How Do I Make My Voice Heard?

We strive to provide the highest quality, comprehensive medical care at the 2d Medical Group. Your feedback helps us know how we are performing and how we can improve. You have the right to be informed of the outcome or response to any question, concern or grievance you have within a reasonable time and without affecting the quality of your care.

If you have any questions, concerns or grievances you can make your voice heard through the following options:

1. Contact the section Patient Advocate. Each duty section has a Patient Advocate assigned to help you. They are experts in their section and can answer most questions or concerns you might have.

2. You may also contact the 2 MDG Patient Advocate by calling 318-564-8143 or by calling 318-456-6061. The MDG Patient Advocate is appointed by the MDG commander to be the voice of the patients and assist with matters that the section advocate is unable to handle or matters that span across multiple sections.

3. You can complete a 2 MDG Patient & Family Comment Card and place it in one of the comment card boxes. These comment cards and comment card boxes are located at the entrance to each duty section throughout the facility.

4. Contact The Joint Commission with complaints about our accredited organizations by visiting their website:

   www.jointcommission.org/report_a_complaint.aspx

   or by calling 1-800-994-6610.

Self Help Resources:

Here are a few valuable tools you can use to enhance your medical care and possibly prevent a trip to the clinic.

Relay Health (MiCare Secure Messaging):

MiCare is secure messaging with your medical provider and their team. You can request appointments, medication renewals, receive test and lab results, communicate online with your healthcare team about non-urgent symptoms, request a copy of immunization records, and more! Come to the 2 MDG and sign up today!

Blue Button (online patient portal):

Online MTF appointment scheduling, prescription refills, lab results, radiology reports and access to much more of your personal health data

TRICARE Online: www.tricareonline.com

Nurse Advice Line (NAL):

You can call the Nurse Advice Line 24/7, at no cost to you, and talk to a registered nurse who can:

- Answer your urgent care questions
- Give health care advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics.

MyIMR (My Individual Readiness Status):

MyIMR allows Active Duty members to actively manage their Individual Medical Readiness (IMR) requirements.

Benefits

- Update IMR requirements
- Print shot records
- Complete Pre- and Post-Deployment Health assessment
- View and print medical profiles

Using MyIMR

1. Using a CAC, visit: https://imr.afms.mil/imr/AppDir.aspx

2. To complete Deployment Health Assessment Forms, click on the applicable selection from the webpage.

3. To access immunization records, readiness or profile status, click “My Individual Medical Readiness Status.”

ROBERT S. KENT, Colonel, USAF, MC, CFS
Commander, 2d Medical Group

2d Medical Group Clinic
Barksdale AFB

Patient Rights and Responsibilities

“Global Strike’s Premier Healthcare Team”

2d Medical Group
243 Curtiss Road, Suite 100 Barksdale AFB, LA 71110

(318) 456-6555

15 September 16
Notice of Patient Rights and Responsibilities:

We, the healthcare team of the 2d Medical Group, strive to provide “First Class Customer Service” by exceeding your needs and expectations. You can help us provide this legendary service by understanding your rights and responsibilities.

As a Patient You Have the Right to (Cont):

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

7. **Filing Grievances.** Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 1-800-994-6610.

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

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

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

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

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

13. **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.

As a Patient, You Are Responsible For?

1. **Providing Information.** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

2. **Respect and Consideration.** Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF.

3. **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/DTF when appointments cannot be kept.

4. **Medical Records.** Patients are responsible for returning medical records promptly to the MTF/DTF 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/DTF are the property of the U.S. Government.

5. **MTF/DTF Rules and Regulations.** Patients are responsible for following MTF/DTF rules and regulations affecting patient care and conduct.

6. **Refusal of Treatment.** Patients are responsible for their actions if they refuse treatment or do not follow the practitioner’s instructions.

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