

Lyster Army Health Clinic - Patient Centered Medical Home

Army Medical Homes build trust in Army Medicine with personal, proactive team-based care, expanded access options, a higher level of customer service and enhanced coordination of care.

Army Medical Homes are inspired from the ground up by your ideas and suggestions about how healthcare should be. Those ideas and suggestions are embodied in the concept of the Patient Centered Medical Home, a new model of healthcare being adopted across Military Healthcare and by leading civilian healthcare systems.

The Patient Centered Medical Home is both revolutionary and old-fashioned. Each patient partners with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others – to develop a comprehensive, personal healthcare plan. That healthcare team works with each patient over time to take care of health issues as they arise, ensure delivery of prevention screening and services, manage chronic conditions, and promote a spirit of health, wellness and trust.

At its heart, the Army Medical Home is healthcare the way it should be – easy to access, patient-centered, team based, and quality focused.

The Surgeon General of the United States Army is focused on the way ahead as we move forward from a healthcare system to a system of health. Army Medicine is committed to access to care when you need it, convenience in a timely manner, consistent coordination of your Family's care, and the highest quality in both staff and services. We are also committed to finding ways to touch the lives of our patients by promoting individual health and prevention during the time between doctors' visits, a time referred to as the "white space."

"Our goals for the future are to continue developing collaborative partnerships with our Soldiers and their Families and refining our training and programs to ensure they get the best care and information possible on health and fitness, weight management, exercise and nutrition to produce patient-centered outcomes that improve the collective health of the Army Family."

- LTG Patricia D. Horoho



Army Medicine's number one priority to our Soldiers and Family members is to provide easy access to the best quality health care possible while maintaining Soldier medical readiness. Our goal is to have the right provider, providing care at the right time, using the right venue that's best for the Family members by making primary care services easier to obtain.

Lyster Army Health clinic's Patient Centered Medical Home is part of Army Family Healthcare, the way healthcare should be.

Here you will be partnered with a primary care provider and nurses who take responsibility for your health and coordinate care with an extended team of behavioral health professionals, pharmacists, subspecialists and others.

Your core team works with you over time to take care of new health concerns as they arise, ensure delivery of preventive screening and services, manage chronic health problems, and promote a spirit of health and wellness. This relationship - between you and your health care team - is the heart of the Medical Homes.

We encourage you to take an active role in your healthcare by asking questions, participating in the decisions that affect you and your family's health. So that your team is always aware of your health problems, please let them know when you receive care outside of your Medical Home. To that end, we will go the extra mile to ensure that when you need care, you get care from your own healthcare team - the doctor and nurses who know you and your family.

Your team nurse plays a greater role than you might be used to. Your nurse will spend more time listening to your concerns, help you communicate those concerns to your doctor, and then make sure that you understand the care plan and that all of your questions are answered.

The Lyster Patient Centered Medical home is dedicated to a patient centric and whole person model of care. The Lyster Medical Home is organized into four teams in order to provide you timely access to a team member. To ensure we can provide you same-day access for your more serious urgent care needs we now have staffed our Medical Home Teams with nurses trained to respond to your calls and address many of your needs in a timely and convenient fashion that may not even require you to come into the clinic.

We are working very hard to ensure that you see your assigned provider to maximize continuity with your provider and care team. Please assist us in this effort by requesting to see your assigned provider and bring important health information with you, such as your current medications, any other providers you may see recently and any changes in your health status since your last visit.

Army Medical Homes allow you to access your health care team through traditional office visits and through expanded access options

Now Available - Relay Health - Secure Messaging

- You can use secure email to communicate with your health care team.
- To enroll in Secure Messaging click [HERE](#).

How to Join

Army Medical Homes are open to TRICARE Prime patients. If you would like to join an Army Medical Home:

- Please visit your local TRICARE Service Center and complete the TRICARE Prime Enrollment and PCM Change Form.
- Click [HERE](#) and follow the online instructions.
- After your paperwork is submitted, please continue to be seen at your current clinic until you receive notification that your PCM has been changed.

Tips On What To Do Before Your Health Care Appointment

1. Prepare a written list of all medications you are currently taking, to include over the counter (OTC) and herbal medications. Bring this list to the appointment.
2. A written list of questions you want to ask during the visit.
3. Find information to help understand your health conditions, symptoms, or treatment choices.
4. If you perform home blood pressure or blood sugar checks, bring these results to your appointment.
5. Know your medical and surgical history, to include any hospitalizations. It may be easier to remember if you write this down and bring to your appointment.
6. Allow plenty of time to get your appointment and avoid being late.

Know Your Family Medical History

Cancer, diabetes, heart disease and many other disorders have genetic factors passed down through the generations. Knowing your family health history can help your health care practitioner provide better care for you. It can help identify whether you have higher risk for some diseases. It can help your health care practitioner recommend actions for reducing your personal risk of disease. And it can help in looking for early warning signs of disease.

NEED MEDICAL CARE AFTER DUTY HOURS?

Call 911 or go to the nearest emergency room. No authorization is required if condition is an emergency.

Urgent Care – Call the TRIAGE Nurse Line at 1-877-418-0983. They will provide authorization if care is needed before clinic reopens.

Be sure to call or follow up with your Primary Care Manager on the next working day.