

PROFILE EXTENSION/CON-LEAVE/SEP FORMS

1. If previously discussed with your primary care provider, patients requesting profile extensions, Convalescent Leave, or other paperwork completion may drop off requests and supporting documents completely filled out at Family Health Desk #2. The Family Health Team will review the request and process the paperwork as indicated within 72 hours. Profile extension updates take 5-7 business days to process.

2. Military convalescent leave except for pregnancy will need an extension every 30 days by your PCM. Convalescent Leave will not be processed until after the procedure/surgery or discharge from the hospital. Members must drop off paperwork at desk 2 for processing. If you are unable to pick up or drop off the convalescent leave, please make arrangements with your supervisor or 1st Sergeant to act on your behalf.

HEALTH AND WELLNESS CENTER

The HAWC is dedicated to prevention and health enhancement. This is accomplished by offering a wide variety of programs to our clients. See the programs listed below: 478-327-8480

- Diabetic Seminars
- Healthy Weight
- Cholesterol Education
- Tobacco Cessation
- Stress Management
- High Blood Pressure Education
- Fitness Fundamentals
- Childbirth Education
- Pregnancy Education

LABORATORY RESULTS

1. Please allow 1 week for lab results to be processed.
2. Your provider team will inform you of your lab results, or you can view them on Tri-Care Online.

Tricare Online: <https://tricareonline.com>

IMR Status check: <https://imr.afms.mil/imr/MyIMR.aspx>

MiCARE/Relay Health
<https://app.relayhealth.com/>



ADDRESS

78th Medical Group
655 Seventh Street, Bldg 700
Robins AFB, GA 31098



78 MDG Family Health Clinic Reference Guide

**The Medical Group does it
R.I.T.E.**

**Respect, Innovation,
Teamwork and Excellence**





78 MDG Family Health Clinic Patient Reference Guide

CLINIC APPOINTMENTS

1. Active duty acute concerns: Active duty members with acute new onset illness may call the central appointments desk at 478-327-7850 to book an acute appointment with their Provider or Team from 0700-1600 daily.
2. There are two options for making an appointment to the Clinic. Patients can call the central appointments desk at 478-327-7850 or visit Tricare online at <https://tricareonline.com>. The number above can be used to reach the Provider on-call after normal business hours for home care instructions. Report to the nearest emergency room for all emergencies. There is no sick call.
3. All patients: If no acute appointment is available within 24 hours a telephone consult to the Family Health Team nurse will be created and a call back to the patient will be made within 24 hours to provide telephone triage, home care options, urgent care or booking into a later available appointment.

CLINIC SERVICES

- Acute/non-urgent, routine, and follow-up care
- Management of common chronic diseases
- Dermatological care
- Minor surgical procedures
- Women's health care services
- Pediatrics ages 2 and older
- Command directed fitness evaluations and profiles
- Behavioral Health
- Well child and active duty dependent appointments
- Walk-in technician ran clinic hours for injections, suture removals, blood pressure check as directed by a provider 0800-1000 and 1300-1400, except for the 2nd & 4th Thursday of every month.
- Medical Standards Element: located at Flight Medicine for starting cross training, AFSC waivers, etc.

MILITARY QUARTERS

1. Per AFI 41-210; 4.14.6, your supervisor can grant you 24 "sick status" for illnesses that do not require Medical Treatment Facility intervention.

CLINIC INFORMATION

1. The Family Health Clinic closes @ 1100 on the 2nd and 4th Thursday of every month for training.
2. The Nurse Advice Line is available to obtain permission if you need urgent care services after hours or on the weekends.
3. MiCare is a secure emailing system designed for you to electronically communicate with your Primary Care Manager/Team. Generally, MiCare questions are responded to in a more timely manner than telephone consults. To register for MiCare you must come to desk 2 and fill out a registration form.

CLINIC POLICIES

1. We do not book appointments or leave telephone consults at our front desk. You will need to call the appointment desk 478-327-7850 or send an e-mail via MiCare.
2. Preventative Health Assessments (PHA), Separation, Retirement physicals and iRILO's are mandatory military appointments. You must be in uniform.
3. Please have any necessary forms that require your provider's signature with you when you come to your appointment.
4. The Family Health Clinic does not call in or fax prescriptions to off base pharmacies. You will need to pick these up at the front desk.
5. If you arrive late to your scheduled appointment time, you may be asked to reschedule your appointment. We ask that you arrive 15 minutes prior to your scheduled appointment time.

OFF BASE APPOINTMENTS

1. If seen by an off base provider, please ensure your medical notes are faxed to the Referral Management Center 478-327-8388.

PHARMACY

1. The pharmacy refill phone number is 478-327-8150. If your prescription is expired or you are out of refills, you will need to leave a message for your PCM at 478-327-7850 or via MiCare. Please allow 72 hours to process your request.
2. The pharmacy will refill medications 21 days early if you are going out of town.
3. The pharmacy will fill 7 days of routine maintenance medications normally filled here, if you present to them with your prescription bottle. This will give you time to book an appointment to obtain a new prescription. 478-327-7850.
4. Family Health providers will NOT re-write a prescription or lab order given by off base physician. You can take the order directly to Pharmacy/lab/radiology. That ordering off base provider is responsible for giving you the results. The Family Health Clinic will not give out results ordered by off base providers.
5. Non formulary prescriptions take approximately two weeks to process. Visit the Family Health Clinic first to start the process.

REFERRALS

1. Active duty require a referral for almost all care received off base. For an emergency (life, limb, eyesight) do not wait, please go to the nearest emergency room. All urgent care and specialist office visits require prior authorization. Some tests for non-active duty may not require prior authorization. Always check with Referral Management if you are not sure. 478-327-8020 or Humana at 800-444-5445.
2. Please contact Referral Management with questions related to your referrals. Please call: 478-327-8020.
3. When you have obtained a referral for off base care, ensure the your condition for off base care matches the reason for service on your referral. It is the patients responsibility to ensure the referral stays active.