Walter Reed
National Military
Medical Center
Bethesda

Welcome Aboard

"United We Heal"

Contractor

Name: _______________  Phone #:_____________
**Please rate your overall check-in experience using the scale below:**

1-----2-----3-----4-----5-----6-----7-----8-----9-----10

Poor

Excellent

****************************************************************

1. What processes did you find were the most helpful during your check-in? Why?

2. What processes did you find were least helpful during your check-in? Why?

3. Please let us know of any comments or concerns you may have with the check-in process.
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Welcome Letter
MEMORANDUM FOR RECORD
SUBJECT: Welcome to Walter Reed Nation Military Medical Center Bethesda

We would like to take this time to welcome you to the new tri-service military medical center, Walter Reed National Military Medical Center Bethesda, where “united we heal.” We are delighted that you have chosen to serve on such a great team.

The Welcome Center is here to provide you with answers to any questions you may have about checking in and services provided on this base. You will find a multitude of information enclosed in this package. Please use the table of contents to easily direct you to your point of interest.

If we can help you with anything, feel free to call us. You can find our POC numbers on page 17 under HR for DMHRSi.
Walter Reed National Military Medical Center Bethesda

Privacy Act
Authority – The information is being collected under the authority of 5 U.S.C. § 4115, a provision of The Government Employees Training Act.

Purposes and Uses – The primary purpose of the information collected is for use in the Defense Medical Human Resources System internet (DMHRSi). DMHRSi is one of the premier Joint Medical Information System software applications. It provides the Military Health System (MHS) (including Health Affairs, the TRICARE Management Activity, and the JMISO Office) with a comprehensive enterprise human resource system with capabilities to manage our personnel, manpower, education & training, labor cost assignment, and readiness functional areas.

Everyone in the MHSActive Duty, Reserves, National Guard, government civilian, contractor, and volunteer assigned or borrowed, will be accounted for in DMHRSi. Most JMIS products are designed for deployment to medical facilities and field use. DMHRSi has applicability at the headquarters level allowing JMIS to use this product to conduct its own day-to-day workforce management. This comprehensive tool provides the capability to manage positions, develop telephone rosters, monitor individual training status, etc.

The information in DMHRSi is sometimes personal or sensitive; therefore it contains built-in safeguards to limit access and visibility of this information. DMHRSi uses role based security so a user sees only the information for which permission has been granted. It uses state of the market 128bit encryption security for our transactions. It is DITSCAP certified, having been subjected to and passed thorough security testing and evaluation by independent parties. It meets safeguards specified by the Privacy Act of 1974 in that it maintains a published Department of Defense (DoD) Privacy Impact Assessment and System of Record covering Active Duty Military, Reserve, National Guard, and government civilian employees, to include non appropriated fund employees and foreign nationals, DoD contractors, and volunteers. DMHRSi is hosted in a secure facility managed by the Defense Information Systems Agency.

For JMIS military and government civilian personnel, most of the required data is received from Service or DoD source systems. However, there may be some additional data entered locally. For contract support personnel, records must be created. So, the first step to implement DMHRSi in JMIS is to collect selected data and have it entered into the application. JMIS will provide templates to ease this initial data gathering process.
Walter Reed
National Military
Medical Center
Bethesda

Staff & Faculty
Development

Front Desk, Bldg 1, Room 5154
Phone: 301-319-5209
Fax: 301-295-5438
Training Requirement Statement

Training Requirements are governed by higher authority and are normally required by fiscal year and a certain month. Check with your supervisor / Training Officer / sponsor to assist you in determining what training is required for your position and / or role within your department.

Initial/Orientation Requirements:

- DoD IAA, HIPAA and Annual Command Training must be completed within 5 business days of obtaining your IT Domain Account.
- Command Orientation and other initial training should be completed within 20-30 days of reporting. This training is found in the "Training Required for All Personnel" section.

Annual Training Requirements:

- Annual training requirements are mandated in certain months and are delineated in the "FY09 Annual Training Plan".
- HIPAA must be completed in your birth month.
- All other annual training courses can be completed in your birth month, as long as the courses have been completed within the current fiscal year AND by the month in which the course is due.

Please contact your Training Officer (DTO), or Rebecca Croyle at rebecca.croyle@med.navy.mil, with any questions.
# STAFF & INSTRUCTOR CONTACT

**Department Head:** Capt Jamie A Luke  
**Assistant Division Officer:** LCDR Linna R Walz

<table>
<thead>
<tr>
<th>NAME</th>
<th>BUSINESS PHONE</th>
<th>POSITION/PROGRAM</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmed, Franco</td>
<td>301-319-8147</td>
<td>BLS</td>
<td><a href="mailto:Franco.ahmed@med.navy.mil">Franco.ahmed@med.navy.mil</a></td>
</tr>
<tr>
<td>Armstead, Linda</td>
<td>301-319-8918</td>
<td>AHLTA Instructor</td>
<td><a href="mailto:Linda.armstead@med.navy.mil">Linda.armstead@med.navy.mil</a></td>
</tr>
<tr>
<td>Croyle, Rebecca</td>
<td>301-319-4602</td>
<td>DTO Trainer</td>
<td><a href="mailto:Rebecca.croyle@med.navy.mil">Rebecca.croyle@med.navy.mil</a></td>
</tr>
<tr>
<td>Docherty, Robert HM3</td>
<td>301-319-8147</td>
<td>BLS</td>
<td><a href="mailto:Robert.docherty@med.navy.mil">Robert.docherty@med.navy.mil</a></td>
</tr>
<tr>
<td>Edwards, Vince HM2</td>
<td>301-319-4610</td>
<td>Front Desk</td>
<td></td>
</tr>
<tr>
<td>Lee, Kevin N</td>
<td>301-319-8219</td>
<td>Check in/Check out</td>
<td><a href="mailto:Kevin.lee1@med.navy.mil">Kevin.lee1@med.navy.mil</a></td>
</tr>
</tbody>
</table>
## College Contact Information

<table>
<thead>
<tr>
<th>College Name</th>
<th>Hours</th>
<th>Business Phone</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navy College Office</td>
<td>0700-1600</td>
<td>301-295-2014</td>
<td><a href="mailto:navycollege@med.navy.mil">navycollege@med.navy.mil</a></td>
</tr>
<tr>
<td>Central Texas College</td>
<td>M-Thur 0800-1530</td>
<td>301-654-7755</td>
<td><a href="mailto:sc.bethesda@ctcd.edu">sc.bethesda@ctcd.edu</a></td>
</tr>
<tr>
<td>Coastline Comm. College</td>
<td>Thurs. 0900-1630</td>
<td>866-618-1356</td>
<td><a href="mailto:cccdcrep@aol.com">cccdcrep@aol.com</a></td>
</tr>
<tr>
<td>Excelsior College</td>
<td>0900-1630 4th Thurs. of Month</td>
<td>518-464-8500</td>
<td><a href="mailto:vene@erols.com">vene@erols.com</a></td>
</tr>
<tr>
<td>Southern Illinois Univ.</td>
<td>Mon.-Fri</td>
<td>910-451-5575</td>
<td></td>
</tr>
<tr>
<td>Thomas Edison</td>
<td>1st, 3rd &amp; 5th Wed.</td>
<td>757-377-4129</td>
<td><a href="mailto:ecoleman@tesc.edu">ecoleman@tesc.edu</a></td>
</tr>
<tr>
<td>Troy University</td>
<td>0900-1500</td>
<td>703-778-6315</td>
<td><a href="mailto:gpierrelouis@troy.edu">gpierrelouis@troy.edu</a></td>
</tr>
<tr>
<td>TUI</td>
<td>1st Wed. of each month</td>
<td>757-652-9071</td>
<td><a href="mailto:dlindsey@tuiu.edu">dlindsey@tuiu.edu</a></td>
</tr>
<tr>
<td>UMUC</td>
<td>Mon.-Fri. 0800-1600</td>
<td>301-654-1377</td>
<td></td>
</tr>
</tbody>
</table>

Navy College is now in Building 17 on 2nd Floor
HIPAA Privacy & Security

The Health Insurance Portability and Accountability Act of 1996 (HIPAA): "HIPAA is the acronym for the Health Insurance Portability and Accountability Act of 1996. The Centers for Medicare & Medicaid Services (CMS) is responsible for implementing various unrelated provisions of HIPAA, therefore HIPAA may mean different things to different people. Here's a directory of CMS's business activities with regard to HIPAA" (http://www.cms.hhs.gov/hipaa).

HIPAA PRIVACY & SECURITY TRAINING NOW REQUIRED

- **HIPAA PRIVACY & SECURITY TRAINING REQUIREMENT**: TRICARE Management Activity (TMA), and federal HIPAA regulations require all personnel to complete HIPAA Privacy & Security training. TMA implemented mandatory web-based training on the MHS Learn website to accomplish this requirement. This training is in addition to any previously completed HIPAA Training you’ve received. This training is completed annually on your birth month. You will receive a reminder email during your birth month to complete the training.

- **THE GOAL IS COMPLIANCE**: NNMC's goal is to ensure that all military and civilian personnel (active duty personnel, students, volunteers, civil service employees, contract employees and reservists) at NNMC and NNMC's Branch Health Care Clinics comply with this requirement. Completing HIPAA Privacy & Security Training requires minimal effort and demonstrates our commitment to accomplishing this task.

- **THE OBJECTIVE - COMPLETING THE TRAINING TOOL**: Generally, users will be required to complete all modules. Users may return to the Website repeatedly, as needed, to complete additional modules. Completed work will be recorded through the MHS Learn Website, and will follow the individual upon any TAD or PCS transfer.
MHS Learn HIPAA Training (TRICARE Management Activity (TMA), Office of the Secretary of Defense):

1. **NEW STUDENTS**
New students are instructed to self-register and complete HIPAA training on MHS Learn. The registration and website can be accessed at the following link: MHS Learn.

2. **SYSTEM ERRORS** All requests for assistance with MHS Learn should be directed to the MHS Help Desk:

**PHONE:** (800) 600-9332 option 4, option 4

**EMAIL:** mhs_remedy@timpo.osd.mil.

3. **COMPLIANCE REQUIREMENTS** To be compliant, you are required to complete all of the required training modules listed for your account.

4. **VOLUNTEERS, CONTRACTORS, & FOREIGN NATIONALS** Any individual who is not paid by the Military Health System may not be in the Defense Medical Human Resource System internet (DMHRSi). This includes volunteers, contractors, and Foreign Nationals. All users who are not in DMHRSi were advised to self-register on MHS Learn prior to 01 December 2006 so that their HIPAA training record from the Plateau system can migrate successfully. If you have not done so, you will be required to complete all of the training and re-register.

**Other Training Resources:**

**Whom Can I Contact For More Information Or To Report HIPAA Violations?**

<table>
<thead>
<tr>
<th>NNMC Bethesda Command HIPAA &amp; Privacy Officers &amp; Points of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy Compliance Officer</td>
</tr>
<tr>
<td>Mr. Joe Davidge</td>
</tr>
<tr>
<td>301-319-4775</td>
</tr>
<tr>
<td><a href="mailto:joe.davidge@med.navy.mil">joe.davidge@med.navy.mil</a></td>
</tr>
<tr>
<td>HIPAA Security Officer</td>
</tr>
<tr>
<td>Mr. Peter Hu</td>
</tr>
<tr>
<td>301-319-8405</td>
</tr>
<tr>
<td><a href="mailto:peter.hu@med.navy.mil">peter.hu@med.navy.mil</a></td>
</tr>
<tr>
<td>HIPAA Assistant</td>
</tr>
<tr>
<td>Mrs. Elide Simpson</td>
</tr>
<tr>
<td>301-295-0024</td>
</tr>
<tr>
<td><a href="mailto:elide.simpson@med.navy.mil">elide.simpson@med.navy.mil</a></td>
</tr>
<tr>
<td>HIPAA/Privacy Office</td>
</tr>
<tr>
<td>HIPAA/Privacy Hotline</td>
</tr>
<tr>
<td>301-319-8802</td>
</tr>
<tr>
<td><a href="mailto:nnmc.hipaa@med.navy.mil">nnmc.hipaa@med.navy.mil</a></td>
</tr>
</tbody>
</table>
What is DMHRSi?

- The Defense Medical Human Resource System (internet)
- It is a Web-Based, Tri-Service, Medical Human Resource Management System that allows ready access to essential medical manpower, personnel, labor cost assignment, education & training, and personnel readiness information across the DoD medical enterprise.
- It is a requirement for all employees (military, civilian, contractors, volunteers) assigned to the WRNMMC to submit their DMHRSi timecard on bi-weekly basis.
DMHRSi Modules
Points of Contacts

David Finnegan / Chief of Civilian Personnel-295-2487
David.Finnegan@med.navy.mil

***********************HUMAN RESOURCES (HR)***********************
(Manning-Roster Reconciliation)

Ms. Ashley McConnell / HR Manager-319-4325
Ashley.McConnell@med.navy.mil

Ms. Sherrill Jenkins / HR Specialist-295-5209
Sherrill.Jenkins@med.navy.mil

Ms. Danielle Levrony / HR Specialist-319-8248
Danielle.Levrony@med.navy.mil

Ms. Yetunde Liade / HR Specialist-319-2663
Yetunde.Liade@med.navy.mil

Ms. Cassandra Wilson / HR Specialist-319-2664
Cassandra.Wilson@med.navy.mil

**********************Performance Analysis & Evaluation**************
(Timecards)

Department Head-
Ian Villafana-319-8352

Assistant Department Head-
Chieko Hernandez-295-0585

Mr. Ryan Gebler – 295-4591
Ms. Beline Nord – 295-4171
Mr. Dwayne Thompson – 319-4923
Ms. Tanya Wright – 319-4216
Mr. Patrick Surrett– 295-8203
Mr. Harman Terrell – 319-8601
Ms. Niata Coston-295-8204
Transportation Information

Walter Reed National Military Medical Center Bethesda
Getting to Work

- **Carpool** – designated parking for carpoolers in Bldg 54, must apply for carpool parking pass at Pass and Id
  - Follow the link to sign up and find carpool matches
    https://tdm.commuterconnections.org/mwcog/
- **Park Ride** – take public transportation or meet other car poolers here
  - Several locations within:
    - Northern Virginia:
      http://www.virginiadot.org/travel/pnrlots.asp
    - Montgomery County:
    - Prince George’s County:
      http://www.co.pg.md.us/Government/AgencyIndex/DPW&T/Transit/park_ride.asp?nivel=fold menu(2)
    - Anne Arundel County: For more Park and Ride maps & locations follow the link:
      https://nnmcintra/SiteDirectory/Facilities/commuter/Park%20and%20Ride%20Lots/Forms/AllItems.aspx?PageView=Shared
• **Public Transportation**
  ◦ You must fill out MTFB (Mass Transit Fringe Benefits) Application
  ◦ **Marc**: The Marc Train runs from 5:30 am – 9:30 pm
  ◦ **Metro Rail**
    ◦ The Metro Rail runs from 5:30 - Midnight
  ◦ **Metro Bus**
    ◦ Hours of the Metro Bus vary depending on the route
  ◦ **Amtrak**
    ◦ Hours of Amtrak vary depending on route

• **For Traffic Alerts visit-**
  ◦ **MD**: [http://www.chart.state.md.us/TravInfo/trafficCams.asp](http://www.chart.state.md.us/TravInfo/trafficCams.asp)

• **Parking**
  ◦ See attached map in map section of package
  ◦ Open lots and other spaces:
    ◦ Lots G, E, D, H, and I
    ◦ Parking along Stone Lake Road Near Lot N.
    ◦ Carpool parking - first deck second level, Bldg 55.

• **Commuter Calculator Tool:**
  ◦ Calculate to amount you could save per monthly by taking the bus or train.
• **Biking? Rack locations:**
  - Basement parking area of Building 60&61
  - Building 11 rear entrance
  - Building 27 West side
  - America Garage Brown Drive entry immediately right of parking area
  - Building 54 entry level
  - Building 55 entry level
  - AFRRI
  - Basement USU
  - Medical Swing Space, front
  - NICoE
Walter Reed
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Bethesda

Base Services
**Child Development Center (CDC)**

- Full-time childcare facility on campus
- Ages - 6 weeks to 5 years
- Capacity - 268 children
- Location - Bldg 26 on Stokes Rd. behind the bowling center
- Hours - Monday-Friday, 0600-1800. Closed federal Holidays.
- Phone - (301)295-0167/0014
- Meals - Breakfast, lunch, afternoon snack.
- Application Process - For waiting list or application information please call the CDC. Registration fee - $35 paid in advance and credited towards first weekly payment.
- Eligible families
  - WRNMMCB active duty personnel
  - Other active duty in the DC/Metro area
  - DoD civilians and contractors employed by WRNMMCB and it’s tenant commands, located on campus
Dining

- Dining Hall (Galley)
  - Location – Bldg 9, basement across from Nuclear Medicine
  - Breakfast – 0600-0800
  - Lunch – 1100-1300
  - Dinner – available as carryout in patient tray line, Room 0380A. For carryout meals, call 295-5360 (weekdays)
  - Phone – 301-295-5360

- Main Street Café
  - Location – “Main Street” corridor, Bldg 2 near the post office.
  - Hours – Monday-Friday 0630-1530.
  - Phone – 301-295-6381

- McDonald’s
  - Location – on campus, Gunnell Rd. near the Quickmart Gas Station.
  - Hours – 0530-2300
  - Phones – 301-564-9549

- The Wedge Café
  - Location – Bldg 9, 1st floor, center of waiting area
  - Hours – Monday-Friday 0630-1530
  - Fare – Starbuck coffee, sandwiches, salads, bagels, and snacks
  - Phone – 301-564-9549

- William III
  - Location – Bldg 10
  - Hours – Monday-Friday 0600-1600
  - Fare – Coffee, muffins, bagels, sandwiches, salads, soups.
  - Catering available
  - Phone – 301-295-5387

- Warrior Café
  - Location-Bldg 62 Tranquility Hall
  - Hours-
  - Phone-301-295-4303
Main Street

- **Dry Dock**
  - Snacks and convenience store
- **Navy Federal Credit Union**
  - Hours – Monday-Friday 0730-1600
  - Phone – 888-842-6328
- **NEX**
  - Barber Shop – 301-295-6390
  - Tailor/Laundy – 301-295-1489
  - Uniform Center – 301-295-1489
  - Hours – 0800-1600
- **US Postal Service**
  - Hours – Monday-Friday 0800-1600, closed daily for lunch from 1300-1400
  - Phone – 301-941-2786
- **Subway-Dunkin Donuts**
  - Hours – Sunday-Monday 0600-2000
  - Phone – 301-652-4667
- **Redbox movie rentals**
• MWR Information Center
  ◦ Location - Main Street
  ◦ Hours – Monday-Friday 0800-1600 closed daily for lunch 1330-1400.
  ◦ Phone – 301-295-0434

• Comfort Zone
  ◦ Location – Bldg 147
  ◦ Hours – Monday-Friday 0500-2100 Saturday-Sunday 0900-1800
  ◦ Phone – 301-295-2450

• Bowling Center
  ◦ Location – Bldg 56, Stokes Rd.
  ◦ Hours – Call for hours
  ◦ Phone – 301-295-2060