

HAFB COVID-19 FAQs

Medical - Updated 25 November 2020

“Masks” (medical or non-medical face-masks, cloth face coverings, etc.) will be worn at all times indoors. Mask wear is only exempted when in a “Mask Not Required” (MNR) zone, when consuming food/beverage, or in an individual's personal living area (e.g., on-base residence, dorm room, lodging). The first colonel in the chain of command may designate new areas as MNR zones. Mask usage will not take precedence over safety or wear of other Personal Protective Equipment. Personnel are prohibited from wearing face masks with a plastic valve while on the installation.

Q1: Is Holloman screening people for COVID-19? Can I get screened?

A1: Absolutely. Our medical professionals are screening people over the phone so they can gain base access or return to work, and are conducting COVID-19 tests for persons who may be exhibiting signs of the virus. Additionally, pending your individual case/answers to their questions, you or your family members may be placed in Restriction of Movement status until our medical professionals clear you to limit exposure and potential risk. If you are concerned you've been exposed, please call Public Health at (575) 572- 4887.

Q2: Is Holloman testing for COVID-19?

A2: Holloman is conducting COVID-19 testing for all beneficiaries who have symptoms of COVID-19 or for anyone that has come in close contact with someone that has a confirmed positive test for COVID-19.

Q3: I normally get my medical care on base. Can I still see my doctor?

A3: Yes. The 49th MDG is open. You will set up a medical appointment via TriCare Online or by calling the Holloman Appointment Line at (575) 572-2278. Pharmacy is conducting all operations through their drive-thru located in the MDG parking lot. Laboratory and the immunization clinic are available to all beneficiaries. Keep in mind, all visitors will be screened prior being allowed into the MDG. Lastly, please be advised that Holloman does have some restrictions to base access, which may cause delays at the gate or additional screening before entering. For more information about your medical care, call the Holloman Appointment Line at (575) 572-2778.

Q4: I need to get on base. If I have to go through the medical screening, do I need to call my doctor or do anything special?

A4: If you reside on base, access will not be denied but you will be required to call Public Health for an assessment if you do not have a DOD ID Card or an approved itinerary by a Sq/CC or higher. If you are a visitor and require base access, please contact Public Health at (575) 572-4887. Based on symptoms and risk factors, if needed, further testing may be performed to determine your risk to the base, which may include but not limited to, testing for Influenza A/B, Strep Throat, and/or COVID-19. Results may be found on TriCare Online (TOL) or contacting your provider.

Q5: What if I have an appointment outside the local area?

A5: Members with medical appointments, or supporting dependent medical appointments, outside the State of New Mexico are permitted to travel, but must inform their squadron commander and public health before departure.

Q6: Now that all ID card holders have access to base, will the drive-thru pharmacy remain open?

A6: Yes. The drive-thru pharmacy will remain open Monday through Friday, 8 A.M. - 4 P.M.

Q7: What options are currently available for medical care?

A7: Medical care options are listed below:

- 49th MDG back pavilion: Walk-in care for symptomatic people (Mon-Fri from 7:30 A.M. -4:30 P.M. and weekends 9-11 A.M.)
- Gerald Champion Regional Medical Center: ER 24/7
- 49th MDG Appt Line: (575) 572-2778
- Nurse Advise Line: 24/7 Medical advice 1-800-TRICARE