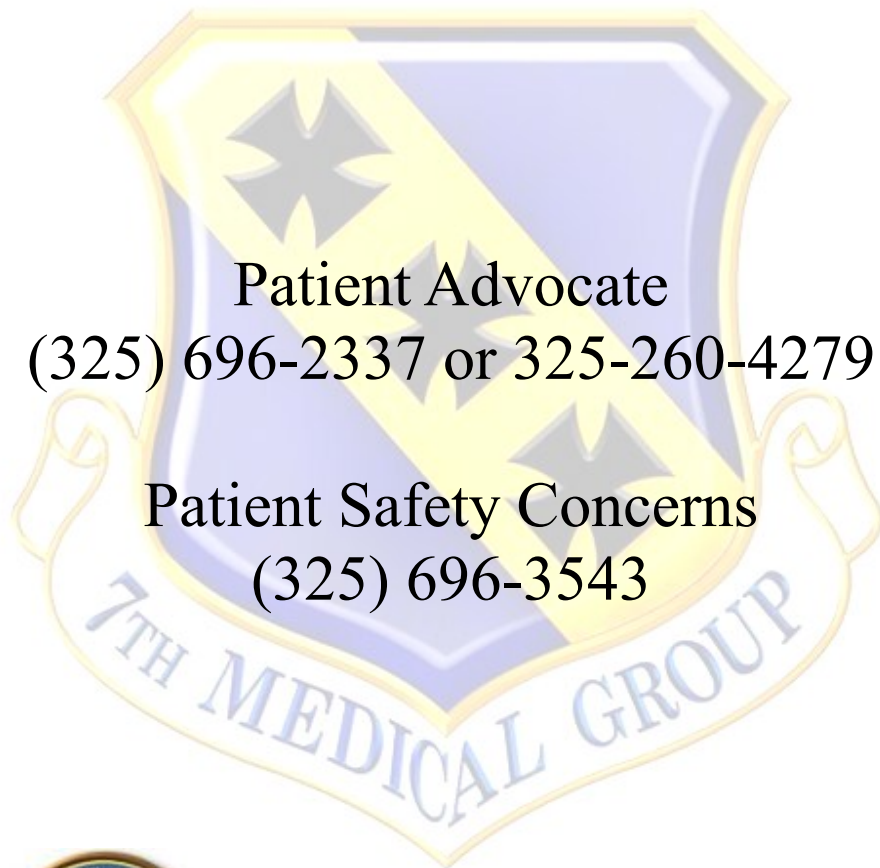


How to Voice Concerns



ICE Survey Website <https://ice.disa.mil/>

Patient Handbook



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NOTES:

Additional Information:

Join us on Facebook:

<http://www.facebook.com/pages/AFMS-Dyess-7th-Medical-Group/213559558658022>



For more information about the Med Group see our website at:

<http://www.dyess.af.mil/units/7thmedicalgroup.asp>

WELCOME TO THE 7TH MEDICAL GROUP

Mission: Committed to providing medically fit expeditionary forces and quality healthcare to America's greater military family around the globe.

Vision: "Trusted and Preferred."

Trusted and Preferred ...

... by the Wing leadership ... to support the mission

... by the warfighter ... to provide trained, equipped, competent, and motivated Airmen

... by the men and women of Team Dyess and the surrounding community ... to provide the best health care available

... by each other ... to support and take care of one another

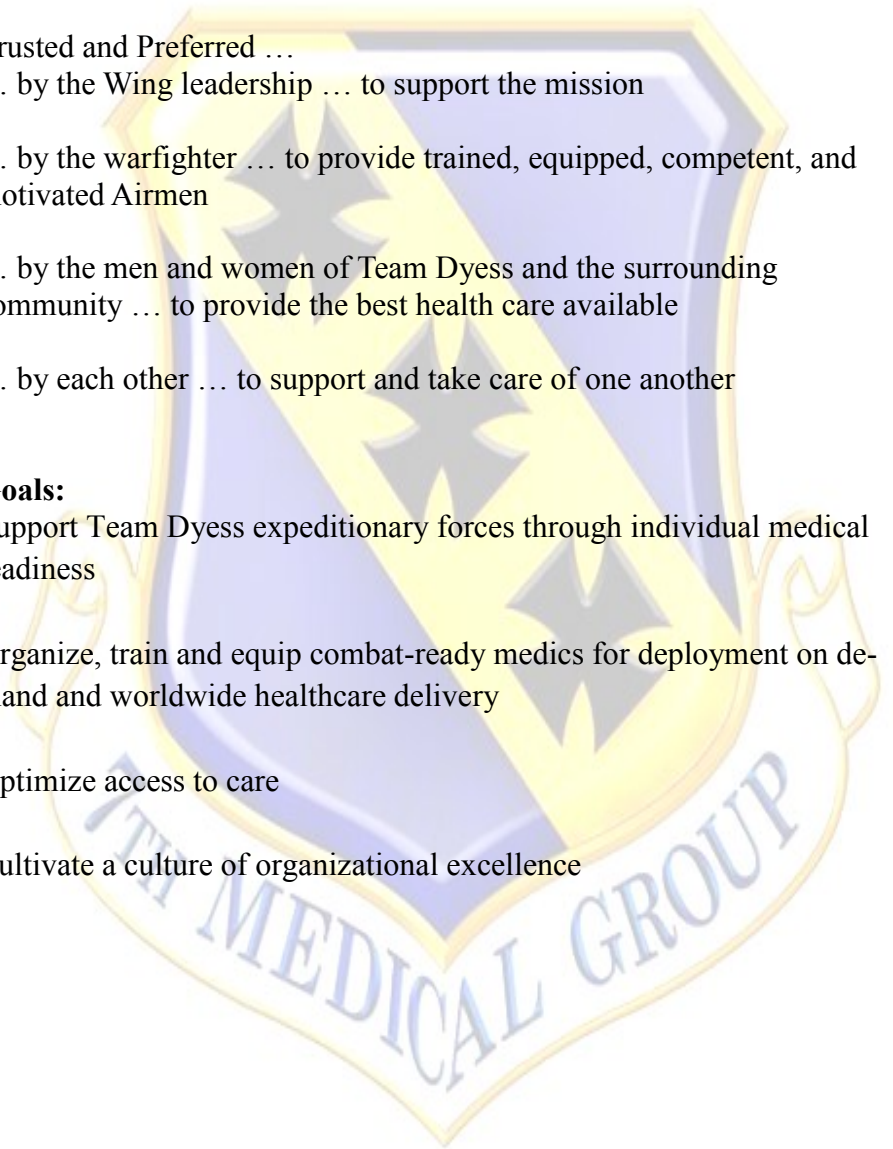
Goals:

Support Team Dyess expeditionary forces through individual medical readiness

Organize, train and equip combat-ready medics for deployment on demand and worldwide healthcare delivery

Optimize access to care

Cultivate a culture of organizational excellence



PHONE DIRECTORY

Prefixes: On base dial 696-XXXX
 Comm (325) 696-XXXX
 DSN 461-XXXX



After hours contact 696-4677

Appointment Line.....	4677
Behavioral Health Program...	4754
Case Management.....	4863
Clinic Information Desk.....	5459
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HOURS OF OPERATIONS

	Appointment Line	Pharmacy
Monday	0730-1630	0700-1600
Tuesday	0730-1630	0700-1600
Wednesday	0730-1630	0700-1600
Thursday	0730-1630	0700-1600
Friday	0730-1630	0700-1600

CLOSURES: Closed for all Federal holidays, wing productivity days, ACC family days and Med Group training half days.

APPOINTMENTS/CLINIC ACCESS

All appointments can be booked or canceled through the appointment line at 325-696-4677. Priority for appointments is given to TRICARE prime enrollees. **Please arrive 15 minutes early**, this allows time for check-in, paperwork and screening activities. Arriving late not only postpones your visit, but it adversely affects subsequent visits. All patients must present a valid military, dependent or retiree ID card upon check-in to clinics or ancillary services. **The only Family Health walk-in service allowed is active duty sick call 0700-0730 Monday-Friday**, which is available by checking in at the Family Health front desk.



MICARE BENEFITS AND ENROLLMENT

MiCare is an online application that allows patients to securely communicate with their medical staff. Only the patient and his or her healthcare team have access to MiCare messages and access to messages can be limited to designated care team members. This flexibility ensures maximal cross-coverage and confidentiality.

Ways Patients Can Use MiCare:

- Request appointments
- Request medication renewals
- Receive test and lab results
- Communicate online with healthcare team about non-urgent symptoms
- Request a copy of immunization records
- Access a large library of patient education materials

Benefits to Using MiCare:

- Getting written advice, accessible anytime, that might otherwise be forgotten or misunderstood if communicated verbally
- Avoiding the annoyance of waiting in phone trees and/or playing “telephone tag”
- Following up on health issues without the inconveniences of traffic, parking, or lost days at work
- Receiving advice on non-urgent matters via direct contact with healthcare team
- Requesting medication refills, arrange appointments, request and review lab, radiology, medical tests and referral results

Registering for MiCare

MiCare registration must be done in person at the 7th Medical Group. Registration at any of the check-in desks or patient administration. A Military ID must be provided to a medical group staff member. Once a patient completes and submits his or her registration card, and it is inputted into the system, the patient will receive an email which will prompt him or her to complete the last leg of the registration process online. To learn more about MiCare go to <http://www.afms.af.mil>.

TRICARE Online (TOL)

What is TOL? Why would I want to access TOL?

TOL is the Department of Defense's online patient-focused portal providing access to available health care services and information that support patient participation in their health and health care experience including online appointing, prescription refill, and Blue Button personal health data.

Who is eligible for a TOL account?

3.6 million beneficiaries and their families, who are at least 18 years old and receive care at a Military Treatment Facility, are eligible for a TOL account.

What features does TOL provide?

- Blue Button – Access personal health data; View, download and print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounter data
- Appointment Center – Schedule, view, set text reminders, and cancel primary care and select self-referral specialty appointments for you and your family
- Prescription (Rx) Refill – Request Rx refills for MTF pick up, check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery
- Health Risk Assessments (HRA) – Submit your HRA online
- Secure Messaging- Communicate directly with your Provider and Care Team
- TRICARE Information- Access to TRICARE benefits information and services at www.tricare.mil
- Health Education – Access to health care information and services

Visit TOL at www.tricareonline.com

EMERGENCY/URGENT CARE

Emergency conditions are those that require immediate medical treatment (potential loss of life, limb or sight). The 7th Medical Group does not have an emergency room. **If you or your family needs emergency care, go to the nearest facility with this service or call 911.**

Hospitals with Emergency Rooms

Abilene Regional Medical Center 6250 Highway 83-84 Abilene, TX 79606 325-428-1000	Hendrick Medical Center 1242 N. 19th Abilene, TX 79601 325-670-2000
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If after hours care is urgent (e.g. can't wait until next duty day, minor cuts, migraines, urinary tract infections, sprains, ear aches, or rising fever), call 1-800-444-5445. This will allow you to receive the referral that is needed before going to one of the following Urgent Care Clinics:

Abilene Diagnostic Clinic 3449 North 10th Street 325-677-4904	Texas Midwest Express Care (Dr J) 1634 State Highway 351 325-676-1100
Abilene Diagnostic Clinic 1665 Antilley Rd, St 120 325-695-7740	Abilene Minor Emergency 3101 S. 27th St 325-695-5440
Texas Midwest Express Care (Dr J) 3802 Catclaw Dr. 325-690-1500	

Non-Urgent Care

If concerns arise that can wait 24 hours please book an appointment at <https://www.tricareonline.com> or if in need of medical advice, contact the on-call provider at 325-696-4677.

Out of Area Care

If you become ill while traveling out of the Abilene area, please follow these steps:

Emergency - Seek care immediately, then after release, contact your Primary Care Manager within the next duty day.

Routine and Urgent – Please call 325-696-4677 and seek a referral.

PROVIDER INFORMATION

Off-base provider directories are available at the TRICARE Service Center or www.humana-military.com. The 7th Medical Group provider staff directory is available by request through the Patient Admin office.

CLINICS

Dental

Location: Third Floor *Phone Number:* 696-2304/2305
The Dyess Dental Clinic is staffed to support active duty patients only. Please call 696-2304 for other questions or emergencies. After hours call 696-4677.

Services Provided:

- Annual exams / cleanings
- Restorative (fillings)
- Endodontic (root canals)
- Prosthodontic (crowns, etc)
- Periodontic therapy (gum surgery / maintenance)
- Oral surgery (conscious sedation / wisdom teeth)

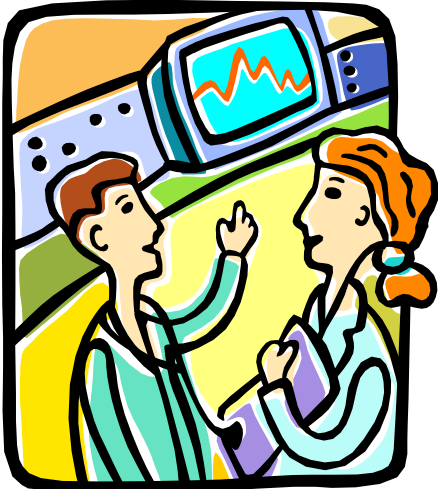


Family Health

Location: Second Floor *Phone Number:* 696-4677
The Family Health Clinic is staffed to support active duty, dependent and retiree patients. All appointments are booked through the central appointment line at 696-4677 or the TRICARE Online web site.

Services Provided:

- Acute/Routine/Well care
Mon-Fri by appointment
Call 696-4677 to book
- Active Duty Sick Call is Mon-Fri 0700-0730 check-in at Family Health
- Strep Throat Clinic is during duty hours and is for anyone enrolled to Family Health
- Pre-deployment clearances
72 hr prior to leaving



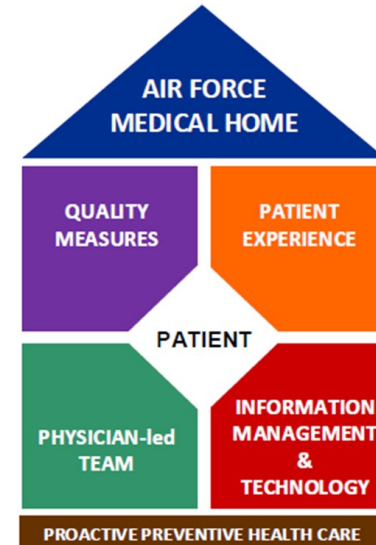
What is Patient Centered Medical Home (PCMH)?

PCMH is an active approach to establish a “medical home” for everyone. Care is coordinated by your individual medical provider who is leading a team of medical professionals providing continuous, comprehensive and personalized prevention-based healthcare.

Why PCMH? We are leading the way in the Air Force because we are committed to providing you greater, faster access to your healthcare team. Through effective communication and building continuous healing relationships you will be receiving greater resources to help care for yourself and your family.

The key is continuity! You shouldn’t have to worry about seeing a different provider each time you visit the clinic. Every effort will be made to ensure you are cared for by the same family health team (technician, nurse and provider) everytime you visit the clinic. Improved continuity means better medical management. We strive to meet your medical needs through your “medical home” team.

PCMH focuses on the patient being the center of healthcare and the driver of care rather than the passive recipient. Care that is truly patient-centered considers patients’ cultural traditions, personal preferences and values, family situations and lifestyle. It makes the patient and their loved ones an integral part of the care team who collaborate with health care professionals in making clinical decisions. Patient-centered care puts responsibility for important aspects of self-care and monitoring in the patients’ hands – along with the tools and support they need to carry out that responsibility. Patient-centered care ensures that transitions between providers and healthcare settings are respectful, coordinated and efficient.



Your Responsibilities

1. Responsible to provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities and any living will, medical power of attorney or other directive that could effect care.
2. Responsible to be honest and direct about everything that relates to being a patient.
3. Responsible for working with the provider to develop and follow a suitable treatment plan and accept consequences thereof. This includes asking the provider about what to expect regarding delivery of the treatment plan and notifying the provider about any changes in the continuum of patient care.
4. Be respectful and considerate of all clinic personnel and other patients and to encourage those who accompany the patient to be equally thoughtful.
5. Obey all clinic guidelines affecting patient care and conduct.
6. Keep appointments and notify the clinic at least 24 hours in advance when a cancellation is necessary.
7. Provide a responsible adult to transport you home from the facility and remain with you if required by the provider.
8. Provide necessary information to facilitate third party insurance collection.
9. Patients who are mature or emancipated minors, as determined by state law, are encouraged to participate in their medical care decisions to the extent possible. The parent, legal guardian or surrogate decision maker of patients who are minors and who are deemed legally incapable of making a health care decision will have final decision-making authority.

Flight Medicine

Location: First Floor *Phone Number:* 696-5490

The primary goal of the Flight Medicine (FM) Clinic is to provide comprehensive healthcare for flight crews and their family members. Flight Medicine physicians, referred to as “Flight Surgeons” undergo additional and highly specialized training before they provide care to flight crews. Appointments can be made by calling Flight Medicine at 696-5490.

Services Provided:

- Flight Crew Sick Call: 10 minute appointments to address acute symptoms only. Sick Call is offered Mon-Thurs 0730-0800 and 1300-1330 and Friday 0830-0900
- Doc/Tech on call 24/7 for emergent /urgent flight crew issues

can be reached at 325-829-9131 or call the Command Post at 325-696-1921

- Flight Crew Members that are seen at an offbase Urgent Care/ER will need to be seen at Sick Call on the next duty day, to ensure that proper follow-up care has been met.



Mental Health

Location: Third Floor *Phone Number:* 696-5380

The Mental Health Clinic is comprised of Behavioral Health, Family Advocacy and Alcohol and Drug Abuse Prevention/Treatment. Services are offered to active duty members through individual, group and psycho-educational treatment.

Services Provided:

- Treatment of stress, anxiety depression, adjustment difficulty & other psychological concerns
- Alcohol & Drug Prevention & Treatment (ADAPT) Program
- Marital Counseling
- Clearances & Evaluation
- Behavioral Health Optimization Program. A BHOP provider is embedded in the Family Health Clinic. Ask your PCM for a referral.
- Family Advocacy
 - Maltreatment Intervention
 - New Parent Support Program
 - Outreach & Prevention Services

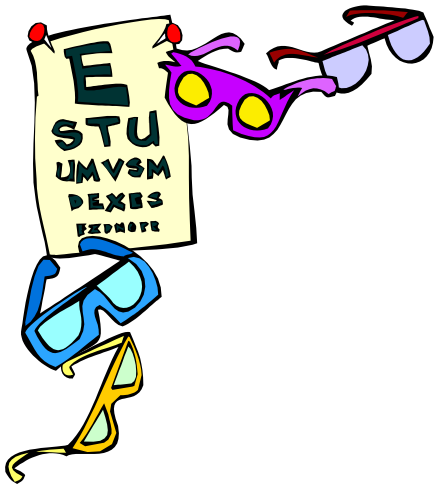
Optometry

Location: First Floor.....*Phone Number:* 696-4438

The Optometry Clinic primary mission is to provide vision & eye health examinations for active duty. Retirees are entitled to order one pair of military glasses per year with a current spectacle prescription.

Hours:

Monday-Thursday 0730-1130 and 1300-1630, Friday 0830-1130 and 1300-1630. Call ahead on MDG training day as they may have special hours.



Services Provided:

- Routine eye exams
- Spectacle ordering
(Note: retirees are entitled to one pair of military glasses per year with a current prescription)
- Spectacle adjustments
- Eye pressure screening
- Military mobility vision equipment

Pediatrics

Location: Second Floor.....*Phone Number:* 696-4750

The Pediatric Clinic provides care for patients ranging from newborn to children fifteen years old for a variety of reasons.

Services Provided:

- Acute/Routine/Well care
- Asthma care
(Note: For children older than 1-yr, should be seen every 6-months)
- Obesity & Overweight concerns
- Behavioral & ADD/ADHD care
(Note: need parent/teacher initial/follow-up assessment forms & report card; see Peds tech for forms)

- Pediatric Strep Throat Clinic is for anyone enrolled to Pediatrics over the age of three.



right to refuse care after all elements of informed consent are delineated by the provider.

5. The right to participate in ethical questions that arise in the course of care, including issues of conflict resolution, pain management and participation in investigational studies or clinical trials. We believe that patients' personal, psychosocial, spiritual and cultural values affect their response to care. The Medical Group allows patients, their families, as well as their health-care providers to discuss spiritual beliefs and cultural practices, as long as these do not harm others or interfere with providing expected standards of medical care.

6. The right to appropriate assessment and management of pain including the patient role in managing pain and the potential limitations and side effects of pain treatments.

7. The right to confidentiality of information gathered during treatment, privacy during care, security of self and property and procedures to address complaints or limits of confidentiality thereof. Patient disclosures and records are treated confidentially and patients can approve or refuse their release, except when it is required by law.

8. The right of individuals with language barriers or hearing, speech and/or visual impairments to have facilitated communication with the staff (the customer service office maintains a listing and coordinates the utilization of health care communicators). Those individuals with physical disabilities have the right to facility accommodations to permit physical access to the 7th Medical Group (our facility is equipped with automatic doors, ramps and elevators).

9. The right to access protective services. The 7 MDG supports the right of patient security and receipt of care in a safe setting insofar as clinic practices and environment are concerned. Victims of known or suspected domestic violence will be referred to Family Advocacy who will facilitate this process.

10. The right to know the provider responsible for the coordination of healthcare to include obtaining information on credentials of healthcare providers and to know the identities of others involved in provision of care.

11. The right to be informed about outcomes of care, including information regarding unanticipated outcomes of care discussed by the provider of care or designee.

12. The right to refuse participation in any research protocol.

13. The right to change provider if other providers are available.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient at the 7th Medical Group, you have certain rights and responsibilities. If you understand these rights and responsibilities, you can and will contribute to the development, implementation and effectiveness of your treatment and the quality of your plan of care. Included is a list of patient rights and responsibilities that reflect the 7 MDG's concern for you as a patient and as a human being (if the patient is a child, adolescent, neonate or unemancipated minor, patient refers to the adult, parent guardian or surrogate decision maker), many of which are addressed in the Health Care Quality and Choice Act of 1999. Please be aware that the 7th Medical Group provides the same high level of care for all patients, based on the patient's individual age and developmental needs, without regard to race, color, religion, sex, national origin, disability or rank.

Your Rights

1. The right to reasonable access to care. While our medical readiness mission may limit our ability to directly provide care to our beneficiary population, we are committed to assisting all eligible patients to obtain needed services regardless of race, age, religion, color, sex, national origin, or disability.
2. The right to care that is considerate and respectful of their cultural, psychosocial, spiritual and personal values. We believe that understanding and respecting these values helps guide the provider in meeting patient care needs and preferences. Disrespectful interactions with patients will not be tolerated. Resolution of complaints or concerns will be addressed at the lowest level of the clinic and elevated as necessary. The right of patient to a timely response to a concern, verbalized or written, is expected.
3. The right to be involved in all aspects of the plan of care, including discussions with a provider about end-of-life issues, foregoing or withdrawing life-sustaining treatment, and designating a decision maker in cases when a patient is incapable of understanding or communicating wishes with a provider. If the patient does not have an advance directive, they will be informed that the base legal office may be contacted for completing medical directives.
4. The right to informed consent for proposed treatment or procedures. Providers will explain the complete information concerning their diagnosis, evaluation, treatment and prognosis to the patient or the legally authorized individual. Potential benefits, risks, or side effects including potential problems related to recuperation will be described to the patient. Other areas to be covered in the informed consent process include likelihood of achieving goals of care, reasonable alternatives to care, and relative risks of not receiving care. Patients have the

Preventive Health Assessment

Location: Third Floor.....*Phone Number:* 696-8799
The Preventive Health Assessment (PHA) Clinic provides all active duty personnel with an annual PHA. This is a mandatory appointment and you must complete the AF Web Health Assessment (AF Web HA) at least one day prior to making your appointment. The AF Web HA takes about 20 minutes to complete. People on fly or special duty status should call Flight Medicine 696-5490 to schedule your PHA.

Services Provided:

- Annual PHA
- Occupational exams
- Individual Medical Readiness Requirements

Physical Therapy

Location: Dyess Fitness Center.....*Phone Number:* 696-5451
Physical Therapy's primary mission is to provide care to all active duty members and other beneficiaries as able. Referrals are accepted from providers on and off base, although a referral is not needed to seek care. Initial appointments are scheduled for physical evaluation and to initiate a plan of care.

Services Provided:

- Comprehensive rehabilitation for orthopedic injuries
- Manual & manipulative therapies
- Post surgical rehabilitation

Women's Health

Location: Second Floor*Phone Number:* 696-5432
The Women's Health Clinic provides quality routine gynecological care, information about pregnancy and infertility, family planning or concerns about personal health. The clinic offers confidential and especially gentle care for teens and first time exams. No walk-in appointments are available.

Services Provided:

- Annual gynecologic exams
- Methods of contraception
- Emergency contraception
- Birth control counseling and hormone replacement refills
- Depo-Provera injections
- Treatment for vaginal discharge
- Treatment for sexually transmitted diseases
- Treatment for abnormal Pap smears
- Colposcopy

SERVICES

Emergency Services

For emergencies DIAL 911 or go to the nearest Emergency Room.



Health and Wellness Center (HAWC)

Location: Bldg 7104 (Fitness Center).....Phone Number: 696-4140

The Health and Wellness Center (HAWC) is dedicated to prevention and health enhancement. This is accomplished by offering a wide variety of programs to clients.

Services Provided:

- Nutrition/Weight Loss
- Cholesterol Education
- Tobacco Cessation
- Stress Management
- Body Composition Assessment
- Wellness Briefings
- Relaxation Room
- Individual Counseling
- Diabetes Education

Immunizations

Location: Second Floor.....Phone Number: 696-1788

Immunizations provides vaccinations for all active duty members, dependents and retirees.

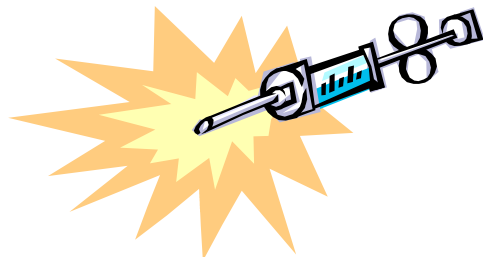
Special Hours:

Immunizations injections are not given after 1600

Services Provided:

- Vaccinations
- Smallpox Vaccination
(Administered Tuesday 1500-1600 & Thursday 0730-0830)
- TB Skin Tests
(Note: administered daily, except Thursday)

Note for safety reasons, Immunizations is closed for family members at these times)



TRICARE Mail Order Pharmacy (TMOP)

Information regarding TMOP is available from the Pharmacy or at: www.tricare.mil/. Eligible beneficiaries include active duty (AD) military personnel and TRICARE enrollees. TRICARE enrollees that have other insurance are required to utilize the other available pharmacy benefit coverage first. There is no co-pay required for AD personnel. For dependents and retirees there is a \$0 copay for generic and \$13 co-pay for brand medications for up to a 90-day supply per prescription and a \$43 co-pay for non-formulary prescriptions.

Turn-around time on initial prescription is normally within 10 days from the date the prescription is mailed in. For faster turn-around time, prescriptions may be faxed from the physician's office directly to the mail order pharmacy. Additional questions should be directed to the member service line at 1-866-363-8667.

TRICARE Network Pharmacies

Enrollees with other insurance are required to use the other coverage first. There is no co-pay required for AD personnel. For dependents and retirees there is a \$5 to \$17 co-pay (generic and brand name drugs respectively) for up to a 30-day supply per prescription and a \$44 co-pay for non-formulary prescriptions. Most of the local pharmacies accept TRICARE. Information regarding TRICARE Network Pharmacy is available at: http://www.tricare.mil/Welcome/MediaCenter/News/Archives/2_1_13_PharmacyCopays.aspx.

Patient Travel

When a TRICARE Prime enrollee is referred by their on-base PCM for medically necessary, non-emergent specialty care more than 100 miles from the PCM's office, the patient must be reimbursed for reasonable travel expenses IAW the Joint Federal Travel Regulation (JFTR), Chapter 7, Part Y, Travel allowances to Specialty Care Over 100 Miles. Patients with a valid referral and appointment slip need to request orders from Patient Administration at least five duty days prior to travel. *(Elective treatment is not authorized for reimbursement.)*

Location: First Floor Phone Number: 696-2831/3649

MSME (Medical Standards)

MSME processes 422s, retraining applications, overseas (AD) clearances, Initial Flying Exam requests, special duty applications, and NCOA/SNCOA clearances. Walk-in hours 0830-1330 (Mon-Fri)

Location: First Floor Phone Number: 696-3859/3858

Behavioral Health Optimization Program (BHOP)

BHOP services are not mental health services. BHOP is designed to be accessible to Primary Care Managers and designated specialty providers to assist them in guiding people:

- Who often feel discouraged, worried, hopeless, and have lost interests/pleasure
- To improve their lifestyle, relationships, health, work performance, treatment compliance, and other impairment in daily functioning
- To help minimize high treatment utilization

BHOP Services help people define specific areas for change and find specific solutions to facilitate change. People must first obtain a referral from their PCM or specialty service provider and then can be seen by BHOP the same day or at a later, scheduled time. BHOP services may be in-person, via phone, and in individual/group settings. The appointments typically last about 30 minutes or less, up to 4 appointments, over several weeks .

Contact the Behavioral Health Consultant (BHC), Doug Miller, LCSW during clinic hours of operation.

Location: Second Floor Phone Number: 696-4754

Laboratory

Location: First Floor Phone Number: 696-2301
The laboratory provides most basic tests in-house for active duty members, dependents and retirees. We also accept lab orders from off-base providers. Some tests may require special scheduling, diets, collection containers or instructions, therefore it is advisable to contact the lab prior to collection to determine if your test falls into this category.

Services Provided:

- Hematology
- Urinalysis
- Chemistry
- Immunology
- Microbiology

If your test is not listed above, please call to check availability.



Patient Administration

Location: First Floor Phone Number: 696-3649
The Patient Administration Office is available to assist you and point you in the right direction.

Services Provided:

- Patient Travel
- Patient Registration
- Patient Eligibility
- Medical Record Inquiries
- Release of Information
- Beneficiary Counseling & Assistance Coordination
- Debt Collection Assistance

Patient Advocates

Customer service representatives (Patient Advocates) are available in each clinic area to assist with any immediate needs. Customer comment forms and comment boxes are available in each clinic for any comments or concerns. Or you can go to the ICE website <https://ice.disa.mil>. Your input provides the clinic an opportunity to grow and adjust services to meet your needs.

HIPAA Program Manager: Carol Mann Phone Number: 696-2337

Pharmacy

Location: First Floor *Phone Number:* 696-4677

The 7th Medical Group Pharmacy fills prescriptions from military and civilian providers for all eligible beneficiaries for items routinely stocked in the Pharmacy. A copy of the current formulary (list of medications stocked by the pharmacy) is available from the Pharmacy. The Basic Core Formulary of medications that all military facilities carry is available at https://rxnet.army.mil/pec/BCF/BCF_genr.php.

Services Provided:

- Prescription pick-up
(Note: you must show a valid military ID card to pick-up a prescription)
- New prescriptions
(Note: includes prescriptions from down town providers)
- Prescription transfers
- Prescription refills
Phone in refills to 696-1585.
(Note: refills called in prior to 0800 hrs will be ready the next duty day)
- Cold and Flu Clinic
Call appointment line (325) 696-4677. Pharmacy will provide a telephone consult; prescription and quarters slip if needed will be ready for pick up at the pharmacy.

Radiology/X-ray Services

Location: First Floor *Phone Number:* 696-2375

Radiology provides examinations on a walk-in basis to patients with prescriptions from on or off base providers.

Services Provided:

- Routine radiological studies



TRICARE and Humana Military

For enrollment, billing and other questions:

- Self-Service on the Web at www.tricare.mil or www.Humana-Military.com
- Self-Service on the Phone at 1-800-444-5445

TRICARE programs for beneficiaries with Medicare

TRICARE for Life (TFL) is a program in which TRICARE acts as a supplemental insurance to Medicare. You must have Medicare Part A and B to be eligible for this program. *TRICARE Prescription (TRICARE RX)* benefit was extended to Medicare beneficiaries in April 2001. TRICARE RX provides prescription coverage at a minimal cost share to the beneficiary. *TRICARE Plus* is a program at Dyess intended to extend military treatment facility care to those beneficiaries who are eligible for Medicare and still wish to be seen by a primary care provider at this facility. This program may be available to certain non-Medicare beneficiaries. Contact the customer support office, located on the first floor of the clinic, for questions and enrollment.

Referrals

In non-emergency situations, contacting your PCM is the first step to obtaining specialty care. Should your PCM determine that you need specialty care, you will be referred to a specialist within the TRICARE civilian network. The Referrals Management Center (located around the corner from the TRICARE office) will be your first stop. They will explain the process in detail.

Location: First Floor *Phone Number:* 696-2177

SPECIAL PROGRAMS & SERVICES

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) is a privacy rule explaining how the 7 MDG may use or disclose a patient's protected health information, with whom that information may be shared, and the safeguards which must be in place to protect the information.

HIPAA also covers the patient's rights to access and amend their protected health information. A patient has the right to approve or refuse the release of specific information outside of the military medical system except when the release is required or authorized by law or regulation. Contact the 7 MDG HIPAA office for more information at 696-2337.

Third Party Collection/Liability

If you are a dependent or retiree you will be asked at least annually to provide insurance information as required by federal law. If you have other medical health insurance, please supply the requested information as accurately as possible. The 7 MDG is tasked by law to bill either your health insurance or the insurance of a third party should they be responsible for your illness or injury. All proceeds from this process are returned directly to the clinic to improve and continue the clinic's ability to provide for your healthcare.

MetLife (Family members of active duty)

The TRICARE Dental Program (TDP) is an excellent program to manage the routine and emergent dental needs of these members. Detailed TDP coverage and enrollment information is contained in the TDP Benefit Booklet and on the MetLife website (<https://mybenefits.metlife.com/tricare>). Sponsors and family members may call MetLife's toll free Customer Service Department at 1-855-638-8371, or on-line at <https://mybenefits.metlife.com/tricare> to obtain enrollment information. Most civilian dental offices in Abilene accept the TDP coverage. Individuals enrolled in this plan should contact their civilian dentist for all routine and emergency dental needs.

TRICARE Retiree Dental Program

Retirees and eligible dependents are encouraged to maintain their dental health needs by enrolling in the TRICARE Retiree Dental Program (Delta Dental). For information about the program and enrollment call 1-888-838-8737. Individuals enrolled in this plan should contact their civilian dentist for all routine and emergency dental needs.

YOUR HEALTH AND SAFETY

Your health and safety are very important to us. Please report any situation that could impact your safety or the safety of others to any staff member immediately. We are dedicated to making your visit as safe and comfortable as possible.

Pain Management

Effective pain assessment and management can help you heal by removing or reducing the adverse physical and mental effects of unrelieved pain. You can expect information about appropriate assessment and management of your pain and pain relief measures; a concerned staff committed to pain prevention; health professionals who respond quickly to your report of pain; and state of the art pain management. Please let your primary care management team know if you are experiencing pain.

Patient Education

The goal of patient and family education is to improve patient health outcomes by promoting healthy behavior and involving the patient and, as appropriate, family in health care decisions. To meet this goal, we are dedicated to providing patient educational opportunities based on an individual's educational needs and abilities, psychosocial, spiritual and cultural values. Please inform your primary care team if you do not completely understand the educational information provided.

Fire Drills

For your protection, the clinic conducts fire and disaster drills regularly. If a drill occurs while you are in the clinic, the staff will provide you direction on what to do.

Children in the Clinic

Child care is not provided by clinic staff. If your children accompany you to your appointment, they may not be allowed to accompany you into the exam room.



Treatment of Minors

By law the 7th Medical Group is required to have permission from a parent or legal guardian to provide non-emergent care to an unemancipated minor. If you leave your unemancipated minor under the care of someone other than a parent or legal guardian, please ensure that the responsible party has a medical power of attorney. This will prevent any unnecessary delays in care and hardships. Please note that there are two situations that parents should know of that alter this law. Under Texas law, once a minor is determined to be pregnant, they are automatically declared emancipated by the state for the treatment of their pregnancy and do not require parental permission for care. The second case is that parental notification or permission is not required for the diagnosis of, or treatment of, any sexually transmitted disease or substance abuse.

Tobacco Usage

The 7th Medical Group follows the USAF policy on tobacco use. Tobacco usage in the medical campus (to include smokeless tobacco and e-cigarettes) is strictly prohibited. For your health and the health of others, please refrain from all tobacco usage. A covered designated tobacco area (DTA) is available outside the clinic building. Please ask any staff member for directions. You may not smoke in your vehicle. It is contrary to 7 BW policy for anyone to walk with lighted tobacco products anywhere on base except in a DTA.



SPECIAL NEEDS

Deaf and Hearing Impaired

A sign language interpreter for patients and family members who are deaf is available.

Translation Services

If you require someone to act as an interpreter, please advise the appointment line when making an appointment, so that we can arrange for an interpreter. While performing his/her professional duties, the interpreter shall not give advice, express personal opinions or engage in any other activity that may be construed to constitute a service other than interpreting.

ACTIVE DUTY

Profiles

All profiles (duty restriction limitations) are obtained through your primary care manager (provider). If you are seen by an off base provider, bring written restrictions from the provider to the clinic for an official Air Force profile.

For profile changes or restriction you will need to make an appointment with your PCM. Only a provider with the 7 MDG may extend or change your profile.



Quarters

Unit commanders and supervisors have the authority to grant quarters for up to 24 hours. This is in accordance with AFI 41-210, paragraph 4.14.6.

Quarters are obtained through your primary care manager (provider). If you are seen by an off base provider, bring your excuse slip to the clinic to your PCM for an official quarter's slip. If you are put on quarters during the weekend, come to the clinic the next duty day.

Convalescent Leave

You should take care of your convalescent leave prior to having surgery in accordance with AFI 36-3003. Convalescent leave is your responsibility. This process may take up to one (1) week, so plan accordingly. If you are unable to accomplish your convalescent leave before surgery (because of an emergency), your first sergeant may complete the process.

Convalescent leave paperwork (AF Form 988 and provider justification) should be dropped off to your PCM prior to your scheduled leave. Once your PCM has signed your convalescent leave request, you shall pick the form up from the PCM and return it to your First Sergeant for processing through your unit. Your convalescent leave is not official until it is signed by your UNIT COMMANDER.