

Welcome to your 23d Medical Group!

We thank you for trusting us with your care—it's truly our privilege to work with you on improving your health. Our Medical Group provides care in a Medical Home atmosphere. In a Medical Home, each patient will be assigned to one health care team who will work directly with them and their family. This health care team will include a physician, nurse practitioner, and/or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to provide prevention, wellness, acute and chronic care. A Medical Home is a place of care where patients are treated with respect, dignity, and compassion, which allows for a strong and trusting relationship between the patient and their care team.

As a patient, you can select or request to change your health care team at any time by using TRICARE Online (www.tricareonline.com)

Staff in a Medical Home respect the patient and family's unique needs, cultures, values and preferences all the while supporting them in learning how to manage their own care. The Medical Home staff will coordinate all aspects of your care, to include providing referrals, obtaining results, and consulting with other specialty providers. In some instances, the need for additional team members such as case managers, disease managers, health care educators, behavioral health consultants or pharmacists will be added to the team in order to ensure an all-inclusive plan of care is provided. Finally, the Medical Home staff strives to provide the highest quality and safest care possible by using current evidence-based medicine and a focus on measuring our performance.

Did you know?

Appointments: Schedule your appointment on-line without waiting or going through phone trees at: www.tricareonline.com or call us at (229) 257-2778.

Contacting your healthcare team: You can contact your health care team anytime, day or night, to ask questions or provide information by using either of these links to send us a Secure Message: www.tricareonline.com

<https://app.mil.relayhealth.com/welcome.aspx>

What to do in an emergency: Please call 911. Do not drive yourself to the Emergency Department.

What to do if you need advice: Please call us at: (229) 257-2778 or the Nurse Advice Line at: 1-800-TRICARE (1-800-874-2273) and select Option 1; 24 hours a day, 7 days a week.

What to do if you need to obtain non-emergency care while traveling away from our Medical Group:

If it is during duty hours and you are able, please call us at (229) 257-2778 or send us a Secure Message using www.tricareonline.com and provide us the following information: Where you are, what your symptoms are, where you expect to go to be seen, and how to contact you for any questions. If you are seen after duty hours in an Emergency Room or Urgent Care Clinic, please call us the next available duty day at (229) 257-2778 to let us know what occurred and how we can help you.

Our Base or Medical Group is sometimes closed due to weather or other issues: Please call (229) 257-2778 or visit www.facebook.com/23MDG to get the most current information on closures.

Identification: You must have a valid, unexpired DoD identification card for all appointments. If your child is 10 years old or over, they must also have this identification for their appointments.

23 MDG Medical Home

New Enrollee Information



Mission: Prepare and care for skilled Warriors and optimize the health of our military family.

Vision: Out Front Trusted Care...Every Time, Anywhere

**3298 Mitchell Blvd
Moody AFB, GA 31605**

Phone (229) 257-2778

**www.airforcemedicine.af.mil/MTF/Moody/
www.facebook.com/23MDG/**

23d Medical Group Scope of Services and Hours of Operations:

We provide the following services within our Medical Group:

Family Health/Pediatrics	Mon–Fri: 0730-1630
Pharmacy	Mon–Fri: 0800-1700
Dental	Mon–Fri: 0730-1630
Patient Administration	Mon–Fri: 0730-1630
Referral Management	Mon–Fri: 0730-1630
Flight Medicine	Mon–Fri: 0730-1630
Public Health	Mon–Fri: 0730-1630
Women’s Health	Mon–Fri: 0730-1630
Optometry	Mon–Fri: 0730-1630
Physical Therapy	Mon–Fri: 0730-1630
Mental Health	Mon–Fri: 0730-1630
Dietary Counseling	Mon–Fri: 0730-1630
Laboratory/Radiology	Mon–Fri: 0730-1630
Immunizations	Mon–Fri: 0730-1600

Walk-In Services: 0730-1530 (no appt needed)

- Cold/Cough Symptoms
- Sore Throat
- Suture Removal
- Wart Treatment follow up
- Blood Pressure checks directed by your PCM
- Pregnancy Testing and OB Referrals
- Emergency Contraception
- Breast Pump Rx/loaner Breast Pump
- EED "eye/ear/dental" checks (School Form)
- Depo-Provera injections Wed 9-1100, Fri 13-1500

We look forward to partnering with you to ensure you have the best health care possible. We encourage you to recognize the importance of your role on the care team and be an active participant by doing the following:

Take charge of your health.

If you have a chronic condition, learn more about your disease, treatment options, and prognosis. Become part of a support group of patients with similar experiences. Be a leader in your community to raise awareness for you or your family member’s chronic condition. The more informed you are about your condition, the healthier you can be.

Be prepared.

In order to receive maximum benefit from the time spent with your healthcare team, we suggest the following tips:

- Review your notes from the last visit www.tricareonline.com
- Bring your medications, in original labeled containers, to your appointment. Please don’t forget over the counter (OTC) medications and herbals you are taking.
- Be prepared to discuss when, how, & how often you take medications/supplements.
- Write down your questions and notes in advance and bring to your appointment.
- Here are some questions to ask every time you talk with a doctor, nurse, or pharmacist:
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- Bring pen and paper to your appointments.
- Bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Paint a complete and honest evaluation of your situation, even if it is difficult or potentially embarrassing to talk about. Your health care team needs to know!

Speak up.

Your clinic staff absolutely respects and encourages patients and family members to speak up!! Our job is to make sure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs and values. Don’t hesitate to ask questions and voice concerns. If you see something concerning, say something. Be clear, make your point, and be respectful. If you don’t understand, ask for clarification. Your team should always be using simple terms that are easy to understand and in a language you understand best.

Connect with Text Us Now.

If you need assistance with a service we provide, are unsure of who to contact to resolve an issue, or want to provide us with feedback, please text us with your request using **229-257-3276**.

Help improve the system.

We are continually working to provide better and safer care. Consider volunteering to be a part of our Patient Engagement Committee by either contacting our facebook page or contacting our Patient Advocate at **229-257-3322**. We value your feedback, please take time to complete surveys you may receive by mail, phone or online, or in person via our comment boxes at most of our front desks. Participate in our facebook live events or in-person town halls to provide feedback.

Use Patient Portal Secure Messaging

“Patient Portal Secure Messaging” allows you to book appointments, activate refills, access your labs & radiology results, and send and receive secure messages. Secure Messaging is an efficient way to communicate with your healthcare team without playing “phone tag”. You can send a message, upload attachments, check on referrals, and request medication renewals. TRICARE online provides secure access to online features for those receiving care with the MTF. Visit www.tricareonline.com.

Important! Secure messaging is not appropriate for medical emergencies and urgent concerns.

We are partners in your care.

Don’t think of yourself as a passive recipient of care; you are an active partner. We create plans of care “with” you, not for you.

Check out publicly reported data.

All Military Health Service (MHS) Facilities share information about quality, safety, access and overall satisfaction at www.health.mil/transparency. Check out your MTF’s data and compare our services with other hospitals in your area. Tell friends and neighbors about publicly reported data and don’t hesitate to ask questions to your health team on what they are doing to improve quality, satisfaction, safety and access.

Be an informed health consumer.

Feel free to pickup the patient bill of rights from our patient advocate. Also, be aware of health fads. If it sounds too good to be true, it probably is. It’s good to look up health information online, but stick with reputable sources (CDC, NIH, Military Health System). Ask questions and obtain clarification when needed.