



20th Medical Group New Enrollee Information

MISSION: Prevent, Heal, Deploy...Trusted Care for All We Serve

VISION: An Empowered Team that Provides an Unparalleled Patient Experience and Strives for the Healthiest Population in the Military Health System

Welcome to the 20th 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 and family members are treated with respect, dignity, and compassion, allowing for a strong and trusting relationship between the patient and their care team.

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

Staff in a Medical Home respect you and your family's needs, cultures, values and preferences 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 your team in order to ensure a complete 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.

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:

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 all of your medications, in the original labeled containers, with you to your appointment. This will include any over-the-counter medications and supplements you are also taking.

- Be prepared to describe when, how, and how often you take each of your medications/supplements.
- Write down your questions and notes you may have in advance and feel free to bring a pen and paper to your appointments. When you're in the exam room, you may forget.
- Here are some questions to ask every time you talk with a doctor, nurse, or pharmacist (from Ask Me 3):
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- If necessary, bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Provide a complete and honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing to talk about. Your health care team needs to know the full picture!

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 and to the point. If you don't understand fully, ask for further clarification. Your team should always use simple terms that are easy to understand and in a language you understand.

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 will be.

Help improve the system.

We are continually working to provide better and safer care. Please help us reach this goal. Consider volunteering on your Medical Group's Patient and Family Partnership Council. If your Medical Group doesn't have a Partnership Council, ask about how you can be involved. We value your feedback, please take time to complete surveys you may receive by mail, phone or online. Participate in Medical Group-hosted social media 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 messages, upload attachments, check on referrals, and request medication renewals. TRICARE online provides secure access to online features for those receiving care with the Medical Group. 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 Facilities share information about quality, safety, access and overall satisfaction at www.health.mil/transparency. Check out our Medical Group’s data. We want you to compare our services with other hospitals in your area. Tell your friends and neighbors about publicly reported data. 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.

Be aware of health fads. Often times, if it sounds too good to be true, it usually is. We encourage you to look up health information online, however we recommend you use reputable sources, such as the Centers for Disease Control, National Institutes for Health and Military Health System. Ask questions and obtain clarification when needed.

20th Medical Group Hours of Operations and Scope of Services:

Hours of operation 7:30 a.m. to 4:30 p.m. Monday through Friday.

We provide the following services within our Medical Group:

ADAPT	Optometry (<i>Active Duty Only</i>)
Aerospace Physiology	Pediatrics
Ambulance Services	PHA
Dentistry (<i>Active Duty Only</i>)	Pharmacy
Family Advocacy	Public Health
Family Health	Physical Therapy
Flight Medicine	Radiology (<i>Order needed from Provider</i>)
Immunizations	Mental Health (<i>Self-referral</i>)
Laboratory (<i>Order needed from Provider</i>)	Women’s Health
Occupational Health	

Did you know?

Air Force Medical Service (AFMS) app: Download the AFMS app on your apple or android device to get the latest health care news. Add your military treatment facility to your profile for up-to-date contact information and education on a multitude of healthcare needs.

Appointments: You may schedule your appointment online without waiting or going through phone trees at: www.tricareonline.com or you can call us at **(803) 895-2273** (895-CARE).

Contacting your health care team: You can contact your health care team any time, day or night to ask questions or provide information by using either of these links: www.tricareonline.com or <https://app.mil.relayhealth.com/welcome.aspx>

What to do in an emergency: Please call **911**. Do not drive yourself to the Emergency Department. Please contact us the following duty day to leave a message with your Primary Care Team at **(803) 895-2273** (895-CARE) or send us a Secure Message using www.tricareonline.com

What to do if you need advice: Please call us at: **(803) 895-2273** (895-CARE) 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: **(803) 895-2273** (895-CARE) or send us a Secure Message using www.tricareonline.com and provide us the following information:

1. Where you are?
2. What are your symptoms?
3. Where do you expect to be seen?
4. How can we contact you for any questions?

If you get seen after duty hours in an Emergency Room or Urgent Care Clinic, please call us the next available duty day at **(803) 895-2273** (895-CARE) to let us know what occurred and how we can help you.

Our Base or Medical Group is sometimes closed due to inclement weather, Federal Holidays, or events and Exercises: Please call **(803) 895-2273** (895-CARE) or visit our Facebook page at <https://www.facebook.com/20thmedicalgroup/> or check the Shaw AFB website at <http://www.shaw.af.mil/> 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.

Patients have certain rights & responsibilities to ensure safe and quality care

Patients' Rights

Medical Care and Dental Care: You have the right to timely, quality care and treatment consistent with the medical facility resources and medical circumstances. You have the right to refuse any treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal. You have the right to information about our Patient Rights Policy and the mechanism for initiation, review and resolution of your concerns or complaints. You have a right, at any time, to request and receive a second opinion about your health or diagnosis. You have a right to request a written plan of care that is tailored with your involvement to your specific health care needs and goals. You have a right to be provided explanations of your health and treatment plans in a manner that you can understand.

Respectful Treatment: You have the right to considerate and respectful care with recognition of your personal dignity. You have the right to have your cultural, psychosocial, spiritual and personal values respected. You have the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care. You have the right to request that the provider you are enrolled to be changed. Requests of change of Primary Care Provider may be achieved through TRICARE Online or speaking with our patient advocate for further guidance. The patient advocate can be reached at **(803) 895-6817**.

Privacy and Confidentiality: You have the right to communicate with your health care providers in private; be confident that information given will be kept confidential and will be shared only as prescribed by law. You have the right to be advised if our Medical Group proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.

Chaperone: You have the right to have a chaperone of the same gender present during an examination. You have the right to involve family members in your health care decisions and use family members to provide translation services. The Medical Clinic can also provide translation services if you need it.

Advance Directives: You have the right to formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.

Medical Records: All medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the U.S. Government, however, you have the right to review them and request a copy of your (and your child's) medical record.

Pain Management: As a patient in this facility, you can expect that your reports of pain will be believed and you will be provided with information about pain and pain relief measures. The staff is committed to pain prevention and effective pain management, using both medication and non-medication treatment.

Explanation of Care: You have the right to an explanation concerning your diagnosis, treatment, procedures, and illness in terms you can understand. You have the right to be advised, in non-clinical terms, so that you can make knowledgeable decisions about consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatments available.

Safe Environment: You have the right to care and treatment in a safe environment. You have the right to be informed of rules and regulations related to patient or visitor conduct. Patients with limited physical capacity have the right to have equal access to the facility.

Patients' Responsibilities

Providing quality health care is a complex task that requires close cooperation between you and our medical staff. Your responsibilities include:

Providing Information: You have a responsibility to provide, to the best of your knowledge, accurate and complete information about past illnesses, hospitalizations, prescription medications, over the counter medications, herbal supplements, allergies, and other matters relating to your health. You have the responsibility to let your health care provider know if you have an advanced directive.

Pain Management: As a patient in clinic, we expect that you will ask for pain relief when pain first begins and assist the staff in the assessment of your pain. Ask your health care provider or nurse what to expect regarding pain and pain management; and work with the staff to develop a pain management plan. Be certain to share your response to any pain treatments with the staff, especially if your pain is not relieved. Tell the staff about any concerns you have with taking pain medication(s).

Respect and Consideration: You have a responsibility for being considerate of the rights of others (patients and staff). You are responsible for being respectful of the property of other persons and of the facility.

Compliance with Medical Care: You have a responsibility for complying with the medical and nursing treatment plan, including follow-up care, recommended by your health care provider or talking to your health care team if you cannot comply with this plan. This includes keeping appointments, showing up for appointments on time, and notifying the clinic when appointments cannot be kept.

Reporting of Patient Concerns: You have a responsibility for helping our medical group provide the best possible care to all beneficiaries. Grievances and recommended changes in policy may be reported to the patient advocate without interference,

discrimination, or reprisal.

Reporting of Patient Safety Concerns: You have a responsibility to report any concerns regarding Patient Safety to the Patient Safety Manager or the Patient Advocate.

Again, thank you for allowing us to participate in your health care!