

Keller Army Community Hospital

900 Washington Road
West Point, NY 10996



General information



Mission

Provide Health Service Support, Force Health Protection, and a ready, responsive medical force that enables readiness and health for the West Point Community

VISION

Empowering our community to achieve a lifetime of optimal health and readiness

VALUES

We are the bedrock of health and readiness dedicated to providing compassionate quality care to the West Point Health Service Area community

Appointment Center:

Phone: 845-938-7992 or 800-552-2907

Hours: 0700-1630 Monday through Friday, closed on federal holidays.

In the event of base closure due to inclement weather or other reasons, please call the post information line at 845-938-7000.

Appointment Late Arrival Policy:

Sometimes circumstances beyond your control make you late for an appointment. We will do our best to see you under these guidelines:

- 0-10 minutes late will be seen
- 11-20 minutes late may reschedule or wait until a provider has an opening later that day (if available).
- More than 20 minutes must reschedule the appointment.

Children Safety requirements mandate:

children must be directly supervised and are not typically allowed in others' appointments. Please consider this before bringing your children. The hospital's staff has the final say regarding what is allowable.

Emergency Care:

Call 911 or the Keller Emergency Room at 845-938-4004/4005, or report to the nearest emergency room. No appointment or authorization is required for emergency care.

Visitor's Policy:

Visiting hours for patients on the wards are from 0900-2100. Special needs should be addressed with the nurse in charge of the ward.

Dining Facility:

Patients and their guests are eligible to use the KACH Dining Facility located on the 2nd floor.

The hours of operation are Breakfast 0600-1000 and Lunch 1100-1400. Sorry, we are closed weekends and federal holidays.



The MHS GENESIS Patient Portal will be your access to the
New Electronic Health Record

With the MHS GENESIS Patient Portal, you will be able to:

- Monitor your health information
- See laboratory and test results
- Exchange secure messages with your care team
- Update your patient profile
- Make appointments

A DS Logon or CAC card will be required for access

myaccess.dmdc.osd.mil



Clinical Services

Allergy and Immunizations 938-8476
Behavioral Health/FAP 938-3441
Beneficiary Counseling and Assistance Coordinator (BCAC) 938-4838
Community Mental Health 938-3441
Debt Collection Assistance Officer (DCAO) 938-4838
Dermatology 938-4741

EDIS (Educational & Developmental Intervention Services) 938-6868
EFMP (Exceptional Family Member Program) 938-6881
Emergency Room 938-4004
Family Medicine 938-4114
Hearing Readiness 938-4118
Internal Medicine 938-5959
Mologne Cadet Health Clinic 938-3003
Nutrition Care 938-2374
Optometry 938-2206
Patient Advocate 938-5874
Pharmacy 938-2271
Physical Exams 938-4840
Physical Therapy 938-3324
Radiology 938-7691
Substance Use Disorder Clinical Care (SUDCC) 938-4741
Women's Health

Hospital Services

Medical/Surgical Unit 938-3004
Obstetrical Unit (OBU) 938-3210
Library 938-3592
Infection Control 938-5819
Patient Safety 938-6467
Post Anesthesia Care Unit (PACU) and Same Day Surgery (SDS) 938-3613
Laboratory/Pathology 938-4744

Public Health:

Environmental Health 938-5832
Industrial Health 938-7687
Occupational Health 938-3055

Surgical Services

Anesthesia 938-6677
Audiology 938-4741
General Surgery 938-6624
Oral Surgery 938-4290
Orthopedics 938-4733

Pharmacy information

Call- In refills Service:

TEL. 845-938-2527. You can call in your refills on the automated 24-hour refill prescription system. This will save you time at the pharmacy pick up window. 48 hours after placing your request, please pull a refill ticket from the pharmacy kiosks. A military identification card is required to pick up for all prescriptions.

Hours of Operation:

Monday - Friday 0800-1700

Thursday 0800-1400 ;1500-1700

Closed Weekends, Federal Holidays, and Garrison weather-related closures.

Over the Counter Program:

The OTC program allows patients to select up to five (5) over-the-counter medications from a designated list, per family, per week.

The OTC form and medication list can be found at <https://keller.tricare.mil/Health-Services/Pharmacy>. The OTC forms will also be available at the pharmacy for patients to fill out and give to the pharmacy to fill after pulling a number at the kiosk.

All TRICARE beneficiaries qualify for this program.

For safety concerns, children less than two years of age are not eligible to participate in the OTC program and are encouraged to be seen by a health care provider for medication needs.

Script Center:

The Keller Army Community Hospital Pharmacy has increased access by adding a Script Center prescription pick-up kiosk in the main lobby. Script Center kiosks and lockers provide a secure, safe pickup of refill prescriptions, and available 24/7. The Keller pharmacy staff maintains control of filling and checking the prescriptions, while Script Center takes care of the secure storage, tracking, and pickup of your pharmacist-filled prescriptions.

Traveling from a Distance:

If you are traveling from a distance, please call 2 hours ahead for us to start the filling process and confirm your medications are available.

Transfers of Prescriptions:

Prescription transfers can take up to 48 hours.

For more information about Keller Army Community Hospital you can visit our official website at: <http://kach.amedd.army.mil>

For information about **TRICARE** you can visit their official website at: <https://www.tricare.mil>

Updated July 2023