

1st SPECIAL OPERATIONS MEDICAL GROUP



PATIENT HANDBOOK

HURLBURT FIELD, FLORIDA

April 2012

1st Special Operations Medical Group



Unit Mission

“Provide exceptional healthcare for Air Commandos and their families”

Vision

“World-class healthcare...always evolving to support Special Operations anytime, anywhere”

Priorities

- Supporting Expeditionary Forces
- Access to Right care at Right Time
- Exceptional Customer Service

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GENERAL INFORMATION

LOCATION

The 1 SOMDG is located on the east side of the base at 113 Lielmanis Avenue, Building 91020, across the street from the Commissary, Base Exchange, and Eglin Federal Credit Union.

HOURS OF OPERATION/ACCESS TO CARE

The 1 SOMDG is an outpatient clinic; open Monday - Friday, 0730 -1700, and closed weekends, holidays, wing down days, and the first Monday of every month for training. For specific clinic information, see the "Services Available" section.

Child care services are not available at the clinic. For the safety of your child and to comply with regulations, please make alternate child care arrangements.

Appointments with your provider can be scheduled through the appointment line, 883-8600 or 884-7882, Monday - Friday, 0700-1600. If you require specialty care and/or testing, your primary care manager (PCM) will arrange for care at the 96 MDG, Eglin AFB, or at a civilian TRICARE network provider. Specialized care (e.g., cardiology, dermatology, internal medicine, neurology, and oncology) is available at Eglin AFB or the civilian TRICARE network.

EMERGENCY CARE (THE 1 SOMDG **DOES NOT HAVE AN EMERGENCY ROOM!**)

If you or a family member require emergency care, proceed to the nearest emergency room, or call 911 for EMS response. The 96 MDG Emergency Room, Eglin AFB, is available 24-hours a day. Medical emergencies that require care beyond the capabilities of our clinic include, but are not limited to: chest pain, difficulty breathing, significant injury or bleeding, loss of any of the five senses, or slurred speech. If you receive emergency care at a civilian facility notify your PCM through central appointments within 24-hours to initiate follow-up care. Out of area authorization for all care can be arranged by calling 877-566-6523.

APPOINTMENTS/AFTER HOURS CARE

Appointments for active duty personnel and family members are available through the central appointments desk. Same day (acute) and routine appointments may be obtained by calling 883-8600 or 884-7882. The central appointments desk begins taking calls at 0700 for beneficiaries enrolled in TRICARE Prime. During peak morning hours, the number of staff available to answer calls is increased; however, you may still experience a slight delay. If you are put on hold, **DO NOT HANG UP AND REDIAL**, as it will place you at the end of the waiting line.

Calls after hours and on weekends will be forwarded to an on-call answering service. Please request the on-call Family Health provider unless you are assigned to Flight Medicine. Neither the provider nor answering service will be able to make appointments or access medical records after hours. If you are out of the local area call the appointment line toll-free, 877-566-6523.

MEDICAL APPOINTMENT CANCELLATION

Patients may cancel an appointment up to 24-hours before the scheduled appointment. If you are unable or no longer need to attend your appointment call Central Appointments, 883-8600. Managing cancelled appointments drastically reduces the amount of funds spent per cancelled visit and improves access to care for other beneficiaries. For each patient that is referred downtown during a no-show appointment, the Department of Defense spends approximately \$250 dollars per visit, in addition the lost appointment incurred for other patients.



TRICARE ONLINE (TOL)

<http://www.tricareonline.com> links you and your family to healthcare services, resources, and information through a secure internet environment. Once registered, you can book your appointments online 24-hours, 7 days a week. Please note each family member must register for a separate account.

NO-SHOW POLICY

Missing a scheduled appointment or arriving late for a scheduled appointment is considered a no-show. When possible the clinic staff will attempt to work late arrivals into their schedule as long as it will not adversely affect other patients. If this is not possible the patient will be asked to reschedule their appointment. If an active duty member no-shows a no show letter will be forwarded to the member's First Sergeant.

OFF-BASE MEDICAL CARE

TRICARE Prime enrollees must obtain a referral from their PCM in order to receive care in the civilian network. TRICARE Standard patients may use a civilian health care provider for care without a referral authorization. Non-active duty TRICARE Prime enrollees do not need an authorization for limited optometry and mental health care. Please visit your local TRICARE Service Center or call Humana at 1-800-444-5445 for additional details.

Off-base providers cannot place active duty members on quarters or convalescent leave. This must be accomplished by the member's PCM.

ELECTIVE SURGERY

Elective surgery requests are processed through the Health Benefits office in the TRICARE hallway. Elective surgery, performed at the member's expense, is prohibited without prior written approval of the member's Squadron Commander and the Military Treatment Facility Commander. In addition, elective surgeries within six months of separation or retirement must have additional prior approval by HQ AFPC/DPAMM. Further guidance can be located in AFI 44-102 and AFI 41-210.

SERVICES AVAILABLE

MEDICAL RECORDS



Outpatient medical records are the property of the U.S. Government. All patients enrolled to 1 SOMDG are required to maintain medical records at the clinic. Copies of medical records may be furnished for separation, retirement, insurance, VA disability, and specialty appointments. Patients are no longer allowed to hand-carry their medical records IAW AFI 41-210 paragraph 6.7.7. If you are a spouse or the parent of a child 18 years or older, you must have a power of attorney (Medical Release of Information form on file) or a notarized statement to request and pick up records copies. Please see the Release of Information Office, located in the TRICARE hallway, Room 199, for records request forms. Medical records will be delivered to specialty appointments scheduled at Hurlburt Clinic and Eglin Hospital. For all other appointments, patients may request a copy of pertinent sections of their records.

FAMILY HEALTH CLINIC

Personnel not on flying status or special duty and other eligible beneficiaries enrolled in TRICARE Prime to Family Health PCMs are seen in the Family Health Clinic. A parent or legal guardian must accompany family members under the age of 18 while in the facility. **Please inform clinic personnel if making an appointment for suspected chicken pox or severe respiratory ailment.**



If you need medication refills, lab results, or have routine questions for your provider you may submit a telephone consult through central appointments. A staff member from your team or a provider will return your call within 3 duty days.

PERSISTENT PAIN MANAGEMENT



To ensure safe and effective medical care, if a patient requires any type of controlled substance, the provider writing the subscription has the right to request the patient sign a pain/medication contract. If a patient refuses to sign such contract or breaches such contract once signed, the provider has the right to refuse to provide requested medication prescription and/or refills. This is in accordance with persistent pain management Clinical Practice Guidelines

SECURE MESSAGING

Secure messaging is accessible to patients via a website called the MiCare Portal. The Relay Health MiCare Portal is a website that allows patients and their health care teams to communicate through electronic messages. The system allows patients to message health care providers at their convenience from any location. The healthcare team will respond to a patient message within 72 hours, and patients will be notified by e-mail that they have new MiCare messages. More information on Micare can be found at <http://www.sg.af.mil/micare/> or by contacting your healthcare team at Hurlburt Field Clinic.

WOMEN'S HEALTH

The Women's Health Clinic provides gynecological care for 1 SOMDG enrollees. Women have the option of scheduling their annual women's health exam with their PCM or in the Women's Health Clinic. All OB care and deliveries are performed at Eglin by the on-call OB/GYN staff. Eglin OB/GYN Clinic can be reached at 883-8342. Their hours of operation are 0800-1200 and 1300-1630.



PEDIATRIC CLINIC



Children enrolled in TRICARE Prime–Hurlburt Pediatric Clinic are seen by appointment only. Well-child and school physical appointments may be booked up to 28 days in advance.

Sick children will be evaluated via tele-health by the nurse and given an appointment if deemed necessary. If, because of the severity of the child's illness, you feel you cannot wait for an appointment, you may take your child to the Eglin emergency room. To ensure the emergency room's continued ability to provide urgent access for seriously ill children, please do not take your child to the emergency room for convenience. **Please inform clinic personnel if making an appointment for suspected chicken pox.**

If you need a medication refill, lab results, or have questions, please call central appointments and leave a telephone consult request. We suggest you leave several good phone numbers to contact you. The pediatric clinic will return telephone consults within 3 duty days. Acute calls will be answered within 24-hours.

If you receive emergency care at a civilian facility, notify your PCM the next duty day. If you receive urgent care when the clinic is closed you must contact the on-call physician to receive prior authorization, out of area authorization for all care can be arranged at **1-877-566-6523**.

FLIGHT MEDICINE

HOURS OF OPERATION: Monday–Friday 0730-1630; closed all holidays, down days, and designated training days.

SICK CALL: Hours for flyers and special operations duty personnel are Monday–Friday, 0730-1030, excluding holidays, down days, and training days. Sick call is limited to acute problems only. An acute problem is an illness/injury that occurred in the last 48 hours. Sick call is **not** for follow up or chronic illness appointments.

APPOINTMENTS: For chronic medical conditions and follow up of acute medical problems call 883-8600 or 884-7882, 0700-1600, Monday–Friday, or through www.tricareonline.com. Patients may also leave a telephone consult request for the Flight Medicine nurses for any additional issues or difficulty making appointments. PHA (annual flight physical) appointments can be made by calling Public Health, 881-5225.

RETURN TO FLYING STATUS (RTFS): Flyers/special operations duty personnel who need RTFS may walk-in Monday-Friday, 0730-1100 and 1300-1600.

OTHER WALK-IN SERVICES (Active Duty and Dependents): Wart freezing, suture removal, wound care, DEPO Provera shot, and blood pressure checks; Monday– Friday, 0730-1030.

APPOINTMENTS OUTSIDE FLIGHT MEDICINE: All specialty consultations must be coordinated through your primary care physician and referral management. Please remember, flyers/special duty personnel seen by a non-flight surgeon provider including the ER will automatically be grounded and must be seen by a flight surgeon the next duty day. Likewise, if you are seen at another clinic, you need to ensure you follow up with the Flight Medicine Clinic for aeromedical disposition ASAP.

OPTOMETRY CLINIC



Routine optometry appointments are scheduled through central appointments, 883-8600. Eyeglasses for retired military members and eyeglasses, gas mask inserts, and ballistic inserts for active duty members may be ordered on a walk-in basis with a current prescription. Members with expired prescriptions must complete a routine eye exam before ordering eyewear.

Contact lens care for members other than those eligible for the Aircrew Contact Lens Program (ACLP) are limited to updating a current prescription. To update an existing contact lens prescription, the patient will need to come in wearing both contact lenses, provide a copy of the prescription for those lenses, and not have any contraindications for contact lens wear such as poor compliance or eye damage from contact lens use.

Eligibility for the Corneal Refractive Surgery (CRS) Programs such as PRK or LASIK is limited, and will be dependent upon provider manning in the Optometry Clinic. At this time the DoD CRS Program is limited to active duty only. If you are interested in the DoD CRS Program or in CRS at your own expense, please first review the website at <https://kx.afms.mil/USAF-RS> or public access at <http://airforcemedicine.afms.mil/USAF-RS>. For more information, call the Optometry Clinic, 881-3918.

IMMUNIZATION CLINIC



Hours of operation are Monday–Friday, 0730-1200, and 1300-1630. TB skin tests are administered each duty day except Thursday. We do not have an allergy clinic at Hurlburt Field, therefore all allergy patients must contact Eglin’s Allergy Clinic, 850-883-8259.

PUBLIC HEALTH

Community Health Management Communicable Disease Section (881-4756): The following services are provided on a walk-in basis: communicable disease information, sexually transmitted disease counseling, and tuberculosis detection and control education.

Food Safety and Sanitation (881-4756): This office is responsible for sanitation inspections of public facilities, food facilities, temporary food booths, and family home day care. This office is also responsible for the Medical Entomology Program.



PHA Cell (881-5225): Responsible for all Preventative Health Assessments. Appointments are scheduled via the Unit Health Monitor and required for all active duty members.

Deployment Medicine (D-Cell) (881-5036): Responsible for all pre and post deployment medical processing of individuals and units for overseas deployments. All visits are on a walk in basis, Monday-Friday, 0800-1500.

Occupational Health (881-5263): Responsible for all fetal protection interviews (first step to getting a pregnancy profile), earplugs/earplug fittings, occupational health education materials, and occupational illness reporting.

Medical Standards (881-5973/5974): Walk-in medical reviews for PCS, TDY, separation, retirement, special duty, and retraining are completed Monday-Friday, 0730-1630. You must bring your clearance letter for these reviews. Medical Standards processes all duty limiting conditions and DNA testing.

Public Health: Office hours are, Monday-Friday, 0730-1630.

MENTAL HEALTH CLINIC

The Mental Health Clinic provides psychological assessment, psychotherapy, and consulting services to active duty personnel by walk-in and appointment. Suicide prevention briefings and stress management classes are also provided. Psychological consultation and training are offered to squadron members and squadron leadership on a by-request basis. Active duty family members are seen on a space available basis. If on-base services are unavailable, staff will assist with finding high quality, timely services in the civilian provider community.

FAMILY ADVOCACY PROGRAM



Family Treatment Program: Family treatment programs are available for families with an identified need based on an incident of maltreatment. Licensed clinical social workers provide individual, couple, and family therapy and psycho-educational groups. Family Advocacy counseling is an excellent resource to help enhance family living or for support to get families back on track.

Outreach Program: Outreach program prevention services are designed to enhance the quality of military family life. Learning new approaches to parenting, couple's communication, and life management skills support healthy families and build family strength. Prevention programs include newcomer orientation briefings, anger management seminars, special events, and classes. In addition, outreach participates with other community agencies (on and off base) to support families experiencing deployment and TDY separation.

New Parent Support Program (NPSP): The NPSP provides professional support, counseling, and education for new parents. The experienced staff provides new parents and parents with children up to 3 years old with the tools and information they need to be successful parents. NPSP staff helps to foster safe, happy families. The NPSP offers expectant parent classes including childbirth and baby basics. NPSP nurses provide health, nutrition, breastfeeding, and child development information. NPSP is one of the best investments parents can make for their family's future.



ALCOHOL DRUG ABUSE PREVENTION AND TREATMENT PROGRAM (ADAPT)



ADAPT provides substance abuse prevention, education, treatment, aftercare, consultation, and referral services. Prevention and education includes first duty station briefings, new duty station briefings, substance abuse awareness seminars, commanders call briefings, and squadron commander/first sergeant training seminars.

DRUG DEMAND REDUCTION PROGRAM (DDRP) (Military Drug Testing), Bldg 90317

DDRP manages the Military Drug Testing Program. Hours of operation are Monday-Friday, 0700-1600. Drug education is provided by sponsoring/participating in various community programs to include: Commando Agencies Reaching Everyone, Community Action Information Board, Red Ribbon Campaign, Month of the Military Child, Youth Center-sponsored Street Smart and sports programs, First Sergeants Council updates, and local drug threat briefings for key personnel. .

BIOENVIRONMENTAL ENGINEERING (BE)

Assesses the workplace for health hazards from any biological, chemical, or physical agent exposures and recommends proper engineering controls or protective equipment to eliminate them. They are a point of contact for hazard communication and worker right-to-know programs.

- a. BE is the Base Radiation Safety Office. They monitor all x-ray, radio frequency, laser, and broadband light sources to ensure worker and general public exposures are kept as low as reasonably achievable.
- b. BE monitors base drinking water quality. They perform all testing for compliance with the Safe Drinking Water Act and publish the Hurlburt Field Drinking Water Consumer Confidence Report every July. They also test and monitor the base swimming pool to ensure public safety.
- c. BE works in many facets of environmental protection to minimize base operational impact on our environment. They also perform on-site inspections to ensure no base building occupant is exposed to asbestos, lead-based paint, or poor indoor air quality.

- d. BE is your point of contact should a health care provider see/suspect an occupational illness which needs to be investigated (dermatitis, ergonomic injuries, sensitization, suspected ionizing/non-ionizing exposures, suspected laser exposures, etc.)

PHARMACY



Pharmacy offers new and refill prescription services to all military active duty personnel, retirees, and their family members, Monday-Friday, 0730-1700. Prescriptions are filled on a first-come, walk-in basis. Patients must check in to start the process of prescription filling. If you called your provider to have a prescription renewed, you must first check in before the pharmacy will process the prescription.

Refill prescriptions from other military pharmacies can be filled if the originating facility will let us transfer it and if it is a medication we carry. This process usually takes 24-72 hours.

Pharmacy Prescription Refills. The pharmacy operates a user-friendly telephone refill system that is required for all prescription refills. The refill system can be accessed by calling **881-5835** or toll free **1-866-257-2656**. Patients may call to quickly request a prescription refill, 24 hours a day, 7 days a week. Refills called in prior to 1200 hours will be ready the next business day after 0900 hours. Refills called in after 1200 hours will be ready for pick up in two business days.

The telephone refill system also provides the caller with details about their prescription, such as the day and time you may pick up your refill and how many refills you have remaining. In addition, the refill service can provide important information about pharmacy services and hours of operation. When calling in a prescription refill, please have the patient's name, sponsor's social security number, and prescription number available before dialing your telephone. The prescription number is located in the top left-hand corner of the prescription label after the letters "RXH" or "RXC.V." Our pharmacy will honor refills originally prescribed at Eglin AFB for medications we stock. If you have questions or concerns, please contact us at 881-2133.

TRICARE Mail Order Pharmacy (TMOP)



If you take prescription medications for long-term, ongoing conditions, the TRICARE Mail Order Pharmacy (TMOP) and Express Scripts will help you save both time and money. There is no co-payment for active duty service members. All other beneficiaries can order up to a 90-day supply of medication for the same co-payment as a 30-day supply at a retail pharmacy. That's a **66% savings** for you. TMOP also includes convenient online services. You can order refills online, print forms to fill new prescriptions, check your order's status, and much more. For more information about how to use TMOP, beneficiaries may visit the Express Scripts website at www.express-scripts.com or contact TMOP Member Services at (866) DOD-TMOP, (866) 363-8667.

Advantages of TMOP

a. **Convenient.**

- The TMOP benefit allows you to save gasoline, mileage on your vehicle, travel time, and wait time at the pharmacy.
- You can fill your prescriptions by mail and order refills by mail, phone, or online.
- TMOP registration packages can be picked up at the local TRICARE Service Center located in the 1 SOMDG TRICARE office or pharmacy window. For questions, please contact the 1 SOMDG TRICARE Health Benefits Advisors at 881-5177 or 881-3912.
- Standard shipping and handling are free. You can request expedited shipping for an additional charge.
- Your prescriptions will be mailed to any US postal address, including temporary addresses, APO, and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the official Washington, DC, address.

b. **Safe.**

- Registered pharmacists verify your order twice for accuracy and safety.
- Your prescriptions are checked against your medication profile through a direct link to the Department of Defense (DoD) Pharmacy Data Transaction Service (PDTs). PDTs holds records of all prescriptions processed from medical treatment facilities, TRICARE retail network pharmacies, and the TMOP.
- Your prescriptions are shipped in plain, weather-resistant pouches for your protection and privacy.

LABORATORY (CLINICAL)

The laboratory offers outpatient care to active duty and TRICARE beneficiaries. The hours of operation are Monday-Friday, 0730-1700. Test requests are performed in the order they are received unless directed by the ordering provider.



Your lab tests are typically completed on the same day of receipt, and a report will be sent electronically or faxed to the ordering physician; exceptions include throat/urine cultures and referrals (tests sent to a reference lab). These tests may take 4-14 days for completion. Your provider may also request tests that have special instructions. In these situations, please stop by the lab or call to get instructions before testing. Test results are not released directly to patients under any circumstances. Patients must contact the requesting healthcare provider for results.

RADIOLOGY



Radiology provides routine x-ray services to over 17,000 TRICARE beneficiaries in the local area. Special procedures are referred to Eglin AFB or a civilian imaging site in the local area based on the patient's status.

Active duty personnel are referred to Eglin AFB for CT, MRI, ultrasound, nuclear medicine, mammography, and bone density studies. Eglin AFB also accepts retirees and dependants for CT, nuclear medicine, and bone density studies.

Retirees and dependants are referred to the local network for ultrasound, MRI, mammography, and fluoroscopy due to non-availability at Eglin AFB.

The Radiology front desk will assist you with scheduling and referral paperwork. Your PCM will contact you with official results within 7-10 duty days of the exam.

Note: Radiology personnel are not authorized to release results to patients. To obtain a copy of your final report, please call central appointments, **884-7882** and request a "telephone consult" with your PCM.

DENTAL SERVICES



The clinic provides dental care for active duty members **only**. Family members are encouraged to enroll in the TRICARE Dental Program (TDP). You can enroll in the TDP by visiting our Health Benefits Advisor or at www.tricaredentalprogram.com. Retirees and their dependents can enroll in the TRICARE Retiree Dental Plan by visiting our Health Benefits Advisor or at <http://www.trdp.org>.

Hours of operation are Monday-Friday, 0730 -1700. Dental sick call patients must call 884-7881 to schedule a same day appointment. Emergency patients are evaluated and seen in order of priority based upon the acuteness of their condition. Dental check-ups and cleanings are scheduled through each squadron's unit health monitor.

After-hours dental emergencies (e.g., acute trauma, bleeding, and infection with swelling) may be evaluated through the Eglin AFB emergency room, **883-8227**.

HEALTH AND WELLNESS CENTER (HAWC), Bldg 90232

The HAWC offers over 20 outstanding health promotion programs to include nutrition and weight management classes, fitness education courses, health behavior change classes and more. These classes include but are not limited to: Tobacco Cessation, Gait Analysis Clinic, Body Composition, Personalized Exercise Prescriptions, Sleep/Stress Management, Nutritional Assessments, and Dietary Counseling.

The HAWC is located in the Commando Fitness Center. Hours of operation are Monday-Friday, 0800-1600. They are an appointment driven clinic; please feel free to stop by or contact them at the above number for questions or to schedule your next class.

ORTHOPEDIC SERVICES, Bldg 91041 (adjacent to MDG staff parking lot)



The Orthopedic Clinic hours of operation are Monday-Friday, 0730-1630. The Orthopedic clinic is closed in conjunction with all other MDG closures as well as daily from 1130-1300. Orthopedic services are provided to active duty patients enrolled at the Hurlburt Field Clinic and on a case by case basis for retirees and family members. The Orthopedic Clinic is a referral service for treatment of disorders of the musculoskeletal system, trauma and overuse injuries, degenerative and autoimmune joint disease and treatment of sports injuries. Treatments include diagnosis and conservative management as well as in and outpatient surgery. In order to be scheduled for an evaluation, a consult from your PCM is required. After the consult is entered, please go directly to the referral management center to be scheduled for an evaluation.

In order to make the initial evaluation process more efficient, we ask you arrive **15 minutes** prior to your appointment time to fill out required paperwork and change clothes if necessary. If you are coming to Orthopedics with a **hip, knee, or back** problem, please **dress accordingly** to allow the therapist to complete a proper and full evaluation (i.e., shorts and T-shirt in order to expose area of complaint). Please allow yourself enough time to change clothes prior to your scheduled appointment.

During the initial appointment, an orthopedist will conduct a complete evaluation to determine a plan of care to help you return to a pain free and functional lifestyle. The plan of care will vary from patient to patient and may include treatments in the clinic, surgery intervention, and/or a referral to physical therapy for a rehabilitation evaluation. In order to help carry out your plan of care, all future appointments and/or a follow-up will be scheduled prior to leaving the clinic.

If you cannot make your scheduled appointment, please call us at 881-5118 to cancel or reschedule at least 24-hours prior to your scheduled appointment time. After three consecutive no-shows or no contact after 1 month, your referral will be administratively closed and you will have to return to your provider for another referral.

CHIROPRACTIC SERVICES, Bldg 90322 (Battlefield Airmen Clinic (BFAC))

The Chiropractic Clinic hours of operation are Monday-Friday, 0715-1445, and closed daily, 1130-1300. Services are provided to active duty patients enrolled at the Hurlburt Field Clinic and Battlefield Airmen Clinic. The Chiropractic Clinic is a referral service for manipulation of the spinal column and other body structures. In order to be scheduled for an evaluation, a consult from your PCM is required. After the consult is entered, please contact the Chiropractic clinic to be scheduled for an evaluation.

In order to make the initial evaluation process more efficient, we ask that you arrive **15 minutes** prior to your appointment time to fill out required paperwork and change clothes if necessary. During the initial appointment, a chiropractor will conduct a complete evaluation to determine a plan of care to help you return to a pain free and functional lifestyle. The plan of care will vary from patient to patient and may include treatments in the clinic, and/or a referral to physical therapy for a rehabilitation evaluation. In order to help carry out your plan of care, all future appointments and/or a follow-up will be scheduled prior to leaving the clinic.

PATIENT RIGHTS AND RESPONSIBILITIES

ADVANCED DIRECTIVES

Advanced directives are documents allowing a person to give directions about future medical care or designate another person(s) to make medical decisions if he/she should lose decision-making capacity. They are available through the base Legal Office or private attorneys. The base Legal Office offers health care surrogate forms and living wills for all military ID cardholders. Patients should place a copy of any advanced directive in their medical record as soon as possible. The base Legal Office also offers power of attorney documents that will be required for minors needing medical care who are temporarily under another adult's custody. For more information contact the base legal office at **884-7821**.

PATIENT RIGHTS: The 1 SOMDG follows the Florida Patient's Bill of Rights and Responsibilities; for additional information visit:

<http://www.dcmsonline.org/legislative/biilrights.htm>

YOU HAVE THE RIGHT TO:

- Quality care consistent with available resources
- Have your pain assessed, treated, and have proper follow-up
- Considerate, respectful care in a safe environment
- Private, confidential care as permitted by law



YOU HAVE THE RIGHT TO BE INFORMED OF:

- Your provider's identity, credentials, and status
- All facets of your health care, in laymen's term

PATIENTS' RESPONSIBILITIES:

- Provide accurate and complete background information regarding your health problem and past illnesses
- Acknowledge your understanding of treatment
- Respect the rights and property of other patients
- Follow your treatment plan to include keeping or canceling appointments
- Make sure your records are returned for filing
- Follow all facility rules and regulations

Medical and Dental Records: The health record is the property of the U.S. Government. IAW the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the patient has the right to the information in the record. AFI 41-210, *Patient Administration Functions*, paragraph 6.6.1, governs accountability of outpatient records.

Medical Facility Rules and Regulations: Patients must follow general medical facility rules and regulations affecting patient and visitor conduct. Unsupervised children who accompany family members with medical appointment pose a particular challenge to 1 SOMDG personnel. Supervising children places us in a difficult position as it renders us unable to perform our medical duties and puts us at risk for potential liability issues. To ensure we do not perform functions outside the scope of our official duties, 1 SOMDG personnel are prohibited from supervising children under any circumstances. Please bring only those children scheduled to see a provider when you come to the clinic. This will allow us to provide better service.

PATIENT ADVOCATE

The Patient Advocate Program is designed to ensure you are satisfied with your medical care and provide timely responses to your concerns. If assistance is needed to obtain service, or if the treatment does not meet your expectations, please bring it to our attention. We are here to help.

Each clinic area has a patient advocate to assist you with any concerns. Whenever your request for assistance cannot be handled within the service area, if you are in the facility, you can fill out a comment cards to address any concerns or you can ask to speak directly with a Group Patient Advocate.

Comment cards can also be used to identify a job-well-done or kudos. If your service was exceptional and you would like to recognize an individual or a whole section please fill out a comment card and place it in the box located at each section.

If you are not in the facility, you can use the list below, which identifies the clinic and each section patient advocate phone number to assist you with any concerns. You can also e-mail us at patient.advocate@hurlburt.af.mil.

Clinic	Number
Mental Health	881-4237
Dental	881-5950/7881
Family Health	881-5196
Flight Medicine	881-2563/5955
Group	850-582-7296 cell
Immunizations	881-1373
Laboratory	881-3955/3900
Optometry	881-3918
Pediatrics	881-3030/5222
Pharmacy	881-3919
Physical Therapy	881-4327
Public Health	881-5626
Radiology	881-5168
TOPA/Tricare	881-5929
Women’s Health	881-5980



HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)



“Protected Health Information” is individually identifiable health information. This information includes demographics, for example, age, address, e-mail address, and relates to your past, present, or future physical or mental health condition and related health care services. The medical treatment facility is required by law to do the following:

- Make sure your protected health information is kept private.
- You receive a notice of our legal duties and privacy practices related to the use and disclosure of your protected health information. Please follow the terms of the notice currently in effect. We will communicate any changes in the notice to you.
- You may obtain a **Notice of Privacy Practices** on the TRICARE Management Authority website www.tricare.mil, calling the local medical treatment facility Privacy Officer and requesting a copy be mailed to you, or asking for a copy at your next appointment.

THIRD PARTY COLLECTION PROGRAM

The Third Party Collection Program (TPCP), as mandated by Congress (Title 10, USC, Section 1095 Final Rule 32, CFR part 220), will bill insurance companies for those non-active duty beneficiaries who carry additional medical insurance. Non-active duty beneficiaries must provide insurance information annually or when insurance information changes.

By providing insurance information, you are giving our clinic the information necessary to bill your insurance company. The money collected from the civilian insurance carrier comes directly back to the clinic to provide new equipment, supplies, furniture, renovations, and additional staff.

The medical group bills for outpatient clinic visits, ambulatory procedure visits, observation hours, immunizations, and ancillary services (laboratory, pharmacy, radiology) requested by clinic or network providers.

The amount paid by the insurance company is considered payment in full. The insurance company will furnish you with an explanation of benefits (EOB) that indicates theirs and your responsibilities. DoD will absorb your portion and you will not be billed for the difference. You will not be billed for amounts not covered by the carrier or the policy deductible.

Health insurance premiums will not be affected by the use of your benefits. The premiums you or your employer pay will remain the same whether or not the benefits are used. Since you are using your policy to allow recovery of medical costs, it is being used as it was intended. These premiums, unlike auto insurance, do not increase because of usage.

For questions concerning the TPCP please call 881-2338.

TRICARE HEALTH BENEFITS PLAN



TRICARE, Debt Collection Assistance Officer (DCAO), and Beneficiary Counseling and Assistance Coordinator (BCAC)

TRICARE is the Department of Defense's managed health care program for active duty service members and their families, retirees and their families, survivors, and other TRICARE-eligible beneficiaries. TRICARE is a blend of the military's direct care system of hospitals and clinics and civilian network facilities. TRICARE offers two options, Prime and Standard. Our TRICARE staff can be reached at 881-5177 or 881-3912. Please visit the TRICARE website at www.tricare.mil.

TRICARE Prime is the health maintenance organization (HMO) type option, under which you enroll to a primary care manager (PCM). Active duty members are assigned to a PCM at the base where they work. Family members may enroll to a PCM at Hurlburt Field or Eglin AFB. The PCM provides family practice care and arranges specialty care from a network of health care providers and institutions set up by the TRICARE contractor for this region.

TRICARE Standard is a health care option provided as part of the TRICARE program where eligible beneficiaries may choose to receive care from any TRICARE authorized providers with standard cost sharing. Standard is the most costly option for beneficiaries but provides the most choice of providers. The annual outpatient deductibles for TRICARE Standard: for families of active duty E-4s and below, \$50 for one person or \$100 for a family per fiscal year. For all others, the deductible is \$150 for one person or \$300 for a family.

The Defense Enrollment Eligibility Reporting System (DEERS)

TRICARE benefits are dependent on correct DEERS information as well as proper enrollment. Newborns **must** be enrolled in DEERS through the Military Personnel Flight within 60 days to be eligible for TRICARE benefits. To update DEERS or initiate a request through the MPF call DEERS Support, 1-800-538-9552 or via the web, <https://www.dmdc.osd.mil/appj/address/indexAction.do>.

Procedures for Requesting a Change in Primary Care Manager (PCM)

Optimal medical care best occurs when there is a continuity between patients and their providers; as such, the Air Force (AF) has moved to a medical home model, which prioritizes consistent medical treatment by a dedicated health team. Because of AFSOC's unique mission requirements and the AF's increased focus on physical fitness, it is imperative our active duty members maintain stability with their primary care manager. Change requests can be made through the health benefits office located in the TRICARE hallway.

Patient Travel Benefits

Active duty members assigned and enrolled at Hurlburt Field are issued orders by the 1 SOMDG when referred for specialty medical care outside the local commuting area. Active duty members who travel outside the local commuting area (Escambia, Santa Rose, Okaloosa, Walton, Bay counties) are entitled to reimbursement via travel order.

Non-active duty Prime enrollees who need to travel on orders for referred specialty medical care more than 100 miles from their PCM are eligible for reimbursement of reasonable travel expenses.

The non-medical attendant (NMA) benefit allows for one **medically necessary** NMA to accompany a Prime enrolled patient referred for specialty medical care more than 100 miles from the PCM's location. The NMA is approved by the Chief, Medical Staff when the patient requires assistance with activities of daily living or is a minor. The NMA does not have to be enrolled in TRICARE Prime. NMAs are authorized to receive medical travel orders from the 1 SOMDG, when the patient they are escorting is assigned/enrolled to the 1 SOMDG and are under the age of 18. If the patient they are escorting is over the age of 18, they must have authorization from the patient's PCM or referring doctor. An NMA can be either an active duty member or a civilian. Active duty members must inform their supervisor when making medical travel plans.

Active duty and Prime members qualifying for this benefit must have travel orders prior to leaving for their appointment. Travel orders are processed through the Patient Administration staff at the 1 SOMDG. Prime members may be reimbursed for actual travel expenses, lodging, and meals up to the government rate. The 1 SOMDG **will not** fund rental cars.

Travel expenses will be reimbursed in accordance with the Joint Federal Travel Regulations (JFTR). A travel voucher must be filed within 5 days of return from travel and a copy of the paid voucher must be brought to the patient travel clerk at the clinic.

There are **no** travel benefits for TRICARE Standard patients.

For more information on Prime patient travel reimbursement, please contact the Patient Administration staff at the 1 SOMDG, at 881-5723/881-3154 or the TRICARE website at <http://www.tricare.mil>.

SPECIAL NEEDS/OVERSEAS CLEARANCE PROGRAM

Special Needs Identification and Assignment Coordination Process (formerly EFMP):

This is a multi-service program designed to ensure families with special needs are stationed near facilities, military or civilian, that can meet their special needs. Family members with special medical, educational, and emotional needs qualify for enrollment. Enrollment in this program is mandatory and requires all military personnel with family members who have special needs to contact the process coordinator at the TRICARE/ Patient Administration Office. The process coordinator will complete an assessment to determine eligibility for enrollment.

Exceptional Family Members/Overseas Clearance

All family members of active duty Air Force sponsors with an OCONUS assignment requesting travel **must** be screened at the 1 SOMDG within 6 months of permanent change of station for special medical and educational needs.

Please keep in mind this is a screening process that requires several appointments and can take some time. Therefore, the sponsor is advised to contact the Family Member Relocation Coordinator to initiate the clearance **within 7 days** of the initial outbound assignments appointment **to avoid any delays in receiving your travel orders.**



CLINIC TELEPHONE NUMBERS

<i>Emergency (24 hours per day) (No ED at Hurlburt Field)</i>	911
<i>Medical Appointments</i>	883-8600 884-7881
<i>Dental Appointments – Active Duty</i>	884-7881
Alcohol and Drug Abuse Prevention and Treatment (ADAPT).....	884-4237
Bioenvironmental Engineering.....	881-1822
Chiropractic Services.....	884-9583
Drug Demand Reduction	884-2574
EFMP/Overseas Clearance	881-3912
Family Advocacy	881-5061
Family Treatment Program.....	881-5061
Flight Medicine.....	881-2129
Health and Wellness Center (HAWC).....	884-4292
Immunizations Clinic.....	881-1373
Laboratory.....	881-3900
Mental Health Clinic.....	881-4237
New Parent Support Program (NPSP).....	881-4182
Optometry	881-3918
Orthopedic Services.....	881-5118
Outpatient Records.....	881-1795
Outreach Program	881-4936
Patient Advocate	881-3913
Patient Travel.....	881-3154
Pharmacy	881-2133
Pharmacy Refill System.....	881-5835/1-866-257-2656
Public Health.....	881-5625
Radiology	881-5168
SNIAC	881-3912
TRICARE Health Benefits Advisor.....	881-5177/3912