



47th Medical Group

**Building 375
590 Mitchell Boulevard
Laughlin Air Force Base, Texas 78843**

Mission:

Warrior medics improving the health, readiness, and safety of our customers and employees.

Vision:

An exceptional healthcare system that promotes innovation, a healthy community and a ready to fight force.

Emergency Services:

The 47th Medical Group does not have emergency capabilities.
Please call 911 or report to the Emergency Room at the nearest hospital for emergencies.

Hours of Operation:

0730-1630 except Fridays, the clinic opens at 0830.

Clinic Closures:

Third Wednesday of each month for training / Federal Holidays,
base down days / AETC family days

IN-PROCESSING

Step 1: Enrollment

You must enroll to the 47th Medical Group. You can do this by following two steps: (1) visit the Force Support Squadron to be entered in the Defense Enrollment Eligibility Reporting System (DEERS) and (2) visit the TRICARE Service Center within the 47th Medical Group to be enrolled in TRICARE.

Step 2: Seeking Medical Care

You may now call the 47th Medical Group to schedule an appointment. Appointments may be limited during base readiness exercises (as directed by Wing)

Important Phone Numbers:

Appointment Line: (830) 298-6333

After Duty Hours Care:

Active Duty Flyers: Call the Command Post at (830) 298-5167 to reach the on-call Flight Surgeon

All Others: Call (830) 703-6199 to reach the Family Health Physician on-call

You may also schedule appointments on line via www.tricareonline.com from home or work. TRICARE online reduces your wait time for medical appointment. Additional services are available when booking online.

Step 3: Medical Records and Record Review

If you are in possession of your medical records, you must turn it in to the 47th Medical Group during the Base-Intro in-processing session or you may drop it off at the Clinic via Family Health front desk. Your record will be reviewed to ensure that you and/or your family are current on your physicals, shots, and medications. If you are due for an exam you will be contacted by a medical technician.

SERVICES PROVIDED

PRIMARY CARE

Family Health Clinic
Flight Medicine Clinic
Pediatrics Clinic
Dental Clinic

ANCILLARY

Immunization/Allergy
Laboratory
Pharmacy
Radiology

SPECIALTY SERVICES

Optometry
Mental Health
Women's Health
Health and Wellness Center

OTHER SERVICES

Aerospace Physiology

Bioenvironmental Engineering

Public Health

Patient Travel

Patient Advocacy

Patient Administration

Referral Management

Debt Collection Assistance

MEDICAL APPOINTMENT RULES

- Please arrive 15 minutes early for your appointment
- Bring your military identification card
- To cancel an appointment, please call the appointment line at (830) 298-6333 at least 24 hours prior to your scheduled appointment.

PRIMARY CARE SERVICES

Dental Clinic

Sick Call and Walk-In Services: Please call (830) 298-6332 to schedule a same/next day appointment.

Services include: For Active Duty Only

- Annual exams (mandatory for all Active Duty)
 - Unit health monitor will notify personnel when due

After Hours Dental Emergency

- Flyer: call (830) 765-4856
- Non-Flyer: call (830) 703-6199

NOTE: If unable to contact the on call provider, report to the emergency room at Val Verde Regional Medical Center. Please contact the Dental Clinic during business hours for a follow up.

Broken / Cancelled Appointments:

- **Please** call at least 24 hours in advance to cancel/reschedule
- No-show letters are sent to the First Sergeant and Commanders

Family Member's Dental Care: ALL DOWNTOWN

To enroll family members in the program, sponsors must sign the dental application and send the first month's premium along with the application to MetLife. For questions concerning MetLife please call 1-855-638-8371 or visit www.tricare.mil/bwe.

Brochures/list of local dental providers is available at the TRICARE web site, the TRICARE service center and the dental clinic.

FAMILY HEALTH CLINIC

Sick Call and Walk-In Services: Not available. Patients must schedule medical appointments with their Primary Care Manager.

Services include, but are not limited to:

- Routine visits
- Post-Deployment Health
- Acute visits: illnesses occurring within previous 24-hrs
- Women's Health Counseling
- Men/Women wellness visits
- STI Screenings:
- Preventive Health Screenings/PHA
- Minor Procedures
- Nurse visit for B-12 shots
- Skin tags

- Depo-Provera
- Wart removals
- UTI and sore throat/strep testing
- Minor wound care

FLIGHT MEDICINE CLINIC

Sick Call and Walk-in Services:

- Return to Fly: daily, 0730-0800 / 1230-1300; except Fridays 0830-0900
- Sick Call: daily, 0800-0830 / 1300-1330; except Fridays 0900-0930

Services include:

- Routine and acute appointments
- Flight Physicals (you may complete up to 90 days in advance)
- Flying Waiver Program
- Shop Visits
- Occupational Health exams
- Airsickness program

- Emergency flight line response
- Security and Sensitive Duty records reviews

NOTE: Please call front desk at (830) 298-6541 for a list of medications approved for use without a physician's approval.

PEDIATRIC CLINIC

Services include:

- Routine Visits
- Well-baby visits
- Acute exam for health issues
- Newborn checks

47 Medical Group Policy #13: Children in The Clinic

Please do not bring children in with you if you are at the clinic for your own personal care. This is particularly critical if you are having a procedure that prevents direct supervision of the child (i.e. pelvic exams, minor procedures, etc.) Especially under these circumstances, it is far preferable to leave your children at home under the supervision of a friend or other caregiver. If this isn't

possible, please let us know immediately so a more convenient appointment can be scheduled. If the appointment is for the child, please avoid bringing additional children with you unless you're accompanied by someone who can supervise them.

ANCILLARY SERVICES

Immunization/Allergy

Immunization Services include:

- Required Active Duty and beneficiary routine shots
- Supports all DoD required programs such as Anthrax, Influenza, and Small Pox
 - Small Pox, Anthrax, and Typhoid are mandatory for those members going to CENTCOM or Korea for more than 15 consecutive days
 - Begin shots up to 120 days before in-place date

Allergy Services include:

- Initial physician work-up
- Skin testing as needed
- Routine allergy shots

Laboratory

Services available:

- Full spectrum of laboratory tests performed on site
- Extensive list of specialty tests performed off site

Radiology

Services available are limited to routine x-rays.

Tests such as CT scan/MRI/Ultrasound/Nuclear Med/Mammography are not available. Patients are sent to Val Verde Regional Medical Center with appropriate referral to accomplish these tests.

Pharmacy

Prescriptions:

- Accepted from Local Providers and other Military Treatment Facilities (MTF)
- **MUST** check-in at window after seeing MTF provider to process prescription
- **ONLY paper** prescriptions from off-base providers (**NO Faxed or Call-in prescriptions accepted**)
- Only prescriptions for medications on formulary can be filled
- Most prescriptions can be filled with a 90-day supply; 30-day limits apply to controlled substances and other medications
- **MUST** have military/DoD ID and date of birth to **pick-up** medications

➤ **To pick-up medications for someone else:**

- Must have ID or photocopy of ID, date of birth
- General idea of what to pick-up
- Note stating the individual gives you permission to pick-up their medications

Prescriptions from other pharmacies:

- May be transferred **ONLY** from other MTFs, not retail pharmacies
- Must have medication on formulary and have active refills
- Transfers may take up to **7 duty days to process**, please plan ahead to avoid running out of medication
- Recommend obtaining appointment with assigned MTF provider and/or local provider for quicker processing of needed medication

Refills:

- **MANDATORY** call-in for refills. Call **1-877-252-4523** (number is on bottle & most lids)
- Ready for pick-up in 24 Hours (after 1000 hours next duty day); same day pick-up only if called in prior to 0700 hours
- Can also refill through TRICARE Online
- Refills on 3rd Thursday of each month, following Training Day, will be ready for pick-up after 1100

Referrals: Prescriptions written from off-base providers to whom you were referred to by your MTF provider can be filled, but must be on a paper prescription. Medications not carried, may be ordered, but only if meet certain requirements

Formulary: The formulary is what medications we are allowed to carry/stock in our pharmacy. Formulary is **limited** by DoD and local needs determined by the Pharmacy & Therapeutics Function. Only prescriptions for medications on formulary can be filled (Few exceptions/restrictions may occasionally apply).

Deployments: Many deployment locations are limited in pharmaceutical supply; therefore we attempt to provide the necessary medication for specified time period. Bring a copy of orders and/or medical out-processing forms to pharmacy. We are able to provide additional medication to cover deployment period for majority of medications (up to 6 months).

TRICARE Mail Order Pharmacy (TMOP) (Express Scripts)

- Less expensive than retail but more expensive than MTF. 90 day supply is same price for only 30 day supply at retail facility
- Mailed directly to home address. Address may be changed for delivery due to temporary travel
- Active Duty have no co-pay, except for DoD non-formulary designated medications
- Dependents will have the following co-pays for **90 day supply**:
 - **Uniform Formulary** (DoD policy to fill generic when available)
 - \$5.00 generic
 - \$12.00 brand

- **DoD Non-Formulary/3rd Tier**
 - \$25.00 without medical necessity/prior authorization forms located on the TRICARE website
 - \$5 or \$12 with approved medical necessity/prior authorization forms

TRICARE Retail Benefit

- Active Duty have no co-pay, except for DoD non-formulary designated medications
- More expensive than TMOP. 90-day supply is 3 times the co-pay vs. TMOP

- Dependents will have the following co-pays for **30 day supply**:
 - **Uniform Formulary** (DoD policy to fill generic when available)
 - \$5.00 generic
 - \$12.00 brand
 - **DoD Non-Formulary/3rd Tier**
 - \$25.00 without medical necessity/prior authorization forms located on the TRICARE website
 - \$5 or \$12 with approved medical necessity/prior authorization forms

➤ Local Retail Network Pharmacies:

Lifecek Pharmacy
714 Bedell Ave
Del Rio, TX 78840
830-775-8538

HEB Pharmacy
200 Veterans Blvd
Del Rio, TX 78840
830-774-4679

Wal-Mart Pharmacy
2410 Dodson Ave
Del Rio, TX 78840
830-775-6995

SPECIALTY SERVICES

Health and Wellness Center (HAWC)

(830) 298-6464

Core Programs:

Fitness

Support all AF Fitness Programs

Fitness Testing

Body Composition Analysis

Individual and Group Education

Train UFPM and PT Leaders

Healthy Living Program (HLP)

Duty Limiting Condition Appointments

Nutrition

Individual and Group Education
BCIP I and II
Diabetes Nutrition class

Healthy Cooking Demo's
Healthy Heart class

Health Promotion

Monthly Observance Programs
Diabetes Management
Prevention
Steppin' Off Program
Tobacco Cessation

Cancer Prevention
Cardiovascular Disease
Community 5K Run/Walk
Stress Management

Group Education Bi-Monthly
Virtual Coach DVD
SAMMC Quit line
www.ucanquit2.org
Nicotine Replacement Therapy

Mental Health Clinic

Services include:

- Outpatient mental health counseling
- Referral information (for dependents/children)
- Pre & post deployment briefings
- Traumatic Brain Injury (TBI) screens for deployers
- Traumatic Stress Response (TSR; formerly CISM)
- Anger & Stress management
- Couples communication education
- Suicide prevention
- PRP, SERE, IRC, & security clearance record screens
- Outpatient Alcohol Drug Abuse & Treatment (ADAPT)
- DDR: Drug testing program/prevention/education

➤ Family Advocacy:

- Maltreatment services – family violence prevention, education, intervention and treatment
- Family Advocacy Strength-Based Therapy (FAST) – Counseling services for families in need of skills building
- New Parent Support Program – support and education for parents with children prenatal to three years old and providing parental educational classes and home visitation, if needed.

Guidelines for the Supervision of Children:

Babysitters: Must be age 12 or older

➤ Overnight **MUST** be age 16 or older

➤ **MUST Receive Training**

- First Aid and Safety Procedures

- Appropriate Activities/Safe Toys
 - Coordinating with Parents
- **Infant Sitters Must Understand**
 - Shaken Baby Syndrome
 - Diaper Changing
 - SIDS
- **Per AFI 40-301, FTW Supplement 1, Supervision Requirements:**
 - < Age 9 **MUST** be supervised
 - Ages 10-11 less than **2 Hours w/Ready Adult Access by phone**
 - Ages 9 – 13 **NOT Over 8 Hours Unsupervised**
 - < Age 14 **MUST** be Supervised Overnight

TRICARE South Behavioral Health Providers Locator and Appointment Assistance Line 1-877-298-9514

Military OneSource 24/7 Access 1-800-342-9647 or www.militaryonesource.com for off base counseling or Mental Health Services for all beneficiaries

The *inTransition* Program: 1-800-424-7877 For military members currently receiving behavioral or Mental Health care and are in transition due to PCS/Retirement/Separation, etc.

Optometry

Walk-In Services: On case by case basis for red or painful eyes.

Active Duty Members:

- Non-flyer Active Duty member must be seen annually if vision is worse than 20/50
- Flyer Active Duty member must be seen annually if vision is worse than 20/20
- If wearing glass must have two pairs of glasses and gas mask inserts
- If you are a student pilot you must be approved for contact lens wear; both on and off duty. Please call the flight medicine clinic at 298-6541 for information.

OTHER SERVICES

AEROSPACE PHYSIOLOGY

(830) 298-6433

Services include:

- Refresher Training for rated pilots
- Passenger Seat Training for Familiarization/Orientation flights
- Human Performance Enhancement Training for all wing personnel:
 - Fatigue
 - Nutrition
 - Fitness
 - Shift work
 - Circadian Rhythm
- Local Area Threats Briefings:
 - Local Wildlife / Injuries

- Environmental-Induced injuries (Dehydration, Heat Stroke, Hypothermia)
- Local area Survival Training
- ASMP-Air Sickness Management Program

BIOENVIRONMENTAL ENGINEERING

(830) 298-6859

Services include:

- Industrial Hygiene (OSHA): Health Risk Assessments, Noise, Thermal Stress, Radiation Safety, Confined Space, Ergonomics, Chemical Hazard, Industrial Ventilation Systems, Indoor Air Quality, Workplace Hazard Communication (HAZCOM), Respiratory Protection, Personal Protective Equipment Evaluations, Pollution Prevention.
- Environmental Compliance (EPA): Drinking Water Surveillance, Storm/Waste Water Monitoring, Asbestos Assessments, Lead-based Paint Assessments, Environmental Restoration, Chemical Waste-stream Analysis

- Readiness: Gasmask Fit-testing/education, Hazmat response, CBRNE detection/sampling/identification

MEDICAL TRAVEL

You are eligible for travel reimbursement if you are enrolled to the 47th Medical Group, an Active duty or Prime patient, and referred for an approved medical appointment beyond 100 miles by your PCM. You must come to the patient travel section located in the Resource Management Office (RMO) to request medical orders and obtain an entitlement briefing at least five (5) business days before your referral appointment. Orders need to be produced prior to obtaining the referral care in order to verify referrals are valid and approved and all entitlements are clearly understood. For any questions concerning medical travel orders please call (830) 298-5340 or (830) 298-7557.

Travel Reimbursement

Please report back to the patient travel section after the completion of your referred medical appointment to complete your voucher. You will need to turn in the travel verification form and all receipts for approved entitlements from the medical travel to the RMO Office (or fax at 830-298-6439). Your travel voucher can be completed in the Defense Travel System (DTS) but all required paperwork must be completed and sent to RMO to receive reimbursement. All vouchers should be completed within five (5) days from the completion of your appointment.

Required Forms

- **Active Duty Members:** All receipts and travel verification letter (this must be filled out/signed by the provider you were referred to).
- **Ret/Dependent:** Must have all receipts and travel verification letter (this must be filled out/signed by the provider you were referred to), and statement of actual expenses.

If you have any questions you can contact the patient travel office at (830) 298-6320.

PATIENT ADMINISTRATION

Services Include:

- Release of Medical Information (aka record copying): Release form must be signed in person at the Family Health front desk prior to copies being made.
- Medical Evaluation Board
- Special Needs Identification Assignment Coordination
- Line of Determination
- Medical Records Administration: Patients will not hand-carry their outpatient medical records to and from appointments.

NOTE: Beneficiaries are not allowed to handcarry their medical records to their new base. The only exception to this policy is if you are a Flyer or on PRP.

Public Health

(830) 298-6218

Community Health Element Services Provided:

- Sexually Transmitted Infection, Tuberculosis education
- Influenza surveillance- avian and seasonal
- Vector surveillance- mosquitoes, pests
- Inspection of all Food/Public facilities on base; inspection of all MRE rations on base
- Approval resource for all food related fundraisers (i.e. temporary food establishments for wing events/sales)
- Animal Bite education and rabies disease prevention

- Refrigeration Outage, natural disaster responses involving food supplies/shelter in place

Deployment Medicine Element Services Provided:

- Medical Intelligence Briefings for Wing CC, all deployers, and anyone traveling abroad*.
- Pre-deployment, Post- deployment, Post Deployment Health Reassessment support for all deplorers?.
- Deployment Processing Times: M-F 0800-1600. Only short notice tasking allowed during other times.

Force Health Management Element Services Provided:

- Hearing Exams* for all workers on hearing conservation program and flyers

- Occupational Illness/injury investigations; Occupational Health consulting
 - Blood Borne pathogen exposure education- needle sticks
 - Fetal protection program
 - Occupational Health shop visits (Quality Assurance for OSHA exam requirements)
 - 469/422A's (profiles); Cross training reviews/evaluation
- *Asterisks* items denote by appointment only at this time.

REFERRAL MANAGEMENT

(830) 298-6396

When your Primary Care Manager enters a referral for you to see a specialist. You will receive an appointment either from the Military Health Care System or from the Civilian Health Care System:

Military Health Care System

You will be notified of your appointment by a RMC staff if you are appointed to a MTF (WHMC / BAMC) by e-mail or phone.

Civilian Health Care System

If your referral is being sent to Humana Military- TRICARE for an authorization, you will receive a letter in the mail within 10-12 days. This letter will provide a name of an authorized Network provider and information concerning where to call and set up an appointment. Please do this as soon as possible. For any questions related to this provider or if you are not satisfied with the appointment given to you, please call Humana Military at 1-800-444-5445 or you may come by the 47th Medical Group and visit the TRICARE Service Center.

TRICARE OPERATIONS

(830) 298-6350

Services include:

- Claims/Debt Collection Assistance
- Beneficiary Counseling Assistance
- Primary Care Manager Requests

PATIENT ADVOCACY

The goal of the 47th Medical Group is to provide the best care possible. We realize that we may sometimes fall short of this expectation, and the best way for us to know how we are doing, good or bad, is for you to tell us. Please don't **leave our clinic unhappy or dissatisfied with the care you received.**

Each clinic has its own section patient advocate and their name and photo are visible in each clinic. **Take a moment to speak with the section patient advocate for the clinic you were seen in.** If you don't care to speak with the section patient advocate, **there**

are customer comment cards conveniently located throughout the clinic, please fill one out and let us know your concern. We **actively** review our processes and procedures and strive to **make changes based on comments received to ensure** the needs of our patients **are met**.

If your concern remains even after you have discussed it with the section patient advocate, please feel free to contact our **group** patient advocate at (830) 298-6457.