

EMERGENCY/URGENT CARE

Emergency conditions that require immediate medical treatment (potential loss of life, limb or sight). The 36th 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** and inform the operator if you are on or off base.**

Hospitals with Emergency Services

US Navy Hospital	Guam Memorial Hosp.	Guam Regional Medical City
Bldg. #1	850 Gov. Carlos	133 Route 3
Farenholt Ave	G. Camacho Rd	Dededo, GU 96912
Agana Heights, GU 96910	Tamuning, GU 96913	(671) 645-5500
Quarter Deck: 671-344-9340	(671) 647-2555	(671) 969-4851
	(671) 648-7908	(No pediatrics or pregnant patients)

After hours care is urgent (e.g. can't wait until next duty day, minor cuts, migraines, urinary tract infections, earaches, or rising fever), call **Nurse Advise Line (NAL)** at **1-800-TRICARE (800-874-2273)**. The NAL provides valuable, quality and convenient nurse triage and care coordination services 24/7.

Off Island Care

If you become ill while traveling off island, please follow these steps: Contact TRICARE Overseas or ISOS at **1-877-678-1208**. The health finder system will help you find the nearest Emergency Room or Urgent Care Clinic for immediate care in a foreign country. Note: If in the Continental US Emergency care is authorized without a referral. All other care requires a referral and authorization.

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.

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 Health Records download.

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?

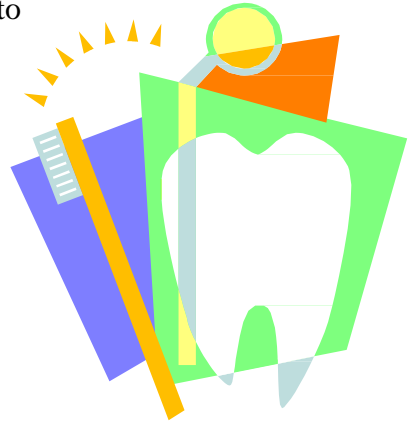
- Health Record – Access personal health data; View, download and print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounter data
- Appointment Center – Schedule, view, set text reminders, and cancel primary care and select self-referral specialty appointments 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
- 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 Through Secure Messaging.

CLINICS

Dental

Phone Number: 366-6750

The Andersen Dental Clinic is staffed to support Active Duty patients only. After hours active duty Dental Emergency, call 687-0308.



Services Provided:

- Annual exams / cleanings
- Restorative (fillings)
- Endodontic (root canals)
- Prosthodontic (crowns, etc.)
- Overseas/PCS Clearances
- Wisdom tooth extraction
- Periodontal maintenance (deep cleanings)

Family Health

Phone Number: 366-5036

All appointments are booked through the central appointment line at **366-9355** or through www.TRICAREOnline.com.

Services Provided:

- Same day and follow-up care appointments are available, Mon-Fri.
- Behavioral Health Optimization Program (BHOP). A BHOP provider is located in the Family Health Clinic. Book an appointment directly or ask your PCM for a referral.
- The clinic offers Walk-ins (0800-1100 & 1300-1500) for the following services:
 - pregnancy tests
 - wart removal
 - blood pressure checks
 - STD Confidence Check
 - suture/staple removal
 - sore throat swabs
 - medication injections

Medical clearance reviews are required for the following:

-Retraining/Reclassification

Commissioning

Initial Flying Class (IFC) physicals

Special Duty

Developmental Special Duty (DSD)

MPA and ADOS Tours (GUARD MEMBERS ONLY)

-Overseas PCS and CONUS PCS requiring AF Form 422

-Palace Chase/Palace Front and Guard Unit Transfers (GUARD MEMBERS ONLY)

-PME attendance requiring AF Form 422

To request a medical clearance review, go to “MyIMR” (access from the AF Portal, Fitness and Health section, click “Medical Clearance” tab, click “Start New Medical Clearance Request” (at bottom of screen). Choose the appropriate button for the type of medical clearance you are requesting. After your request is submitted and all documents have been received, you may check the status from this same page. Please answer the medical questionnaire and email the documents required for your clearance using the AMRDEC SAFE (<https://safe.amrdec.army.mil/>) option:

RETRAINING CLEARANCE:

-AFPC Email with list of eligible AFSCs

-CC Approval Letter

-Assignment Management System (AMS) Job Assignment (if applicable)

-MPA Form (GUARD MEMBERS ONLY)

-ADOS requirement letter (GUARD MEMBERS ONLY)

PALACE CHASE/PALACE FRONT or Guard Unit Transfers (GUARD MEMBERS ONLY)

- Recruiter letter

OVERSEAS/STATESIDE MEDICAL CLEARANCE

-Email your Assignment Notification RIP to include your PPC Code and your Medical Clearance Letter found on the vMPF

PME

-For Service Members with an active AF 469

TIMELINES

-Most medical clearances take approximately 10 duty days to complete but may be delayed if the member has ongoing medical care, is seen off base by a specialist, or requires a medical waiver.

-Please allow a minimum of 60 days for processing for record review and scheduling of Flight Physical.

*** If application is due within 60 days, please be aware that you may not make this deadline***

BHOP

Phone number: 366-9355

BHOP service is a program available to all beneficiaries within the primary care clinics as a part of overall good health care. BHOP is designed to be accessible to Primary Care Managers and designated specialty providers to assist them in guiding people. This team approach allows us to consider physical, behavioral, and emotional aspects of health.

Services Provided:

BHOP can help reduce symptoms associated with various chronic medical conditions, or help you cope better with these conditions, such as:

- Headaches
- Chronic pain
- Diabetes
- Asthma and COPD
- Hypertension
- Irritable bowel syndrome

BHOP can help develop plans for behavioral change programs or lifestyle modifications, such as:

- Smoking cessation
- Weight loss
- Alcohol use
- Exercise & healthier eating

BHOP can also help with emotional or behavioral problems, such as:

- Family or relationship problems
- Stress
- Depression and bereavement
- Anxiety
- Sleep problems
- Anger problems

BHOP services may be in-person, via phone, and in individual/group settings. The services provided are simply another part of your overall health care and you are seen as part of the Family Health Clinic. Call for an appointment or stop by the Family Health Clinic for a same-day visit.

Pediatrics clinic

Phone Number: 366-9355

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

Services Provided:

- Acute/Routine/Well child care
- Behavioral & ADD/ADHD care (Note: need parent/teacher initial/follow-up assessment forms & report card; see Peds tech for forms) BHOP available to assist.
- Walk-In Pediatric Strep Throat Clinic is for anyone enrolled to Pediatrics over the age of three.



Women's Health

Phone Number: 366-9355

The Women's Health Clinic provides quality routine gynecological and obstetrics care, information about pregnancy and infertility, family planning, and concerns about personal health.

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
- Confidential teen care and first time exam
- OB care through 40 weeks (Routine)



*** Note: Medium to High Risk Obstetric care is transferred to NH Guam OB clinic ***

Laboratory

Phone Number: 366-4116

The laboratory provides in-clinic testing for entitled beneficiaries. Lab accepts test orders from off-base providers with a script. Tests may require special scheduling, diets, collection containers or instructions, therefore it is advisable to inquire with your provider prior to collection to determine if your test is in this category.

Services Provided:

- Hematology
- Urinalysis
- Chemistry
- Immunology



***Note:** Lab cannot issue results. Please contact your PCM or visit Tricare Online to obtain.*

Pharmacy

Phone Number: 366-5271

The 36 MDG 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 (medications stocked by the pharmacy) is available from the pharmacy.

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 downtown providers)
- Prescription transfers from or to other pharmacies.
(please allow 3 duty days for transfer)
- Prescription refills: Use TRICARE Online refill services or phone in refills to 366-9355 or 344-9620. (**Note:** Refills called in prior to 0800hrs will be ready the next duty day) ****Same day refills will not be accepted****
- Self-Initiated Care Kit (**SICK**): Selected Over-the-counter medications can be obtained from the pharmacy without a prescription or appointment. See Pharmacy for details and requirements
- Plan B Emergency contraception available without a prescription from the pharmacy. See Pharmacy for details and requirements.



www.ice.disa.mil to leave feedback. For a more immediate response while in the facility use TEXT ME NOW program via your cell phone at 671-864-8559. Your feedback is valuable and provides the clinic an opportunity to grow and adjust services to meet your needs.

Public Health

Phone Number: 366-4147

The 36 MDG Public Health office provides services both in clinic and out of clinic for all enrolled beneficiaries. Public Health is open Monday thru Friday 0800-1600 with the exception of Thursdays when Public Health closes at 1200 for administrative and training functions.

Services Provided:

- Travel Medicine: Provides beneficiaries location specific health education and medication recommendations. This is highly encouraged for patients that are pregnant or trying to conceive.
- Community Health: Provides disease & illness investigations, education, reporting and outreach.
- Deployment Medicine
- Medical Entomology
- Food & Public Facility Inspections
- Occupational Health



For the latest Zika Virus information, visit the Center for Disease Control and Prevention web site at:

www.cdc.gov/zika/

Treatment of Minors

By law, the 36 MDG is required to have permission from a parent, legal guardian, or person temporarily standing in loco parentis for a minor, whether formally serving or not, when treatment is sought for an unemancipated minor. If you leave your unemancipated minor under the care of someone other than a parent, legal guardian, or person temporarily standing in loco parentis for the minor, please ensure that the responsible party has a medical power of attorney authorizing that individual to make medical treatment decisions on the unemancipated minor's behalf. This will prevent any unnecessary delays in care and possible hardships.

Please note that there are exceptions to this rule IAW 10 G.C.A. § 11105 and 19 G.C.A. §1111:

1. The minor is a parent seeking medical care for his or her minor child.
2. The minor is married and is consenting to medical treatment for his/herself or the minor's spouse.
3. The minor is a female seeking medical care for herself in connection with pregnancy or childbirth.
4. In the absence of a parent, any grandparent for his or her minor grandchild.
5. In the absence of a parent, any adult, for his minor brother or sister.
6. The minor professes to be afflicted with or is concerned with being afflicted with a sexually transmitted disease, the HIV virus, or AIDS.
7. The minor suffers or professes to suffer from substance abuse.

Consent by minors in the above-stated instances shall not be subject to later disaffirmance by reason of such minority, and the consent of no other person or persons (including, but not limited to a spouse or parent) shall be necessary in order to authorize the provision of medical care or services by the 36 MDG to the minor. If a parent or spouse of the minor requests information regarding the minor's medical treatment in one of the above-stated instances, specific consent must be obtained by the minor before the minor's parent or spouse is provided with such information. The minor's consent shall

DHA PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a patient, you have certain rights and responsibilities. The development, implementation, and effectiveness of your treatment and the quality of your plan of care, starts or begins with you. The MTF provides the same high level of care for all patients, without regard to race, color, religion, sex, national origin, disability, or rank.

PATIENT RIGHTS

Medical Care: Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including timely 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: (a) Patients have rights, defined by Federal law, in accordance with References (m) through (n), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, 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.

(b) Limits of confidentiality. Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

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 MTF will 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 options, procedures, and

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.

Limits of Confidentiality: Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others."

PATIENT RESPONSIBILITIES

Providing Information: Patients are responsible for providing accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for advising their healthcare provider of whether they understand the diagnosis, treatment plan, and prognosis.

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. Federal Government.

MTF Rules and Regulations: Patients are responsible for following MTF rules and regulations affecting patient care and conduct.

Refusal of Treatment: Patients are responsible for their actions if they refuse treatment, or do not follow the practitioner's instructions.

Healthcare Charges: Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

ACTIVE DUTY REQUIREMENTS

Profiles

All profiles (duty restriction limitations) are obtained through your primary care manager (provider). If seen by an off base provider or Navy Hospital, bring written restrictions from the provider to your clinic for an official Military Branch specific profile. For profile changes or restriction, you will need to make an appointment with your PCM. Only a provider with the 36 MDG may extend or change your profile.

Quarters

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



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

Convalescent Leave

Bring in 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 must 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's signed by your **Unit Commander**. Convalescent Leave **must not exceed 30 days**. If any extension is requested and **additional medical review and consent** must be obtained.

TRICARE Prime Enrollment “Overseas”

Enrollment in Prime is the process of initial enrollment, transferring enrollment or re-enrollment. Active duty personnel are enrolled or their enrollment is transferred in Prime during the base in-processing briefing or at the TRICARE Service Center (TSC). All others must enroll or transfer their enrollment at the TSC. Upon enrollment, a Primary Care Manager (PCM) will be assigned and a beneficiary service representative will provide a comprehensive briefing on the use of TRICARE Prime.

TRICARE PCM Change/Disenrollment

If you need to change PCMs or disenroll for any reason, you must complete the PCM change request forms at the TRICARE office in the 36 MDG. Change requests will be reviewed and approved by the Chief of Medical staff.

TRICARE Service Center (TSC)

Phone Number: 366-6547

The TRICARE service center (TSC) is open from 0800 to 1600, Monday through Friday. The TSC has beneficiary service representatives, available to provide one-on-one counseling on the benefits of TRICARE Prime, claims, bills and enrollment. The 36th Medical Group and the US Naval Hospital Guam provide comprehensive healthcare benefits at the lowest cost to the beneficiary.

Referral Management Office

Phone Number: 366-6515/6207

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 or military network. The Referrals Management Center (located in the TRICARE office) will be your next stop. They will explain the process in detail.



**For more info on benefits
call: 1-877-678-1208**



Exceptional Family Member Program Phone number: 366-2853

Enrollment in EFMP is mandatory and comes with many benefits, such as consideration during the assignment process and access to assistance to help your family navigate the medical and educational system. Enrollment ensures that family members' documented medical and educational needs receive consideration during the assignment coordination process.

The Exceptional Family Member Program has three components:

- Identification and enrollment of a family member with special medical or educational needs
- Assignment coordination to determine the availability of services at the projected duty station
- Support to help families identify and access programs and services

Reason to enroll includes spouses, children and dependent adults who:

- Require special medical services for a chronic condition such as asthma, ADD/ADHD, diabetes, multiple sclerosis, etc.
- Receive ongoing services from a medical specialist
- Have significant behavioral health concerns
- Receive early intervention or special education services through an individualized education program or individualized family service plan

Medical Case Management

Phone number: 366-7307

A medical case manager (MCM) serves as a liaison between a patient with long-term/acute health issues with their doctors and medical staff. While a MCM does not offer medical diagnoses or treatment, they do monitor the patient's treatment plan that is facilitated by patient and MCM. This ensures that the patient receives the best care and achieves the goals for overall optimal health. MCM will provide ongoing education which will empower their readiness for enhanced self-health management.

Suicide Warning Signs and What to Do

Warning signs that someone may be thinking about or planning to commit suicide include:

- Always talking or thinking about death
- Clinical depression -- deep sadness, loss of interest, trouble sleeping and eating -- that gets worse
- Having a "death wish," tempting fate by taking risks that could lead to death, such as driving fast or running red lights
- Losing interest in things one used to care about
- Making comments about being hopeless, helpless, or worthless, or not having a reason to live.
- Putting affairs in order, tying up loose ends, changing a will
- Saying things like "it would be better if I wasn't here" or "I want out"
- Sudden, unexpected switch from being very sad to being very calm or appearing to be happy or any other severe or dramatic changes in mood
- Talking about suicide or killing one's self
- Visiting or calling people to say goodbye
- Seeking access to weapons, pills, or other means to harm themselves
- Engaging in any sort of self-harm behavior (e.g. cutting self)

Be especially concerned if a person is exhibiting any of these warning signs and has attempted suicide in the past.

Encourage a suicidal or depressed person to seek help from a mental health professional. Because the person may feel hopeless, you'll probably have to be persistent and escort that person for care.

If your loved one appears to be in imminent danger of committing suicide, do not leave him or her alone. Remove any weapons or drugs he or she could use. Accompany him or her to the nearest emergency room or call 911.

During treatment, be supportive. Help the person remember to take antidepressants or other prescribed medications and to continue any other therapy that's been prescribed.

Anybody who expresses suicidal thoughts or intentions should be taken very seriously. Call **800-SUICIDE** (800-784-2433) or **800-273-TALK** (800-273-8255) or the deaf hotline at 800-799-4889. **Military One Source** (800-342-9647). If you have any further questions please call the Mental Health clinic at **366-5125**.

Volunteers

The MDG is looking for volunteers for many areas in the clinic:

- Dental
- Information Desk & Front Desk support
- Lab
- Public Health
- Records
- Nursing

The Medical Group utilizes the American Red Cross to register and screen all volunteers.

To start the process of becoming a volunteer at the Medical Group please visit: <https://volunteerconnection.redcross.org>.

For questions, please contact the Education and Training office at: usaf.andersen.36-mdg.mbx.education-and-training@mail.mil or 366-6589.



Join us on Facebook:

www.facebook.com/36thMedicalGroup

For the latest information, closures, emergency notifications about the 36th Medical Group, see our Facebook page or website at: www.andersen.af.mil/units/36mdg/

Disaster: Earthquake – Typhoon – Tsunami

What you need to know!

In the circumstances of an impending disaster, the 36 MDG will not be open for appointments unless otherwise announced. Please check the www.facebook.com/36thMedicalGroup page for updates.

What you need to know:

- Don't panic. Be prepared. Follow Emergency announcements instructions. Have a 3-5 day drinking water supply and food supply on hand. Ensure items are not expired.
- Always have your emergency kits with you. Your emergency kit may include first-aid supplies, candles, flashlights, life vests and battery-operated radio. Check emergency kits often to ensure it is in good working condition. Take a First Aid class if you are unsure of how to use.
- Be aware that emergency services will not respond if conditions are unsafe for emergency vehicle and personnel. Response and vehicle movement afterwards may be limited to availability and road access afterwards.
- **Pregnant women** who are at least 6 months to 36 weeks need to contact their OB provider for instruction when storms are pending. Typically, women within 38 weeks are notified to go to Navy ER during TCCOR 2.
- Residents are advised to remain indoors and off the roads during TCCOR1. It is dangerous for anyone to venture outside. The high winds can easily lift unsecured objects into the air turning them into projectiles. Due to the heavy rainfall, it may cause flooding and slippery roads. The roads will be extremely dangerous. Stay away from the beaches.

For more information and updates visit:

www.facebook.com/andersenemergencymanagement
www.facebook.com/Guam-Homeland-SecurityOffice-of-Civil-Defense
www.ghs.guam.gov

36 MDG Phone Number Quick List

Emergency: 911

Appointment line-----	366-9355
Dental Clinic Appointment Line -----	366-6750
Disease Management-----	366-7561
Family Advocacy-----	366-5167
Family Health Clinic-----	366-5036
Flight Medicine Clinic-----	366-3231
Health Promotions Office-----	366-2494
Immunization Clinic-----	366-8220
Mental Health Clinic-----	366-5125
Military & Family Life Consultant-----	689-0526
Nurse Advise Line-----	1-800-874-2273
Patient Advocate& Text Me Now-----	864-8559
Patient Safety-----	366-3326
Pediatric/Woman's Health Clinic-----	366-9355
Pharmacy-----	366-5217
Public Health-----	366-4147
Radiology-----	366-5112
Referral Management Office-----	366-6515
Sexual Assault Response Coordinator--	366-7272
TRICARE Office-----	366-6547
TRICARE Overseas/ ISOS-----	1(877) 678-1208
USO/Airman Against Drunk Driving---	366-7433
36 WG Command Post-----	366-2981
36 Wing Chaplain-----	366-6138

Important #s

How to Voice Concerns or Praises

**Text Me Now
(671) 864-8559**

**Patient Advocate
(671) 864-8559**

**Patient Safety Concerns
(671) 366-3326**



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

If you receive a JOES survey in the mail/E-Mail please fill out and return it. Your Feedback is important to us.

Thank You!

Trusted Care- Anywhere!