



*21st Medical Group*  
*Patient Information Handbook 2018*

Copy of this handbook can be found online at:  
<http://www.airforcemedicine.af.mil/MTF/Peterson/>

Welcome to the 21st 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](http://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.

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## Hours of Operations

**(Closed on Holidays, Family Days, Weekends & noon on the 2nd Thursday of each month)**

**After Hours** “Premier” Clinic located off base at 3920 N. Union Blvd Colorado Springs, CO 80907: Hours of operation 4:30 p.m. to 9:00 p.m. Mon-Fri. Call (719) 524-CARE (2273) to schedule after hours care. We do not offer walk-in sick call appointments. In case of life threatening emergency, call 911 or go to your nearest emergency room.

To visit an Urgent Care center, obtain prior authorization from your primary care manager (PCM) or Nurse Advice Line (NAL) before seeking urgent care. You can contact your provider team to obtain a referral by calling **(719) 524-CARE (2273)** during normal duty hours. For after-hours 4:30 p.m. to 6:00 a.m. call **(719) 524-CARE (2273)**. For a list of Health Net Federal Services (HFNS) approved Urgent Care Centers please visit: <http://www.tricare-west.com/>.

### **Appointment Line: 0600-1630 Monday-Friday**

(719) 524-CARE (2273)

For appointments, select option 1

24-hour Nurse Advice Line, select option 3

### **Clinic Hours: 0730-1630 Monday-Friday Peterson AFB, Main Clinic (PAFB)**

Pharmacy/Medication Refills: 556-1109 or visit [www.tricare.mil](http://www.tricare.mil)

Laboratory: (719) 556-0169

Radiology: (719) 556-1121

Dental: (719) 556-1333

Immunizations: (719) 556-1118

Flight Medicine Front Desk: (719) 556-1260

Flight Medicine Nurse: (719) 556-5552

Flight Medicine Separation History & Physical Exams: (719) 556-0291 TOPA: (719) 556-1223

### **Schriever AFB Clinic (SAFB)**

Pharmacy: (719) 567-4423

Laboratory: (719) 567-5027

Radiology: (719) 567-4819

Dental: (719) 567-5065

TOPA: (719) 567-5536

### **United States Air Force Academy (USAFA)**

MRI Central Appointment Line (719) 524-8662

All other Radiology: (719) 333-5170

### **Fort Carson, Evans Army Community Hospital**

MRI/CT Central Appointment Line (719) 524-8662

Nuclear Medicine/DEXA Scans: (719) 526-7350

All other Radiology: (719) 526-7300

### **Helpful Websites**

***Patient Portal Secure Messaging is the BEST WAY to communicate with your medical team. If you are not enrolled, please see your PCM team for information or register for a new account at <https://app.mil.relayhealth.com>***

**Sign up for Tricare Online: <https://www.tricareonline.com>**

Tricare Online allows patients to:

- Request their next appointment
- Request & activate medication refills
- Quick access to the Secure Messaging website to communicate online with your healthcare team about non-urgent symptoms or issues
- Prepare for Service Separation or Retirements
- Nurse Advice Line
- Access Personal Medical Records to view immunization records, laboratory & radiology results (Blue Button)

**Sign up at for a Secure Login at Health Net Federal Services:**

**[www.tricare-west.com](http://www.tricare-west.com)**

Being a member of secure login, you can manage your TRICARE® business online, anytime day or night— **no waiting on the phone!** **Beneficiaries and Sponsors**

- View authorizations and referrals
- Check the status of your TRICARE claims
- Make Enrollment Payment
- View Payment History
- Check your maximum out-of-pocket expenses
- Update your Other Health Insurance (OHI) information
- View and print your TRICARE Explanation of Benefits
- Send confidential, secure email through AskUs and receive a quick response
- View Annual Summary reports of your TRICARE Benefits

## 21st MEDICAL GROUP

**CORE VALUES:** Integrity first, Service before self, and Excellence in all we do

**MISSION:**

Airmen...

- Providing Trusted Care,
- Enabling medically ready forces,
- Training ready medics, and
- Ensuring support to the warfighting community

**VISION:** Be the most trusted partner, driving optimal health and human performance

**AIR FORCE MEDICAL SERVICE:**

“Trusted Care, Anywhere” is the mantra of the Air Force Medical Service. Our priorities align with Air Force priorities to ensure mission success. We embrace our heritage of innovation and relentlessly pursue advances to enhance safety, effectiveness, and efficiency of care we deliver to beneficiaries and support we provide to Combatant Commanders.

The Air Force Medical Services supports the United States Air Force through the provision of full spectrum medical readiness to the 200,000 airmen currently engaged in operations around the world, and by delivering health care to 2.6 million patients through a system of 239 clinics at 76 installations worldwide.

Our mission is to ensure medically fit forces, provide expeditionary medics, and improve the health of all we serve to meet our Nation’s needs. Today, more than 700 medical Airmen are deployed in more than 30 nations, supporting warfighters in a variety of ongoing and emergent contingency operations.

The AFMS strives to provide reliable access to safe, quality care for all that we serve, promoting positive patient experiences and outcomes. To achieve this goal, we are committed to providing Trusted Care Anywhere, around the globe at every Air Force medical facility.

**ACCREDITATION:** The 21 MDG was fully accredited in 2016 by the The Joint Commission (TJC). Accreditation surveys typically occur every 3 years.

**HOURS OF OPERATION:** Normal operating hours are from 0730-1630, Mon-Fri. Clinic doors open at 0715. The clinics are closed for all federal holidays and Air Force family days. Some clinics also close early each week for physical fitness time. For more details, review the specifics for each clinic in this handbook.

The clinics and pharmacies typically close at noon the second Thursday of each month for readiness training. All MDG closures are announced on Facebook. Follow us at

<https://www.facebook.com/21stMedicalGroup>

### Secure Messaging

Secure Messaging is a DoD sponsored web site where our enrollees can securely communicate with their PCM for routine issues. With Secure Messaging, avoid playing telephone “tag” and message your provider or your child’s provider directly. To register for your Secure Messaging account today, ask at your clinic’s front desk.

	Secure Messaging	TOL	UHC /mytricare
Securely message PCM team	X		
To schedule appointments:			
See available appointments & select the appointment that best meets your needs		X	
Request time thru PCM (not immediate, you can message back/forth available times)	X		
Set up text/email remainder for appointments		X	
Access educational tools for your condition	X		
See your list of medications		X	
View test/lab results		X	
Order available medication refills		X	
Request more medication (if no refills left)	X		
Access referrals & authorizations			X
Access claims & Explanation of Benefits (EoB) statements			X

## 21 MDG GENERAL INFORMATION

**Access to Care:** For acute needs, our goal is to see you within 24 hours. For routine issues, we strive to see you within 7 days.

**No Sick Call:** The 21 MDG does not have a sick call clinic. If you are active duty and sick or injured, please call 524-CARE (2273) to schedule an acute appointment.

**Scheduling Appointments:** In order to provide the most accessible and timely health care possible, our clinics operate on an appointment only basis.

**CARE Line Appointment Call Center—524-CARE (2273)** The appointing center handles all appointments for the Colorado Springs Military Health System; they are not physically located within the 21 MDG clinics.

The CARE Line appointment call center's normal business hours are 0600-1630, Mon-Fri. It is closed for federal holidays. This number is your point of contact to schedule or cancel appointments, leave telephone messages for your PCM team, report emergency care received after hours or out of area, obtain information about enrollment, claims or referrals, or to obtain general information about the 21 MDG. Please be aware that clinic staff members are only available during duty hours 0730-1630, Mon-Fri.

**Appointment Reminder System:** Patients will receive a reminder call 1-2 business days before a medical appointment. For privacy, only the date and time of the appointment will be indicated. To receive text and/or email reminders, sign up via TRICAREOnline (TOL). For dental appointments the patient will also receive a reminder directly from the dental staff.

**Emergency Care:** Peterson, Schriever and the United States Air Force Academy do **NOT** have emergency room services. For possible loss of life, limb or eyesight, call 911.

**Arrival Time for Appointments:** It is important that you arrive 15 minutes prior to your scheduled appointment time. This allows the staff to take care of administrative issues, including updating your information, completing paper work, and checking your vital signs. If you arrive 10 or more minutes after your scheduled appointment start time you may be asked to reschedule your appointment. If your need is acute, based on a nurse assessment, you may be seen after other scheduled patients are finished.

**"No Show" Policy:** Per Air Force regulations, a "no show" is any patient who misses a scheduled appointment or cancels less than two hours prior to the appointment.

Appointments scheduled before 0900 need to be cancelled prior to the close of the previous business day. To cancel an appointment please call 524-CARE (2273).

**Closures due to Training:** During closures for training, patients can still schedule appointments by calling 524-CARE (2273) or by logging into TRICARE Online at



<https://www.tricareonline.com>. Urgent needs can be addressed by the Nurse Advice Line by calling 524-CARE (2273). Routine issues can be addressed by messaging the PCM via [Secure Messaging](https://mil.relayhealth.com) at <https://mil.relayhealth.com>

**After Hours/Weekend/Holiday Care:** If you believe you need care after hours but your health concern is not an emergency, call 524-CARE (2273). Registered nurses are available to triage and direct patients to the appropriate level of care via the Nurse Advice Line (NAL). To avoid point-of-service charges, Active Duty patients must receive pre-authorization from the NAL or PCM prior to going to a civilian urgent care center.

**Out of Area Care:** If you are traveling out of the local area, you are authorized to seek emergency care without pre-authorization. For non-emergent care please call Health Net Federal Service at 1-844-866-9378 for authorization.

**Urgent Care Authorizations:**

***All Urgent Care clinic visits for Active Duty patients must be authorized prior to seeking care or the patient could incur a medical bill.*** Patients have two means to receive an authorization to seek care at an Urgent Care clinic: 1) Patients can call the Patient Access Services (PAS) line (524-2273) during duty hours to leave a message, with current symptoms, for their PCM team. A PCM team member will contact the patient and discuss the proper avenue for care. 2) Patients can also contact the Nurse Advice Line (NAL) during and after duty hours to receive medical advice and the proper avenue for care based on their symptoms.

**Wing Readiness Training/Exercises:** The 21 MDG participates in wing-sponsored training and exercises that may disrupt services. We will take steps to avoid appointment cancellations and limit delays as much as possible. We appreciate your patience during these events.

**Base Closure:** If Peterson or Schriever AFB is closed due to inclement weather, the clinic on that base will close ALL services (to include lab and pharmacy). All appointments for the closed base will be cancelled and staff will automatically reschedule the visits.

**Inclement Weather:** Patients should watch the local TV stations or call the Peterson/Schriever AFB closure hotlines (556-SNOW and 567-SNOW) for up-to-date base delay and closure information prior to coming to the clinics. Closures will also be announced on the MDG Facebook site. For appointments scheduled at or after the delayed reporting time, patients report for their appointment as scheduled. For example, with a 2-hour base delay, all appointments prior to 0930 will be automatically rescheduled. In this example, patients who cannot make appointments after 0930 due to the weather should call 524-CARE to reschedule.

**Patients with Disabilities:** The 21 MDG works to meet the requirements of the Americans with Disabilities Act (ADA). If you encounter physical or communication barriers in the clinic, please ask a staff member for assistance. The clinic can provide you with assistance including wheelchairs for use in the clinic, interpreters/translators, assistance reading or filling out forms and/or using the computers.

**Customer Service Program:** The 21 MDG is dedicated to providing our patients with quality health care in a safe, customer-friendly environment. Please fill out a patient comment card after your visit. We value your feedback and use your recommendations to improve care. If, for any reason, you are dissatisfied with your treatment, care, customer service or wish to report concerns about safety issues, please contact that clinic's patient advocate.

If you require assistance or have concerns about patient care and safety which cannot be resolved within the service area, please visit our 21 MDG Patient Advocate at Peterson (room 614) or call 556-1060. If you are at Schriever, visit the Patient Advocate (room 16) or call 567-2513.

**Fire Alarms:** For your protection, fire alarm pull boxes are placed throughout the clinics. The base fire departments conduct routine fire drills during duty hours. Please follow guidance from staff members when any alarm sounds.

**Active Duty PCS/Separation/Retirement Medical Records Requirements:** Per Air Force regulations, all records will be mailed. Please visit the TRICARE Operations and Patient Administration office (in the Medical Annex, Bldg 725) to drop off a copy of your orders to ensure your medical records are mailed to correct installation. They can also be reached at 556-1223. AD transferring to RC who are PRP/PSD/FLY will hand carry their medical/dental records to gaining unit. When a member retires, the full record is loaded into an electronic health record (called HAIMS) so that it's accessible by the VA.

**Release of Information:** As required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Privacy Act of 1974, your medical information cannot be released to any person other than you or a legal representative, without your written authorization. Absolutely NO requests will be taken over the phone because we cannot verify identification. While you have a right to access the information in your medical record, your record is the property of the US Government, and the original will not be released to you. You may request partial or complete copies of records by filling out a request form at the TOPA office. AFI 41-210 requires copies to be provided within 20 business days of the request. If you have questions, please call the TOPA office at 556-1223.

**Identification & Eligibility:** You must bring a valid, unexpired and non-mutilated DoD identification card for all appointments. Dependents 10 years of age and older are required to have their own ID card.

**Other Health Insurance (OHI):** The Third Party Insurance program allows us to collect necessary information about additional insurance you may have. Per Public Law, Department of Defense, and Air Force regulation, the Form 2569 will be verified at every visit to the MTF and will be updated annually. During the DoD's transition to new software, this form will be completed electronically or via hard-copy as instructed by headquarters.

**Referral Management:** Once a referral is generated by a provider at the 21 MDG, the Colorado Springs Military Health System Central Referral Center will process the referral. Care may be appointed to one of the local MTFs or deferred to a civilian specialist.

If care can be provided in an MTF, you will be notified by phone within 3-5 duty days to schedule an appointment. If the specialty care is not available in an MTF you should log on to [www.tricare-west](http://www.tricare-west) to get a copy of your authorization. If you have questions about a referral, please call HNFS at 1(844)866-9378.

Please be aware that all PCM referrals may not be approved. Each referral is reviewed for complete information, appropriateness of care requested and medical necessity. If your referral was not approved for care, you can appeal.

Please review your TRICARE Beneficiary Handbook for instructions on the appeals process. Additionally, not all specialties are available in the Colorado Springs area. You may be authorized to obtain specialty care in another city such as Denver or Pueblo.

If your network specialist believes you need additional medical services, that specialist should contact HNFS at 1(844)866-9378 to request additional services or by logging on to <https://www.tricare-west.com/content/hnfs/home/tw/prov/auth/TRICAREServiceRequestForm.html>.

Patients can check on the status of a referral by calling 1(844)866-9378, at [www.tricare-west.com](http://www.tricare-west.com) or at [www.mytricare.com](http://www.mytricare.com)

**Safety:** If you have any concerns about your safety or think there was a mistake in patient care or medication, please tell a clinic supervisor, any patient advocate or the MDG Patient Safety Manager Melissa Shutler at 556-7019.

**Smoking Policy:** The 21 MDG is a tobacco-free facility. No smoking is permitted in the parking lot (including cars). Smoking is permitted only in designated tobacco areas off-campus.

**Family Members Under 18 Years of Age:** Family members under the age of 18 must be accompanied by a parent or legal guardian. If not accompanied by a parent the adult must have in their possession a medical power of attorney for the minor. Emancipated minors must carry with them their Proclamation of Emancipation to receive services. In an emergency situation staff will attempt to contact the next of kin to obtain verbal permission for treatment.

## **PETERSON AFB CLINICS/SERVICES**

### **AEROSPACE & OPERATIONAL PHYSIOLOGY**

Location: 799 Vincent St, Bldg 425

Hours: 0630-1530, Mon-Fri

Phone: 556-4185

The APU prepares personnel for human factor challenges inherent to military operations with the goal of increasing overall readiness and mission effectiveness. Our mission is two-fold: 1) train aircrew, high-altitude parachutists and Air Force Academy/ROTC cadets on the human factor and physiological threats of modern aviation. 2) integrate human performance optimization training and education into Team Pete and AFSPC operations. The goal of our team is to assist personnel in identifying, eliminating and reducing hazards, increasing work performance and reducing mishaps via consultative services, shiftwork scheduling recommendations and academic presentations.

### **BIOENVIRONMENTAL ENGINEERING (BE)**

Location: 625 W. Ent (Bldg 1246)

Hours: 0730-1630 Mon-Fri

Fit Testing: Thurs by appointment (call 556-7721 to schedule)

Phone: 556-7721

The BE team provides operational health risk assessment expertise coupled with exposure control recommendations to optimize human performance and enhance commander ORM decision making to eliminate health threats or mitigate risks to the lowest level. The BE team ensures the AF is in compliance with various federal, state and AF Occupational and Environmental Health requirements. BE capabilities include: Occupational Health Surveillance, Environmental Protection and Chemical, Biological, Radiological, Nuclear (CBRN) response.

Typical BE surveillance includes: toxic industrial material air monitoring, chemical hazard assessments, confined space monitoring, monitoring, drinking water surveillance, environmental sampling, musculoskeletal disorder evaluations and noise hazard surveys whereby timely risk communication and documentation of exposures is provided to commanders and affected personnel.

### **CASE MANAGEMENT (CM)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: Appointments by referral 556-1987 or 556-9262, AFW2: 556-7295

CM is comprised of Registered Nurses who manage patients with complicated or devastating illnesses or injuries. Priority is given to active duty but any enrolled beneficiary may qualify for services. One CM is assigned to assist with patients enrolled in the Air Force Wounded Warrior

Program (AFW2). Any dependents or retirees may self-refer to Health Net Federal Services (HNFS) Case Managers at: [www.tricare-west.com](http://www.tricare-west.com).

### **DENTAL**

Location: 1045 East Stewart St. Bldg 1045T

Hours: 0700-1600, Mon-Fri

Phone: 556-1333 or 556-1335

Patient Advocate: 556-3800

The Dental Clinic provides comprehensive dental care for active duty personnel only. Active duty Sick Call is by appointment only 0700-1600 Mon-Fri. Active duty personnel in Dental Readiness Class 3&4, flying status and mobility personnel have first priority for appointments to maintain readiness status.

### **DIAGNOSTIC IMAGING (RADIOLOGY/X-RAYS, ULTRASOUND, MAMMOGRAPHY)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-1121

Patient Advocate: 556-1121

Available services: Routine X-rays, ultrasound, and mammography. For safety reasons, children are not allowed in the exam rooms unless they are the patient.

You will not receive test results from radiology department staff. Radiology results can be obtained by contacting your provider or via MiCare or TRICARE Online. Contact your care team for details. Copies of your digital images are only available on disc with a valid referral to off-base provider or with a PCS. If you require a copy of your exam on disk, please contact the radiology staff to verify the type and dates of requested exams.

Routine X-Rays: 0730-1630 Mon-Fri. X-Rays are performed on a walk-in basis. Exams may require partial disrobing and/or removal of jewelry. Patients gowns are available in the event you are asked to remove clothing for the exam. A chaperone is available upon request. You will not receive test results from available radiology department staff.

Mammography: Performed by appointment only. You will be required to follow specific directions for this exam. Please ensure you have all prior mammogram films from other locations before your appointment date. The radiology department staff can assist you with the necessary paperwork. If prior imaging is not obtained, your appointment may be rescheduled.

Ultrasound: By appointment only. You will be required to follow specific directions for this exam. Please follow all preparation instructions carefully as they are necessary for accurate images. You will not receive preliminary results from radiology staff; full results will be sent to the ordering provider. A chaperone is available upon request.

### **EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-1392, 556-1198

The Exceptional Family Member Program-Medical (EFMP-M) is part of a triad of services (Assignments and Family Support are the other components) that determines the availability of medical and special education services for spouses and children prior to relocation. All active duty sponsors who have dependent family members with medical or special education needs (per DoD criteria) are enrolled in the EFMP-M program. The EFMP-M program is administered by a Special Needs Coordinator (SNC) who is a Licensed Clinical Social Worker and a Family Member Relocation Clearance Coordinator (FMRCC) who is a medical administrative member.

Each sponsor who has family members enrolled in the program will receive an annual contact and a record review before relocation. All sponsors relocating OCONUS (regardless of EFMP status) must also have their family member's records reviewed to ensure the right level of care and services are available at the gaining location.

### **FAMILY HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-CARE (2273)

Patient Advocate: 556-5674

The Family Health clinic provides primary care services to those enrolled to Peterson clinic by appointment or walk-in for select services. For safety reasons, please bring only children who are scheduled for an appointment to the clinic.

Walk in services offered are follow-up wart freeze, suture removal, pregnancy testing, strep-throat testing, Depo-Provera injections, UTI and wound care from: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider during these walk-in visits.

You may request a telephone consultation from your provider/nurse by calling 524-CARE (2273), and select option #1. Based on the time and acuity of your telephone request the nurse will attempt to contact you by the end of the duty day or prior to noon the next duty day. You may also leave a message for your team via MiCare.

The Family Health clinic has 1 Behavioral Health Consultants (psychologists) working in their clinic to assist with short-term mental health issues.

## **FLIGHT MEDICINE**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-2273

Phone: 556-1260

Patient Advocate: 556-6135

The Flight Med clinic provides health care services to those on flying, space/missile operations, or special operational duty status as well as active duty guard and reserve members on flying or controlling status, the Fire Department and Life Support personnel. Primary goals are to ensure medical readiness and optimize the health and wellness of our air and space war fighters. Personnel in uniform and on duty have priority. FAA physicals are not available at this facility.

Return To Flying Status (RTFS): please call 556-1260.

In/out-processing for enrollees: 0730-1630, Mon-Fri. Walk-in. No appointment needed.

Throat cultures, pregnancy tests, B-12 shots, serial blood pressure checks suture removal, Depo-Provera shots, and follow-up wart treatments: 0800-1100 and 1300-1500 Mon-Fri. This visit is with a technician or nurse only. To see a provider, call 524-CARE (2273) to schedule an appointment.

All PRP patients must report to Flight Medicine before any 21 MDG appointment except dental.

Initial Flying Class Physicals are scheduled with Flight Medicine. Please call 556-1260 to get the process started.

Annual physicals are required for all active duty personnel. Flyers: schedule your annual PHA by calling 556-7053. PHAs are required regardless of AFSC or job position.

If you are required to fast for your appointment, you will be instructed to do so by the staff when your appointment is made. Fasting requirements include no food/liquids except water for 12 hours and no alcohol for 72 hours. If you wear contacts, please wear glasses for the PHA appointment.

## **HEALTH MANAGEMENT (HM)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: Call 524-CARE (2273) to leave a phone consult for the Disease Management team

HM is comprised of Registered Nurses that have been specially trained to care for a population of adults with chronic conditions such as diabetes, hypertension, pain, abnormal cholesterol, obesity and asthma. HMs work with patients 1:1 or in group classes to improve patient's quality of life through clinical management, patient education and preventative strategies.

## **HEALTH PROMOTION**

Location: 225 West Ent Street, Bldg 560, Room 200

(2nd Floor of the Peterson AFB Fitness Center)

Hours: 0730-1630, Mon-Fri

Phone: 556-4292

Patient Advocate: 556-6674

Health Promotion is dedicated to education, disease prevention and human performance. Services include: body composition analysis, resting metabolic rate assessment, biomechanical gait analysis, graded exercise testing, weight management classes, tobacco cessation intervention, and individual exercise and nutrition consultations. Focuses include cholesterol, high blood pressure and diabetic education. Health Promotion services are open to TRICARE beneficiaries to include active duty, retirees, reservists, family members, civilians and contractors. Some services are limited for base civilian and contractor employees. Exercise programs are restricted to those age 16 and older; medical clearance is required.

## **IMMUNIZATIONS/ALLERGY CLINIC**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1200 & 1300-1600 Mon–Fri

Phone: 556-1118

Patient Advocate: 556-5399

Services are provided to active duty, retirees, and their dependents. Immunizations are given on a walk-in basis, Mon-Fri. The clinic provides smallpox vaccinations Mondays and Fridays at 0800. TB tests must be read 48-72 hours after placement. Please bring vaccination records if you or your child has never received vaccines from the Immunizations Clinic.

The clinic can print shot records for school/daycare. Active duty members can print vaccine records at their desk (for them & their kids) at <https://imr.afms.mil/imr/MyIMR.aspx>.

All active duty must in-process through the immunizations clinic upon arrival.

Allergy Shot Clinic: Allergy injections will be given by appointment only. Mon & Wed: 1300-1500, Tues & Thurs: 0730-1100. To schedule an appointment, call 556-1118. For the safety of our allergy patients, each patient must wait in the clinic for 30 minutes after receiving allergy injections to ensure there is no adverse reaction.



### **LABORATORY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-0169

Patient Advocate: 556-0169

Services are provided to active duty, retirees, and their dependents. All lab tests must be ordered by a provider. The lab staff cannot provide results directly to patients. All results will be sent to your provider who will then interpret them and notify you of the results. You can access your lab records directly via MiCare or TRICARE Online.

Please note: release of information request pertaining to lab results should be addressed with PCM or TRICARE Patient Administration Office at Peterson (719) 556-1223 & Schriever (719) 567-3574.

### **MENTAL HEALTH**

Location: 110 West Ent Ave, Bldg 725

Hours: 0730-1630, Mon-Fri

Appointments: 556-7804

Patient Advocate: 556-7804

The Mental Health Flight provides services for Active Duty members who have concerns related to anxiety, depression, anger, occupational problems, and substance use/abuse issues. Services for families and dependents are offered through the Family Advocacy Program which offers support to new parents, couples counseling, and maltreatment services.

### **OPTOMETRY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1130/1230-160, Mon-Fri Closed from 1130-1230 for lunch

Appointments: 524-CARE (2273)

Patient Advocate: 556-5621

The Optometry Clinic provides services to TRICARE Prime enrollees by appointment only. The clinic provides both prescription eyeglass services and management of ocular disease. If you need a routine eye exam for new glasses, please call 524-CARE. You do not need a referral.

If you wear contact lenses, please wear hand carry them to your appointment, bring your contact lens prescription, and wear your glasses.

Your eyes may be dilated during the exam.

## **PEDIATRICS**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-CARE (2273)

Patient Advocate: 556-1197

The Pediatrics Clinic provides services by appointment only to enrolled patients, newborn to 17.5 years.

Walk-in services are limited to earwax removal, throat cultures, suture removals, and follow-up wart treatment: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider during these visits.

Forms/Notes: Forms or notes needing a physician's signature for school or daycare can be left at the front desk of the pediatrics clinic. You may pick up your paperwork after 3 business days. To avoid a trip from home, scan the form and send via MiCare instead.

Newborn Checks: Please call 524-CARE (2273) to make an appointment for your new baby within 24 hours after discharge from the hospital.

You may request a telephone consultation from your provider or nurse by calling 524-CARE (2273). Based on the time and acuity of your telephone request, the nurse will attempt to contact you within 24-72 hours depending upon prioritization of medical needs. For non-urgent issues, send your team a message directly via MiCare.

## **PHARMACY**

**Main Pharmacy Location:** 559 Vincent St, Bldg 959

[Pick up all MTF provider-ordered Rxs here!](#)

Hours: 0730-1630, Mon-Fri

Phone: 556-1109 Option # 3

**East (BX) Pharmacy Location:** Bldg 2017

[Pick up all refills& all Civilian e-Rx/Written Rx's here!](#)

Hours: 0730-1700, Mon-Fri

Phone: 556-1109 Option # 2

Refill Call-in system: 556-1109 Option #1

Refills can also be submitted via TRICARE Online

If called in or submitted before noon, refilled prescriptions will be ready for pick up in 3 working days at the Pete East/Bx Pharmacy site (up to 4 to 5 working days for special order items).

Please allow extra time in cases of a holiday, family day, training day or snow delays.

Prescriptions will not be processed at the Main Pharmacy until the patient checks in at the pharmacy.

E-Rx now available! Civilian providers may now send a computer-generated prescription directly to our pharmacy. When you arrive at the pharmacy, please let the pharmacy staff know that your provider has submitted an e-Rx for you. Paper prescriptions are required for all controlled substances. Have your provider select: "DoD Pete East AFB e-Pharmacy" or "DoD Schriever e-Pharmacy." The e-Rx's are generally ready for pick-up the next duty day.

Out of refills? If you do NOT have refills left on your prescription, please call (719) 524-CARE (2273) or send a secure message to book an appointment with your PCM using <https://app.mil.relayhealth.com/welcome.aspx>. The Pharmacy Extension Service (walk-in service at main pharmacy) can bridge some prescriptions to last until your next appointment.

Wondering if a drug is on formulary? Go to <http://online.lexi.com/lco/splashes/files/pdf/Evans-Army.pdf>

An Over-The-Counter (OTC) medication program is available at the Peterson Main Pharmacy and Schriever Pharmacy. Patients enrolled at the 21<sup>st</sup> Medical Group can request certain OTC medications directly from the pharmacy without booking an appointment! For the OTC medication program request form and more information go to [http://www.airforcemedicine.af.mil/Portals/1/Documents/MTFs/Peterson/OTC Medication Program Form 7 Nov 17.pdf?ver=2017-12-08-090848-120](http://www.airforcemedicine.af.mil/Portals/1/Documents/MTFs/Peterson/OTC_Medication_Program_Form_7_Nov_17.pdf?ver=2017-12-08-090848-120)

Non-Formulary medications are now available via special order (Non-Formulary drug request). Allow 5 to 7 days for approval and prescription pick up.

### **PHYSICAL THERAPY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1115 & 1215-1630, Mon-Fri  
except Wed open at 0830

Appointments: 524-CARE (2273)

Patient Advocate: 556-1075

Appointments in this clinic are booked by referral only.

Please dress appropriately for your appointment. Patient's need to bring or wear shorts for knee or hip evaluations. You may request a chaperone at any time before or during your appointment. Please note that minors are not seen in this clinic.

## **PUBLIC HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1600, Mon-Fri

Phone: 556-1225

Patient Advocate: 556-1009

Public Health provides: Administrators for Aeromedical Service Information Management Systems (ASIMS)/Individual Medical Readiness (IMR), deployment health, travel medicine, food facility and sanitation inspections, temporary food booth review and approval, communicable disease education and reporting, occupational health program, hearing conservation program, Separation History & Physical Exam (SHPE) Audiograms.

## **TRICARE OPERATIONS AND PATIENT ADMINISTRATION (TOPA)**

Location: 110 W ENT Ave, Bldg 725 (Medical Annex)

Hours: 0730-1630, Mon-Fri

Phone: 556-1223

Beneficiary Counseling/Assistance: 0730-1530, Mon-Fri

Patient Advocate: 556-1016

The TOPA office provides assistance to beneficiaries in the following areas: referral management, health benefits and dental plan information, TRICARE for Life, medical claims and debt collection, medical evaluation boards, copies of medical records, release of information requests, and patient travel.

The "I want to..." section at [www.tricare.mil](http://www.tricare.mil) is your gateway to:

- Enroll in or Purchase a Plan
- File or Check a Claim
- View Referrals and Prior Authorizations
- Find a Doctor
- Change Your Primary Care Manager
- See What's Covered
- Compare Plans
- Manage Prescriptions
- Book Appointments

Call HFNS at **1 (877) 988-9378** or log onto [www.tricare-west.com](http://www.tricare-west.com) for further information on enrollment options.

## **WOMEN'S HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Wed & Fri; 0730-1500, Thurs

Closed for lunch 1145-1245

Appointments: 524-CARE (2273)

Patient Advocate: 556-0510

The women's health team provides gynecological services to female patients from adolescents to geriatrics by appointment. Services include routine gynecological exams, pre and postpartum care, family planning, contraceptive counseling, and some procedures. Obstetrics services are also available in our clinic with Evans Army Community Hospital providers.

Per law, patients under the age of 18 may be seen in the clinic without a parent or legal guardian for birth control, STI testing, pregnancy testing, and prenatal care.

Walk-in Services: 0800-1100 & 1300-1500, Mon-Fri for contraceptive injections (Depo-Provera), STI testing and pregnancy testing.

## **CHEYENNE MOUNTAIN SERVICES**

### **CHEYENNE MOUNTAIN AIR FORCE STATION MEDICAL AID STATION**

Building: 1 Norad Road, Suite 1205

Hours: Monday and Friday 0800-1500

Wednesday- 0800-1200

Tuesday and Thursday- CLOSED

Phone: 474-3597, 474-3596

Dental Appointments: 556-1333

Patient Advocate: 474-3597, 474-3862

Provides and supports health care services to promote a fit, ready force and healthy community within the Cheyenne Mountain complex. Services include active duty sick call, routine dental care (monthly) and emergency medical response.

## **SCHRIEVER AFB CLINICS/SERVICES**

Patient Advocate: 567-2513

### **BIOENVIRONMENTAL ENGINEERING (BE)**

Location: 500 O'Malley Ave (Bldg 500) Suite 106

Hours: 0730-1630 Mon, Wed, Thurs, Fri

0730-1100 Tues

Fit Testing 0800-1530 Wed

Phone: 567-3948

BE provides health risk assessment expertise to improve the health of Airmen. It ensures that the Air Force is in compliance with Environmental Safety & Occupational Health (ESOH) requirements by providing public awareness/concern/disclosure and the recognition of risk analysis/communication/management. The 4 general areas it uses: industrial hygiene, environmental protection, radiation and emergency response. Concerns can include: air quality, biological/chemical hazards, chemical protection, confined space hazards, drinking water, environmental sampling, industrial hygiene, musculoskeletal disorders, noise hazards, and Occupational Safety and Health Administration (OSHA) health standards.

### **DENTAL**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1630 Mon-Fri, closed Wed at 1530

Appointments: 524-CARE (2273)

The dental clinic provides comprehensive dental care for active duty personnel only. Active duty sick call is by appointment only 0730-1630 Mon-Fri. Active duty personnel in dental readiness class 3 & 4, flying status and mobility personnel have first priority for appointments.

### **FAMILY HEALTH**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1630 Mon-Fri

Appointments: 524-CARE (2273)

The Family Health clinic provides primary care services to TRICARE Prime beneficiaries enrolled to Schriever clinic by appointment only. For safety reasons, please bring only children who are scheduled for an appointment to the clinic.

Walk-in Services (No Sick Call): 5-day blood pressure checks, throat cultures, suture removals, B-12 or testosterone injections, follow-up wart freezes, UTI, Depo-Provera injections and pregnancy testing: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider unless clinically indicated by screening protocols.

You may contact your provider team via MiCare or request a telephone consultation from your provider/nurse by calling 524-CARE (2273), and select option #1. Based on the time and acuity of your telephone request the nurse will attempt to contact you by the end of the duty day or prior to noon the next duty day.

## **FLIGHT MEDICINE**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1630 Mon-Fri

Appointments: 524-CARE (2273)

Services available to TRICARE Prime enrollees and dependents by appointment: Services include physicals/PHAs, flight physicals, pap smears, returns to duty/controlling status, pregnancy tests, and general health needs.

For acute needs, patients may request a same-day appointment via the appointment line. For routine needs, patients can message their provider directly via MiCare.

Walk-in Services (No Sick Call): 5-day blood pressure checks, throat cultures, suture removals, B-12 or testosterone injections, follow-up wart freezes, and pregnancy testing: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider unless clinically indicated by screening protocols.

## **HEALTH PROMOTIONS**

Location: 500 Navstar, Suite 62

Hours: 0730-1630, Mon-Fri

Appointments: 567-4292

Health promotions is dedicated to education, disease prevention and health performance. Health promotions services are open to active duty, retirees, reservists, family members and base civilian and contractor employees, however, some programs are limited to TRICARE covered beneficiaries only. Medical nutrition therapy evaluation and education, tobacco cessation, cancer/cardiovascular disease prevention, injury screening and prevention.

## **IMMUNIZATIONS**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1200 & 1300-1600, Mon-Fri

Phone: 567-5877

Services are provided to active duty, retirees, and their dependents to include all pediatric immunizations.

Immunizations are given on a walk-in basis, Mon-Fri. TB tests are only administered on Mon-Wed and Fri as TB tests must be read within 48-72 hrs after placement. Please bring vaccination records if you or your child have never received vaccines from the immunizations clinic.

The clinic can print shot records for school/daycare. Active duty members can print vaccine records at their own desk (for them/their kids) at <https://imr.afms.mil/imr/MyIMR.aspx>. All active duty must in-process through the immunizations clinic upon arrival.

### **LABORATORY**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1130 & 1300-1600, Mon-Fri  
Phone: 567-5027

Schriever laboratory offers routine lab draws, pregnancy testing and urinalysis testing. Some patients may need to be seen at the Peterson lab.

Please note: release of information request pertaining to lab results should be addressed with PCM or TRICARE Patient Administration Office at Peterson (719) 556-1223 & Schriever (719) 567-3574.

### **MENTAL HEALTH**

Location: 220 Falcon Parkway, Bldg 210  
Hours: 0730-1630, Mon-Fri  
Appointments: 567-4619

The Mental Health Clinic provides a variety of services to help active duty members thru stressful life circumstances. Services include individual therapy for anxiety, depression, stress, anger management and PTSD. Group classes and resiliency training are also available. The team partners with the Peterson Mental Health Clinic for Family Advocacy Services and more extensive alcohol & substance abuse treatment services.

You do not need a referral to be seen in Mental Health, you can self-refer.

### **PHARMACY**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1530 Mon, Wed & Fri  
0730-1630 Tues & Thurs  
Refills: 524-4081 Opt 5  
Phone: 567-4423

Full pharmacy services are provided. New and refill prescriptions for formulary medications are filled including prescriptions written by both on and off base prescribers. Review the formulary at <http://online.lexi.com/lco/splashes/files/pdf/Evans-Army.pdf>

### **PUBLIC HEALTH**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1630 Mon-Fri  
Phone: 567-2661

Public Health provides: Administrators for Aeromedical Service Information Management Systems (ASIMS)/Individual Medical Readiness (IMR), Preventive Health Assessments (PHAs), deployment medicine, travel medicine briefs, food facility and sanitation inspections,



temporary food booth review and approval, communicable disease education and reporting, occupational health program, hearing conservation program, Separation History & Physical Exam (SHPE) Audiograms.

### **RADIOLOGY**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1400, 1530-1630 Mon-Fri

Phone: 567-4819

Routine X-rays are available via walk-in. Mammography and ultrasound are available at the Peterson Radiology Clinic. CT and MRI are available at USAFA and Evans.

### **COMMUNITY RESOURCES:**

Evans Army Community Hospital, Fort Carson

Address: 1650 Cochrane Circle, Fort Carson,  
CO 80913

Information: 526-7000

<http://www.evans.amedd.army.mil>

**ER SERVICES AVAILABLE**

10th Medical Group, US Air Force Academy

Address: 4102 Pinion Drive, USAF Academy,  
CO 80840

Information Line: 333-5111

<http://www.airforcemedicine.af.mil/MTF/Air-Force-Academy/>

**NO EMERGENCY SERVICES AVAILABLE**

**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.

## 21 MDG PATIENT RIGHTS & RESPONSIBILITIES:

### **Patient Rights:**

*Medical and Dental Care:* The patient has the right to quality care and treatment consistent with available resources and generally accepted standards. The patient also has the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of his or her refusal.

*Respectful Treatment:* The patient has the right to considerate and respectful care, with recognition of his or her personal dignity without discrimination based on his or her race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, or genetic information.

*Privacy and Confidentiality:* The patient has the right, within the law and military regulations, to privacy and confidentiality concerning medical care.

*Medical Record:* The patient has the right to review and request a copy of his or her (and his or her child's) medical record. All medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the US Government.

*Identity:* The patient has the right to know, at all times, the identity, professional status, and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for his or her care.

*Explanation of Care:* The patient has the right to an explanation concerning his or her diagnosis, treatment, procedures and prognosis of illness in terms the patient can be expected to understand.

*Informed Consent:* The patient has the right to be advised in nonclinical terms on information needed in order to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatment available.

*Research Projects:* The patient has the right to be advised if the facility proposes to engage in or perform research associated with his or her care or treatment. The patient has the right to refuse to participate in any research project.

*Safe Environment:* The patient has the right to care and treatment in a safe environment.

*Facility Rules and Regulations:* The patient has the right to be informed of the 21 MDG's rules and regulations that relate to patient or visitor conduct.

*Patient Concerns:* The patient has the right to information about the 21 MDG Patient Rights

and Responsibilities and how to report a concern, including the process for reviewing and resolving patient concerns or complaints.

*Advance Directives:* The patient has the right to formulate Advance Directives and appoint a surrogate to make healthcare decisions on his or her behalf to the extent permitted by law.

*Pain Management:* The patient has the right to receive appropriate pain assessment and management and to know that healthcare professionals will take all reports of pain seriously and will respond to patient questions and concerns.

*Timeliness of Care:* The patient has the right to the timely access and treatment, which the medical facility resources and medical circumstances allow.

## **PATIENT RESPONSIBILITIES**

Providing quality healthcare is a complex task that requires close cooperation between patients and healthcare personnel. Patients can help the medical team give the best possible care by taking responsibility for their care. These responsibilities are:

*Providing Information:* The patient has the responsibility to provide accurate and complete information about complaints, past illness, hospitalizations, medications, and other matters relating to his or her health. The patient has the responsibility to let his or her healthcare provider know whether or not he or she understands the treatment and what is expected of him or her. The patient has the responsibility to notify the clinic as soon as possible if they cannot keep a scheduled appointment.

*Respect and Consideration:* The patient has the responsibility for being considerate of the rights of others (patients and staff). The patient is responsible for being respectful of the property of other persons and of the medical facility.

*Compliance with Medical Care:* The patient has the responsibility for complying with the medical and nursing treatment plans, including follow-up care recommended by healthcare providers. This includes keeping appointments on time and notifying the medical or dental treatment facility when appointments cannot be kept.

*Medical Records:* The patient has the responsibility to understand that all medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the US Government, and are required to be maintained at the medical or dental treatment facility.

*Facility Rules and Regulations:* The patient has the responsibility for following the 21 MDG rules and regulations affecting patient conduct. Smoking is prohibited in this facility and is restricted to designated smoking areas on base.

*Reporting Patient Concerns:* The patient has the responsibility to report grievances and concerns to the attending physician, any clinic supervisor, patient advocate, 21 MDG Patient Advocate, or the Chief of the Medical Staff without restraint or interference and without fear of discrimination or reprisal.

### **Preparing for your visit:**

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](http://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](http://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](http://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 utilize reputable sources, such as the Centers for Disease Control, National Institutes for Health and Military Health System. Ask questions and obtain clarification when needed.