

Pharmacy Services

The **2d MDG** offers pharmacy services at two locations for all eligible beneficiaries. There is also an after-hours drop box available near the entrance to the Satellite Pharmacy through the food court.

2d MDG Main Pharmacy can be reached at 318- 456-6231; hours: Monday– Friday: 0730 – 1700
Closed 2d Thursday each month from 1200 – closing for mandatory training.

Refills may be obtained by calling the Automated Line at 318- 456-8348 or 877-576-1539.

Satellite Pharmacy Refill Center (BX Parking Lot):
Monday–Friday: 0830 – 1800

Customer Service

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. If you have any questions, please contact our Patient Advocate at 318- 564-8143.

IN CASE OF EMERGENCY

Call 911 or GO to the Nearest Emergency Room!

Definition of Emergency Care: Threat to life, limb or eyesight! Examples: Shortness of breath, chest pain, uncontrolled bleeding, poisoning, paralysis, potential loss of life, limb, or your eyesight.

Urgent Care: Services which are medically necessary treatments for illness or injury that *would not* result in further disability or death if not treated immediately.

The illness or injury does require professional attention and should be treated within 24 hrs to avoid developments which further complications could result.

How is Emergency (ER) Care Different from Urgent Care?

TRICARE defines an emergency as a medical condition creating a threat to loss of life, limb, eyesight, or unrelieved pain as perceived by a “prudent layperson” – someone with a limited knowledge of health and medicine. Some examples of emergency situations are severe bleeding, chest pains, no pulse, severe difficulty or inability to breathe, severe back injury, severe eye injuries, broken bones, etc.

In an emergency, go to the nearest emergency room for treatment or call 911. The beneficiary, or family member, must contact the 2 MDG within 24 hours of being seen in the emergency room or if the visit results in an inpatient admission. This ensures any ongoing healthcare can be coordinated.

For more information about TRICARE benefits, visit www.humana-military.com or call 1-800-444-5445 or visit our local Tricare Service Center at the 2 MDG.

**243 Curtiss Road, Suite 100
Barksdale AFB, LA 71110
Phone: (318) 456-6555**

Version 1, 31 Jan 2011

2d Medical Group Clinic Barksdale AFB

Family Health Initiative



Welcome To Your
Medical Home

INFORMATION SHEET

Barksdale Clinic (318) 456-6555

What is the Family Health Initiative (FHI)?

Effective February 2011, the 2d Medical Group at Barksdale AFB will implement a new DoD initiative to create a Patient Centered Medical Home in our Family Health Clinic. The Patient Centered Medical Home is a DoD-wide primary care concept built on effective communication, enhanced patient care, appropriate competency, and team ownership.

Why FHI? To meet the intent of this program, our Family Health Clinic is being re-designed to accomplish two major goals. The first is to create an enjoyable and productive healthcare environment that promotes a team approach to meeting your healthcare needs. The second goal is to ensure you receive care from your assigned Primary Care Manager (PCM). The intent of this initiative is to maximize your continuity of care with the same provider, nurse, and technician in your respective Family Health Team for every appointment. While we understand that 100% continuity is not possible in every case, continuity of care is the forefront of our mission.

To enable this process, it is necessary to re-align or re-assign some beneficiaries to a new Primary Care Manager (PCM). To this end, you may receive a letter with your new PCM identified. Internally within the 2d Medical Group, all providers are being assigned to teams. When your provider is unavailable, we will make an attempt to provide you an appointment within the team before referring you to off-base care.

The Patient Centered Medical Home focuses on the patient being the center of healthcare and the driver of care rather than the passive recipient. Care that is truly patient-centered considers patients' cultural traditions, personal preferences and values, family situations and lifestyles. It makes the patient and their loved ones an integral part of the care team who collaborate with healthcare professionals in making clinical

decisions. Patient-centered care puts responsibility for important aspects of self-care and monitoring in the patient's hands -- along with the tools and support they need to carry out that responsibility. Patient-centered care ensures transitions between providers and healthcare settings are respectful, coordinated, and efficient.

Family Health Clinic

There are currently 4 Family Health Teams (FHT). Each FHT comprises two providers, a nurse and medical technician support. All patients will be re-assigned to one of the following FHTs:

DEUCE

STRATOFORTRESS

PEACEMAKER

THUNDERBOLT

How Do I Make Appointments?

The 2 MDG uses a centralized appointment system to make all appointments. You may contact the appointment line at 318- 456-6555.

The Dental Clinic is for active duty only. Appointments can be made by calling the Dental Clinic at 318-456-6718.

After Hours Urgent Care

PRP members MUST contact the provider on call at: 318-456-6555 (option 1) prior to obtaining any healthcare off-base and be placed on suspension prior to off-base appointments IAW AFI 36-2104. Active duty members should call 318-456-6555 before seeking non-emergency care.

Family members needing after hours urgent care do not need prior authorization.

Referral Management

If your PCM refers you to a specialist: Stop by the Referral Management Center (RMC) Room 1262 before you leave the facility. They will verify your information, assist you in picking a provider, and explain the entire process; for example: receiving your referral in the mail, making your appointment, what medical documents to bring, when the authorization expires, and how many visits are authorized. The RMC will schedule:

- STAT/ASAP referral appointment
- PRP patients
- Specialty clinic appointments within the MDG

For all other referrals, you will be mailed an authorization letter from HUMANA in 7-10 days with the specialist name and phone number so you can schedule your own appointment

For more information on referrals:

- Contact the RMC at 318-456-6562
- Visit: www.humana-military.com
- Contact Humana at 1-800-444-5445

Supervisors of active duty are reminded they can grant Quarters up to 24-hours to their personnel without a medical appointment in accordance with AFI 41-210, 3.6.4.