decisions on patient transfers
- Convenience, continuity of care, and peace of mind for our military beneficiaries



ARMY MEDICINE
Serving To Heal...Honored To Serve

Patient Transfer is One Call Away All Day, Every Day

Phone: 1-844-245-1690

Madigan Army Medical Center

9040 Jackson Ave.

Tacoma WA 98431

operator assistance: (253) 968-1110

www.mamc.amedd.army.mil



MADIGAN
ARMY MEDICAL CENTER

HD 13, APR 2014

Patient Transfer Center



MADIGAN
ARMY MEDICAL CENTER

For Providers



Purpose

The Madigan Transfer Center offers a seamless transfer process for all types of adult and pediatric patients.

The Transfer Center Offers:

- A single coordinator for the entire transfer process
- Interface with Bed Management
- On-going communication with the referring physician
- Facilitation of physician-to-physician consult before, during, and after the patient transfer

Referring Provider Benefits

Ease: One phone number available at all times to facilitate transfer

- Stress-free navigation through Madigan's available services

Time: Quick answers and decisions regarding transfers

Consistency: Reliable outcomes through standardized processes

Peace of Mind: Connects TRICARE beneficiaries back into the military support network

Process

All transfers into Madigan will be coordinated through one Transfer Center.

Within minutes, a Transfer Center nurse will:

- Determine patient eligibility
- Collect patient information
- Identify bed availability
- Facilitate contact between referring and accepting providers
- Coordinate the transfer

Following the decision to transfer, the Transfer Center nurse will:

- Monitor the necessary process for the transfer to take place
- Answer any questions regarding the transfer
- Confirm patient arrival and location with the referring provider if requested



Madigan Departments and Services

- Armed Services Blood Bank
- Audiology, ENT, and Speech
- Behavioral Health
- Birthing Center
- Cancer Center
- Cardiology
- Dental
- Dermatology
- Diabetes Care Center
- Endocrinology
- Endoscopy Center & Gastroenterology
- Infectious Diseases
- Inpatient Care Units
- Nephrology Clinic & Dialysis Unit
- Neurology
- Nuclear Medicine
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics & Podiatry
- Pain Management
- Palliative Care
- Pediatric Care
- Physical Medicine
- Preventive Medicine Services
- Pulmonary & Sleep
- Radiation Oncology
- Radiology
- Refractive (Laser) Surgery
- Rheumatology
- Surgical Services & Clinics
- Traumatic Brain Injury
- Urology



Did you know Madigan is:

- A Level II Trauma Center and Tacoma Trauma Trust partner.
- A tertiary care medical center providing the full spectrum of primary and specialty care.
- An unparalleled teaching and research facility — Graduate Military Education students consistently score in the 90th percentile in state/national exams.