

Dear Nellis Air Force Family,

Nellis Air Force Base has made adjustments to services in light of the ongoing COVID-19 pandemic.

To help you better navigate currently available services on the base, we've created the following quick-reference list. While these are the current hours and services available, please keep in mind that this information may change, so it's best to call ahead before planning your trip to the installation. You may also visit [www.nellis.af.mil/COVID-19](http://www.nellis.af.mil/COVID-19) for the latest information.

The base is presently open to all personnel with valid identification.

### **Mike O'Callaghan Military Medical Center**

- A new hotline has been activated to address questions about COVID-19. Tricare Beneficiaries may call 702-653-CARE and press option 9 to be directed to a medical professional. The hotline is open Monday through Friday from 6:30 a.m. to 4 p.m. The TRICARE Nurse Advice Line (NAL) is open 24/7 and their number is 1-800-TRICARE (874-2273).
- All medical departments are open but non-essential appointments and elective procedures are postponed to help mitigate the spread of the virus and to ensure the hospital is positioned to surge care, if required. Medical staff are working to reschedule those appointments as much as possible before considering cancellation, and as many appointments as possible will be conducted over the phone.
- The medical center no longer permits visitors. Exceptions will be made for one legal guardian to accompany pediatric patients, one adult visitor for women in labor, and extenuating circumstances. All visitors must pass a health screening before entering the facility.
  - o Family and friends may stay in touch with loved ones through personal cell phones. While calling a patient's cell phone is preferred, loved ones may connect with patient's rooms by calling the nurses stations at the following numbers: ICU, 702-653-3560; Labor and Delivery, 702-653-3500; Medical Surgical Unit, 702-653-3610.
- The pharmacies remain open, however, patients must wait outside or in their vehicles at the Satellite pharmacy. The pharmacies may be reached at 702-653-2273, choose option 4. You may then choose option 1 for the main pharmacy or option 2 for the satellite pharmacy. Prescription refills may also be completed online at: [www.tricareonline.com](http://www.tricareonline.com)

### **Commissary**

- The Commissary is open from 8 a.m. to 9:30 a.m. for uniformed members and their dependents, as well as mission essential civilians and contractors who are also military retirees.

- From 9:30 a.m. until closing, all authorized patrons are welcome to use the commissary.
- Only those with valid DoD identification that indicates commissary privileges will be allowed entrance to the commissary, including children 10 and over. Cardholders may not escort guests into the commissary.

### **Force Support Squadron Services**

- ID card support is available by appointment only. Customers may schedule an appointment online at <http://www.nellislife.com/military-personnel.com> or call 702-679-0295. Appointments are being processed on a case-by-case, urgent need basis.
- The Warrior Fitness center is closed to civilian employees and retirees; only military members and their dependents may use the gym.
- The Desert Eagle RV Park continues to serve campers currently residing there but is not able to take new reservations. For further information call 702-643-3060.
- The Sunrise Vista Golf Course is closed. Fees will be pro-rated.

### **Nellis Exchange**

- The Nellis Exchange remains open until 6 p.m. each day, however some concessionaires have closed at the discretion of those companies.
- Food Court restaurants are available for take-out orders only. Burger King and Popeyes are open for drive-thru only.

### **Other**

- The Nellis Visitors Center is closed. New requests for a Veterans Health Identification Card and/or visitor pass requests are not able to be processed at this time. Trusted traveler procedures remain unchanged for DoD ID card holders.
- Nellis Chapel services including sermons, homilies and messages will be delivered via Facebook and can be found by following @NellisChapel. For chaplain support, e-mail [99abw.hc@us.af.mil](mailto:99abw.hc@us.af.mil)

We are grateful to have you as part of the Nellis Community and for your service to our country. Thank you for your continued patience and understanding as we work to fight this ongoing pandemic.

Please contact the Nellis AFB Retiree Activities Office with any questions at [99ABW.Nellis.RAO@us.af.mil](mailto:99ABW.Nellis.RAO@us.af.mil)