



**Joint Base  
Anacostia-Bolling  
Clinic**



**579th Medical Group**

# **Patient Handbook**

# Introduction

On behalf of the men and women of the 579th Medical Group (579 MDG), welcome to Joint Base Anacostia-Bolling (JBAB). Our mission is to provide world class medics, ready professionals committed to trusted care. We're here to ensure better health, optimize care, optimize readiness, and maximize resources. We strive to provide timely quality and safe care for you and your families .



Our organization's mission and vision partner you and my healthcare teams in order to ensure the best outcomes and keep you healthy and/or fit for duty. Our clinic offers a wide variety of proactive preventive and educational health services. In addition, we provide healthcare to treat injuries and illness.

I invite your comments on any of the services we provide and welcome your suggestions to improve the quality of your healthcare. Thank you for choosing us to be a partner in your health.

Best wishes for your well-being,

A handwritten signature in black ink, appearing to read "Michelin Y. Joplín".

MICHELIN Y. JOPLIN, Col, USAF, NC  
Commander

## Our Mission:

World Class Ready Medics...Committed to Trusted Care

## Our Vision:

The NCR's Home for High Reliability



# Joint Base Anacostia-Bolling Clinic

**579th Medical Group**  
238 Brookley Avenue SW  
Joint Base Anacostia-Bolling, DC 20032

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# Directory

Emergency off JBAB.....	911
Emergency on JBAB .....	(202) 433-3333
Appointments.....	(888) 999-1212
Beneficiary Counselor Assistance Coordinator .....	(202) 404-6971
Dental Clinic.....	(202) 404-5519
Family Member Relocation Coordinator.....	(202) 404-3612
Flight Medicine....	(202) 404-5865
Front Desk.....	(202)404-5512
Health Promotions... ..	(202) 404-1563
HIPAA Privacy Officer.....	(202) 404-3603
Immunization Clinic.....	(202) 404-6724
Mental Health.....	(202) 767-0611
Nurse Advise Line.....	(800) 874-2273
	(800) TRICARE option 1
Patient Advocate.....	(202) 641-0137
Physical Evaluation Board Liaison Officer (PEBLO).....	(202) 404-6692
Pharmacy....	(202) 404-7742
Preventative Health Assessment .....	(202) 767-4733
Public Health.....	(202) 404-3604
Public Health Medical Standards.....	(202)404-6524
Records/Release of Information .....	(202) 404-1378
Resource Management .....	(202)404-3602
TRICARE/Health Plan Enrollment .....	(877) 874-2273

# Secure Messaging

Secure Messaging is secure service through RelayHealth that offers secure efficient electronic communication between you and your healthcare team. It provides a secure medium to exchange health information compared to using a personal email account. Secure messaging allows you to:

- **Access patient education materials**
- **Communicate online about non-urgent symptoms**
- **Request immunization records**
- **Request medication renewals**
- **Receive test and lab results**
- **Request appointments**

Registration is an in-person process to ensure protection of patient health information. Enrollment can be initiated at the Medical Treatment Facility with your military identification card. An enrollment email will be sent with instructions on how to complete the registration process. Once you have accomplished this, you are ready to start messaging with your healthcare team.

The future of military health has arrived and 579 MDG patients can be part of it. Take command of your healthcare, register for secure messaging today.

To learn more visit <https://app.relayhealth.com>

## Patient Advocate

There are several Patient Relation Liaison's throughout the facility who are available to assist you with any questions, concerns, requests, and complaints. The Patient Relation Liaison works between patients and healthcare staff to help facilitate, improve, and maintain a high quality of trusted care.

**Phone: (202) 641-0137**

# DEERS

You must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) to be eligible for TRICARE. It is important for you and your family members to have updated contact information in DEERS. Members can update basic information such as address, email address, and phone numbers in DEERS by logging onto milConnect or by calling milConnect directly.

**Phone: (800) 538-9552**

To add or remove family members, visit the local identification card office in the military personnel section or call to setup an appointment.

<https://www.dmdc.osd.mil/milconnect>

## TRICARE Enrollment



To enroll in TRICARE Prime, all military beneficiaries, including duty service members, need to call TRICARE. Enrollees will be assigned to a Primary Care Manager (PCM). Patients enrolled in TRICARE Prime use their PCM Team to coordinate all primary and specialty care medical concerns. Enrollees may change their PCM by calling TRICARE.

**Phone: (877) 874-2273**

Non-active duty TRICARE beneficiaries have the option to enroll in TRICARE Standard. TRICARE Standard is a fee-for-service plan and enrollment is not required.

To learn more visit [www.tricare.mil](http://www.tricare.mil).

# Patient Centered Medical Home

**Hours: Monday- Friday 7:30 am- 4:30 pm**  
**Closed 1st Wednesday of every month for MDG Training**

## **FAMILY MEDICINE AND PEDIATRICS**

The Family Medicine and Pediatrics clinic follow the Patient Centered Medical Home (PCMH) model. We strive to deliver highest quality evidence-based , team approach to health care. This is a partnership between the patients, their families and the entire PCM team to focus on patients' unique needs. We recognize that patients are core team members. We emphasize continuous process improvements to maximize team member's skills to provide care applying Access, Compassion and Excellence in all we do. We address presenting issues as well as preventive care during each visit.

Family Health and Pediatrics strives for continuity of care to improve the patient care experience. Non-enrolled patients with acute care needs are encouraged to use one of the three local Medical Treatment Facilities with urgent care clinics. The 579 MDG Pediatric providers encourage parents to use the following sources for researching specific questions you may have regarding child development and home care of childhood diseases: [www.HealthyChildren.org](http://www.HealthyChildren.org), [www.health.nih.gov](http://www.health.nih.gov), and [www.cdc.gov](http://www.cdc.gov).

**Appointments: (888) 999-1212 or [www.tricare.mil](http://www.tricare.mil)**  
**Nurse Advice Line: (800) TRICARE, Option 1**

## **WOMEN'S HEALTH**

The Women's Health Clinic offers obstetrics and gynecology healthcare services to adolescents, adults, and geriatric women. Services include women's health screening exams, family planning utilizing all birth control methods, low risk obstetrical care, and menopause management. We provide evaluation, diagnosis, treatment and referral if necessary for all gynecological conditions, with emphasis on education, wellness, and disease prevention. Low risk expectant mothers can receive their routine prenatal care at Bolling Clinic and deliver at Fort Belvoir Community Hospital. To self-refer for care, schedule an appointment via the appointment line.

## **FLIGHT AND OPERATIONAL MEDICINE**

The Flight and Operational Medicine Clinic takes care of ALL Flyers, Presidential Support Program (PSP), Personnel Reliability Program (PRP), and Special Operational Duty personnel (SOD).

ALL active and inactive Flyers, PSD, PRP, and SOD personnel in the BP PAS Code are strongly encouraged to enroll with Flight and Operational Medicine. Please bring your hardcopy medical record to our clinic and sign your welcome letter within a week of arrival.

### **Flight and Operational Medicine sick call check-in**

**Hours: Monday- Friday 7:30 a.m.- 8 a.m.**

**Closed 1st Wednesday of every month for MDG Training.**

**Phone: (202) 404-5865**

## **Access to Care**



All TRICARE beneficiaries enrolled at the 579 MDG may schedule an appointment by calling the National Capital Region appointment line Monday- Friday 6 a.m.- 6 p.m. For faster service we encourage you to try making appointments online 24 hours a day at [www.tricare.mil](http://www.tricare.mil). If you are unable to keep your scheduled appointment, please call and cancel the appointment at least 24 hours in advance.

**Appointments: (888) 999-1212 or [www.tricare.mil](http://www.tricare.mil)**

We follow the TRICARE Access to Care standards when booking appointments. However, appointment availability may fluctuate as a result of deployments, illness, training or temporary duty.

- **24 Hour: Patient requires to be seen within 24 hours**
- **Future: All non-acute issues patient seen within 7 days**

# Specialty Services

**Hours Monday-Friday: 7:30 am- 4:30 pm**  
**Dental Hours Monday-Friday: 7 am- 4 pm**  
**Optometry Hours Monday-Friday: 7:30-1130,**  
**12:30-4:30 pm**  
**Closed 1st Wednesday of every month for MDG Training**



## **DENTAL**

The Dental Clinic offers general dental services as well as specialty care for active duty in Prosthodontics, Periodontics, Endodontics, Orthodontics and Comprehensive Dentistry. Oral Surgery services are coordinated through the Malcolm Grow Medical Clinics and Surgery Center. Active duty service members may schedule their periodic dental exam and cleaning appointments by calling the Dental Clinic.

**Phone: (202) 404-5519**

**For after-hour dental emergencies, please call Emergent Care Services on Joint Base Andrews.**

**Phone: (240) 857-2333**

Selected care for family members and retirees may be provided through the residency program supported by the clinic. However, due to limited availability, participation in the TRICARE Family Member Dental Plan for dependents is highly recommended. Active duty sponsors are encouraged to establish family members with a local civilian dentist as soon as possible. Family members and can enroll by contacting TRICARE Dental or [www.tricare.mil](http://www.tricare.mil).

A dental plan for all dependents and military retirees under age 65 is also available by calling Delta Dental.

**TRICARE Dental Phone: (855) 638-8371**

**Delta Dental Phone: (888) 838-8737 or [www.trdp.org](http://www.trdp.org)**

## **OPTOMETRY**

The Optometry Clinic provides eye care services for all active duty, retired and dependent beneficiaries age five years and older. We provide routine eye care and are equipped to manage patients with sight altering diseases such as diabetes and glaucoma. No referral is necessary. Please call the central appointment line for an appointment.

**Appointments: (888) 999-1212 or [www.tricare.mil](http://www.tricare.mil)**

## **MENTAL HEALTH**

The clinic provides mental health services for all active duty members. Please call the Mental Health Clinic directly to make an appointment.

**Phone: (202) 767-0611**

Prime enrollees (excluding active duty) may self-refer to a TRICARE provider for the first eight visits. Contact Health Net to locate a provider.

**Phone: (877) 874-2273**

Alcohol and Drug Abuse Prevention and Treatment program supports active duty service members with substance abuse issues by providing treatment plans and rehabilitation.

**Phone: (202) 767-0611**

## **PREVENTIVE HEALTH ASSESSMENT (PHA)**

All active duty service members must complete an annual PHA. All active duty and reserve AF members must complete the Web Health Assessment (WebHA). Access the WebHA by logging on to the Air Force Portal and selecting "Health" from the "Life & Fitness" drop down menu at the top of the main portal page. Click the link for the AF Web-based Health

### **Appointments:**

Please complete the online WebHA and then contact the PHA cell to schedule an appointment at (202)767-0323 or (202)767-4733.

# Ancillary Services

## Hours:

**Monday, Tuesday, Wednesday, Friday: 7:30 am 12:30 pm, 1:30 pm- 4:15 pm**

**Thursday 8 am- 12:30 pm and 1:30 pm- 4:15 pm**

**Closed 1st Wednesday of every month for MDG Training**



## IMMUNIZATIONS

Any travel (leisure or official) must be cleared by Public Health/Travel Medicine prior to receiving immunizations. Please bring a copy of your orders for official travel.

- **Small Pox is available Wednesdays 7:30 a.m.-8:30 a.m.**
- **IPPD (Tuberculosis skin tests) are available daily except Thursday and Friday before three day weekends.**
- **Allergy Shots are available at Malcolm Grow Medical Clinics and Surgery Center. All patients are accepted on a walk-in basis.**

**Phone: (202) 404-6724**

## LABORATORY

The clinic's laboratory performs routine testing in chemistry, hematology, urinalysis and rapid petrologic testing. Specialized reference testing can be drawn locally and sent to the appropriate testing reference laboratory. Some tests may require special collection and handling

requirements; therefore, you may be provided instructions to ensure proper specimen collection preparation. Test results will be provided through your ordering healthcare provider and available at the Patient Administration office.



## PHARMACY

**Phone-In Refills to the Pharmacy:** Refills called in before 3:30 p.m. Monday- Friday will be available two days later, after 2 p.m. Refills called in after 3:30 p.m. on Friday and during the weekend will be ready after 9 a.m. on Tuesday. Federal holidays will delay refills by one duty day.

**Civilian Prescriptions:** The pharmacy will honor prescriptions written by civilian physicians if the medication is stocked. Patients are encouraged to have their civilian physician write prescriptions authorizing substitution of generic drugs. If you or your provider have questions about medication availability, please contact the pharmacy.

**Phone: (202) 404-7742**

**Picking up Prescriptions:** If someone other than the patient will be picking up prescriptions, this person will need a valid U.S. Government-issued photo identification of themselves and the patients identification or a copy (both front and back).

**Prescription Refills 24-hour Phone: (240) 857-7978**

## RADIOLOGY

The radiology section is equipped with state-of-the-art digital equipment. Basic routine x-ray exams may be taken in our facility. For exams not available at the 579 MDG, you may be directed to other radiology departments in the National Capital Region that are located at Malcolm Grow Medical Clinics and Surgery Center, Fort Belvoir Community Hospital and Walter Reed National Military Medical Center. Radiology will honor prescriptions written by TRICARE authorized civilian physicians that state the type of exam, reason for the exam (history), and contact number for their office.



**Phone: (202) 404-2532**

# Support Services

## HEALTH PROMOTIONS (HP)

HP is staffed by expert health, fitness and nutrition personnel to provide information and counseling on various wellness-related topics. HP assists individuals in improving and maintaining their overall health and fitness through the following programs: Tobacco Cessation, Fitness Instruction, Healthy Nutrition, and Disease Prevention.



**Phone: (202) 404-1563**

## TRICARE CLAIM CONCERNS

For information about claims processing or to check the status of your claims submission, please contact the TRICARE Service Center. Claim forms and information may also be obtained at [www.mytricare.com](http://www.mytricare.com).

**Phone: (877) TRICARE**

**If your concerns persist, contact the 579 MDG Beneficiary Counselor Assistance Coordinator.**

**Phone: (202) 404-6971**

## OUT OF AREA CARE

When traveling out of the area, TRICARE Prime enrollees are covered for urgent or emergency care only and should try to use a military treatment facility. If no military treatment facilities are available, you must call the Nurse Advice Line 800-874-2273 (option 1) 24/7 prior to seeking care. Upon your return home, follow up with your Primary Care Manager for any specialty referrals that may be needed. Routine care is not authorized out of area.

**Nurse Advice Line: (800) TRICARE Option 1**

## REFERRAL MANAGEMENT CENTER (RMC)

Primary Care Managers will enter consultations into the computer to be electronically transferred to the RMC for review, coordination and booking. The RMC will coordinate all referrals with military treatment facilities in the National Capitol Region with the exception of the specialty services which must be booked by the patient. Specialty service appointments are for mammograms, MRIs, CT scans and ultrasound diagnostic exams.

The referral process may take three to five business days. If you have not been contacted in three to five business days, then you should contact the RMC.

If the appointment cannot be booked for you in an military treatment facility within 28 days, the RMC will review the referral, and forward to a TRICARE contractor for a second review and assignment of a specialty provider.

**RMC Phone: (202) 404-3510**

**Integrated Referral Management and Appointing: (855) 227-6331**  
**Phone: (877) TRICARE**

## PUBLIC HEALTH

The Public Health mission is to prevent disease, disability and premature death by providing education, monitoring the population for adverse health events and instituting population based interventions. We are organized into two sections: Community Health and Force Health Management.

Community Health provides briefings to international travelers that include vaccine recommendations and strategies you can use to keep you healthy while you travel. Force Health Management includes the occupational health program, deployment medicine and preventive health assessment program.

**Phone: (202) 404-3604**

# Medical and Dental Records

All service member medical and dental records provided by any military treatment facility are the property of the U.S. Government. Records must be returned to the 579 MDG Outpatient Records office for appropriate filing and maintenance. Contact Patient Administration to request a copy of medical records.



**Phone: (202) 404-1378**

**Fax: (202) 404-3511**

# Advance Directives

An accident or illness can take away a person's ability to make his or her own healthcare decisions. In this event, some patients have the right to make sure their wishes, regarding their healthcare, are known even if they are no longer able to communicate or make decisions for themselves. Advance directives are tools you can use to address this situation. For more information on Advance Directives contact Patient Administration or your Primary Care Manager.



**Phone: (202) 404-1378**

For assistance creating an Advance Directive, contact JBAB Legal Office.

**Phone: (202) 767-5297**

# Third Party Collection

The Third Party Collection Program (TCP) requires military treatment facilities to bill other health insurance for the cost of services that are covered by a private health insurance policy. Please bring your other healthcare insurance card with you to all appointments.

All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit the clinic. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 579 MDG sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company. We are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

All monies received through TCP become a part of the 579 MDG budget. This helps us provide you with state-of-the-art healthcare now and in the future for all beneficiaries.

**Resource Management Phone: (202) 404-3602**

# Emergency Care



In an emergency, call 911 (off base) or on base call (433-3333) or go directly to the closest Emergency Room. No prior authorization is needed for emergency services.

For urgent medical concerns call the Nurse Advice Line (800) 874-2273, 24/7 and talk to a registered nurse who can answer questions, provide health care advice, and locate medical care. You must call your Primary Care Manager the next day to report an urgent care or Emergency Room visit.

**Most Tricare Prime beneficiaries seeking urgent care are authorized two urgent primary care visits in the U.S. each fiscal year (FY) (Oct 1-Sept 30). Active Duty members are still required prior authorization for urgent care visits.**

## MILITARY TREATMENT FACILITY EMERGENCY CARE LOCATIONS

### **Fort Belvoir Community Hospital**

9300 DeWitt Loop  
Fort Belvoir, VA 22060  
(571) 231-3224

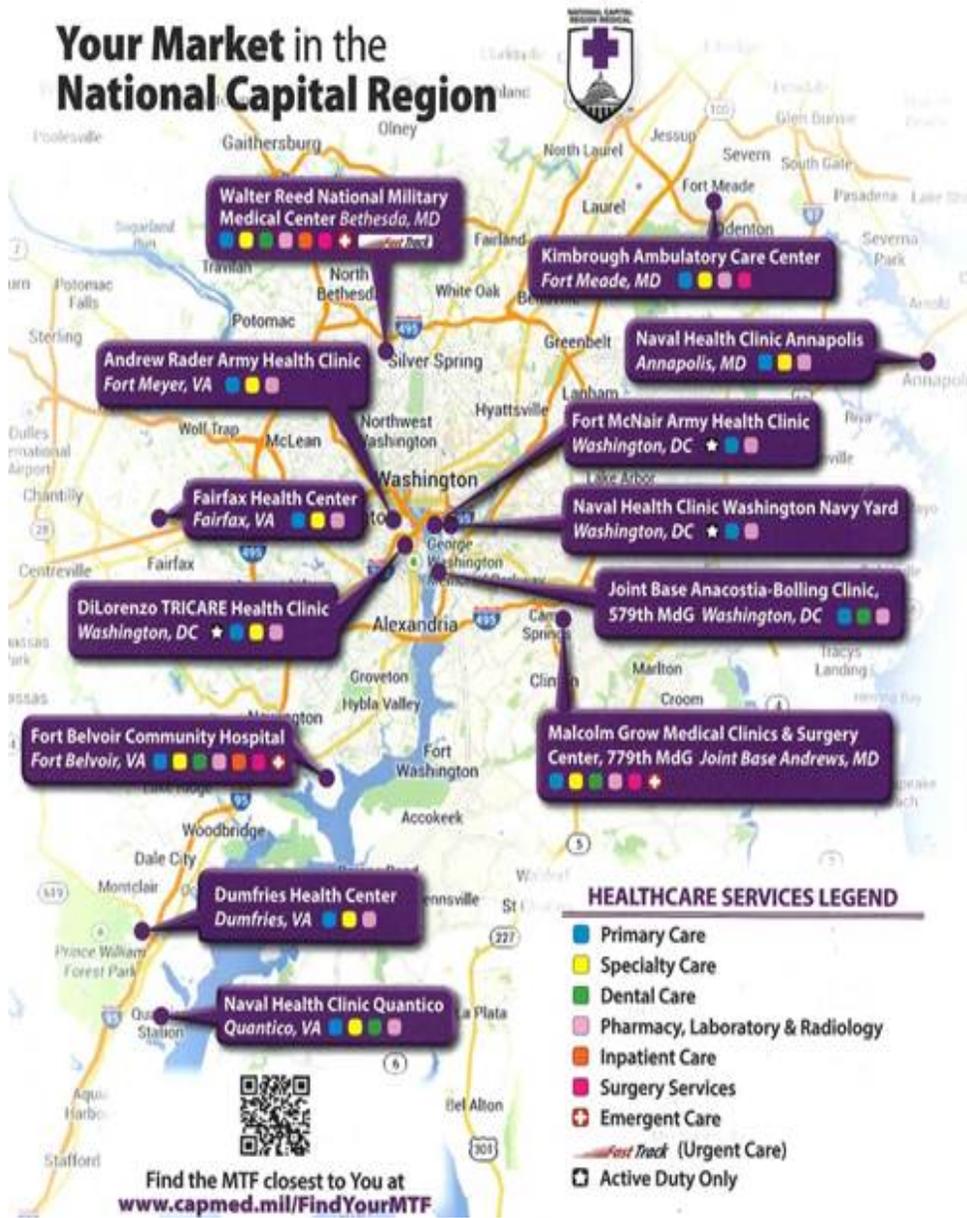
### **Malcolm Grow Medical Clinics and Surgery Center**

1050 West Perimeter Road  
Joint Base Andrews, MD 20762  
(240) 857-5911

### **Walter Reed National Military Medical Center**

8901 Wisconsin Avenue  
Bethesda, MD 20814  
(301) 295-4810

# Military Treatment Facility Map



# Patient Rights and Responsibilities

## YOUR RIGHTS

- **Medical Care** Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.
- **Respectful Treatment** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
- **Privacy and Security** Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191(Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.
- **Provider Information** Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.
- **Explanation of Care** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient’s treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

# Patient Rights and Responsibilities

- **Informed Consent** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

- **Filing Grievances** Patients have the right to make recommendations, ask questions or file complaints to the MTF Patient Advocate at (202) 641-0137. If concerns are not adequately resolved, patients have the right to contact the Joint Commission at (800) 994-6610.

- **Research Projects** Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

- **Safe Environment** Patients have the right to care and treatment in a safe environment.

- **MTF Rules and Regulations** Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

- **Transfer and Continuity of Care** When medically permissible, a patient may be transferred to another MTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

- **Charges for Care** Patients have the right to understand the charges for their care and their obligation for payment.

- **Advance Directive** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

# Patient Rights and Responsibilities

## YOUR RESPONSIBILITIES

- **Providing Information** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.
- **Respect and Consideration** Patients are responsible for being considerate of the rights of other patients and MTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF.
- **Adherence with Medical Care** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
- **Medical Records** Patients are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Government.
- **MTF Rules and Regulations** Patients are responsible for following MTF rules and regulations affecting patient care and conduct.

# Additional Information



**Joint Base Anacostia-Bolling Homepage**

<http://www.cnbc.navy.mil/regions/ndw/installations/jbab.html>



**579th Medical Group Homepage**

<http://www.79mdw.af.mil/units/579thmedicalgroup/index.asp>



**579th Medical Group Facebook**

<https://www.facebook.com/579MDG>



**Air Force Medicine Twitter**

<https://twitter.com/USAFHealth>



Laboratory CAP Accredited



Seeking accreditation in 2017



Accreditation Association for Ambulatory Health Care, 2014 –2017



National Committee On Quality Assurance  
Recognition for Patient-Centered Medical Home 2012-2015

Integrity first.  
Service before self.  
Excellence in all we do.

