

# *7th Medical Group*

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## *7th Medical Group Helpful Information*





## *General Information*

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### Hours of Operations

- Monday - Friday: 0730-1630
- Pharmacy: 0730-1700
- Closed on all Federal Holidays, ACC Family Days
- Closed at 1100 the second Friday of every month

**No Emergency Services**

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*Trusted and Preferred*



## *General Information*

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- Appointment line (325) 696-4677
  - Mon-Fri: 0700-1600
- Flying Status (325) 696-5490
  - On Call Flight Surgeon (325) 829-9131
  - Flying Status/PRP (325) 696-5490
- Immunizations (325) 696-1788 (call in advance)
- Pharmacy (325) 696-4677
- Mental Health (325) 696-5380



# *7th Medical Group Services*

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- **Bio Environmental Engineering**
- **Dental**
- **Family Health**
- **Flight Medicine**
- **Health & Wellness**
- **Mental Health**
- **Family Advocacy**
- **Immunization/  
Allergy Clinic**
- **Laboratory**
- **Disease Management**
- **Optometry**
- **Pediatrics**
- **Pharmacy**
- **Prescription Refills**
- **Physical Therapy**
- **Physiology**
- **Public Health**
- **Radiology/X-Rays**
- **Women's Health**
- **TRICARE Service Center**
- **Clinical Pharmacy Services**

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# ***Active Duty Sick Call***

## ***M-F 0700-0800***

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- Report to Family Health front desk
  - Get a number and proceed to sick call area
  - All patients will be triaged by nurses
  - Follow-up appointments will be booked with your PCM before you leave
  - Patients will be booked with their PCM if it is not a sick call issue
- No sick call visits for the following issues:
    - Back pain
    - Joint pain
    - Headaches
    - MEBs/RILOs
    - Profiles
    - Medication refills
    - Chronic health problems such as diabetes, asthma, heart disease
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# ***Cold and Flu and Strep Throat Clinic***

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- For Cold and Flu call appointment line (325) 696-4677. Pharmacy will provide a telephone consult; prescription and quarters slip if needed will be ready for pick up at the pharmacy.
- The Strep Throat Clinic is for anyone enrolled to Family Health. Our walk-in strep throat culture clinic is open during clinic hours.
- The Pediatric Strep Throat Clinic is for anyone enrolled to Pediatrics over the age of two.



## *After Hours Care*

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- Call appointment line at (325) 696-4677 or 1(800) 444-5445 for a referral
  
- Refer to “Taking Care of Yourself” book



# TRICARE ONLINE

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What does TOL offer?

- Flexibility and Convenience
- Make an appointment day or night!
- See a selection of appointments at one time
- Refill your prescriptions
- Print your medical information (Blue Button)

<https://www.tricareonline.com/>





## *No-shows*

- If you “No-show” an appointment your First Sergeant will receive a “No-show” letter.
- If you do not show up for your appointment you are taking an appointment from someone who really needs one.
- Average cost of an appointment is \$300.
- Average lost in **FY11 \$1 Million.**
- Do not “No-show”- Also please remind family members to keep appointments or cancel 24 hours in advance.



## *Appointments for Minors*

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- Step parents or any other person permitted to bring a child in for an appointment has to have a Medical Power of Attorney (DD Form 2870) with them at the appointment
- The form is available at the Patient Administration window



## *Active Duty Quarters*

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- IAW AFI41-210, para 4.14.6. commanders & supervisors have the authority to grant up to 24 hrs sick status at their discretion. If the illness/injury persists beyond 24 hrs they must refer the member to the MTF for treatment and subsequent quarters.
- If you are seen off base and put on quarters you must bring your paperwork to the PCM the same day for an official quarters slip



## *Convalescent Leave Process*

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- Member must bring a provider's note to the PCM front desk **PRIOR** to the start of con-leave.
- This process can take up to 72 hours--give yourself enough lead time between submittal and surgery. Only the member of First Sergeant can pick up paperwork.



## ***Convalescent Leave Process***

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- **Con-leave is not official until member's CC signs and it is routed to the MPF**
  - It is the member's responsibility to inform their supervisor of con-leave
  - Con-leave starts the first calendar day after the patient is discharged
- \*\* Discharge paperwork is needed in lieu of provider's note for maternity patients \*\*



## *Pharmacy*

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- Mail Order Pharmacy available for refill Rx's
- Formulary
- Must activate prescription
- Over 700 prescriptions filled daily
- Busiest times: after a holiday/family day, after a three-day weekend, during base/group exercises and lunchtime
- Network TRICARE Pharmacy available

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# Pharmacy Copayments

**For 90-day supply:**

| Type of Drug    | Retail Network Copay | Home Delivery Copay |
|-----------------|----------------------|---------------------|
| Generic         | \$15                 | \$0                 |
| Formulary Brand | \$36                 | \$9                 |
| Non-formulary   | \$75                 | \$25                |

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## *Dental Clinic*

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- Duty Hours 0715-1630 Monday - Friday
- Services Provided include: Fillings, Root Canals, Crowns, and Wisdom Teeth Removal
- Sick Call, please walk in if in pain
- After Hours Emergencies
  - Pain, bleeding, swelling, trauma only
  - Call 696-4677, option 2 to speak to dental provider
- **No After Hours Dental treatment available**

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## *Dental Clinic*

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- METLIFE manages TRICARE Dental Program (TDP) for Active Duty Family Members.
- For more information:
  - Online: <https://mybenefits.metlife.com/tricare>
  - By Phone: **1-855-638-8371**



## *Health and Wellness Center (HAWC)*

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- Located inside the base gym
- Hours: M-F 0730-1630
- Services: (free & open to all)
  - Nutrition: weight loss, cholesterol/high blood pressure, diabetes, supplements/vitamins information, general nutrition
  - Fitness: Running Clinic (shave minutes off your run)
  - Tobacco Cessation Programs
  - Bod Pod—body fat & muscle mass assessment
  - Stress and Anger Management—NO RECORDS KEPT!

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## ***How to voice concerns***

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- 7 MDG Patient Safety Representative
  - [Julie Dallmann](#) 696-3543
- 7 MDG Patient Advocate
  - [Carol Mann](#) 696-2337
- Interactive Customer Evaluation (ICE) website <https://ice.disa.mil>

Your feedback is always appreciated!



# National Patient Safety Goal: Use Medications Safely

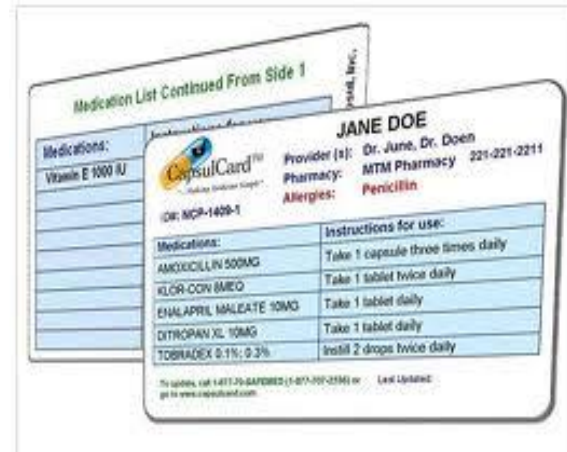


■ **KEEP A LIST OF ALL OF YOUR MEDICATIONS.**

■ **BRING YOUR MEDICATIONS OR MEDICATION LIST WITH YOU TO EACH VISIT.**

■ **MAKE SURE YOUR MEDICATION LIST IS UPDATED BEFORE LEAVING YOUR VISIT.**

■ **CONSULT WITH A PHARMACIST**



7 MDG Patient Safety Program. For more info, Call Mrs Julie Dallmann at 696-3543.

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# National Patient Safety Goal: Prevent Mistakes During Procedures



Be a part of the  
“Time Out”  
before your  
procedure to  
make sure of:



1. The Correct Procedure
2. The Correct Site or Tooth
3. The Correct Person (you)



# National Patient Safety Goal: Identify Patients Correctly

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Please make sure

1. Your full name

and

2. Your date of birth

are verified

before any service.

7 MDG Patient Safety Program. For more info, Call Mrs Julie Dallmann at 696-3543.

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# **National Patient Safety Goal: Prevent Infection**



Hand hygiene  
prevents  
patients from  
catching  
diseases.

Wash your hands and make sure your medical professionals wash theirs, too..

7 MDG Patient Safety Program. For more info, Call Mrs Julie Dallmann at 696-3543.

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# *Patient Safety*

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- **“Ask Me 3” Literature**
  - 3 Questions to ask your Provider, Nurse or Pharmacist
    - 1. What is my main problem?
    - 2. What do I need to do?
    - 3. Why is it important for me to do this?
  - White coat syndrome
  - Don't be afraid to ask for clarification!





# National Patient Safety Goal: Identify Patients Correctly

**Accurately Identify all patients with EVERY encounter (Check-in, Vitals, Treatment):  
Clerk, Technician, Nurse, Provider**

Can you please tell  
me your full name  
and date of birth?

The staff member then  
compares the patient information  
on the computer screen!



7 MDG Patient Safety Program. For more info, Call Mrs Julie Dallmann at 696-3543.

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Just when you thought it was safe to stop washing your hands...

# GERMS

THEY'RE EVERYWHERE!

shelves  
candy  
dirt  
toys

boogers  
grime  
basketball  
books  
game controller  
food

grease  
feet  
keyboard  
pencils  
computer mouse  
crackers  
glue  
peanut butter

paint  
shoes

Wash  
Those  
Germs  
Away!!

Coming soon to an unwashed hand near you.

Starring:  
Influenza, Whooping Cough, Strep Throat, Pneumonia, Chickenpox,  
and many, many more!



# 7 MDG MEDICAL RIGHT START



- What:** Medical In-Processing
- When:** 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of Every Month
- Who:** **MANDATORY FOR ALL ACTIVE DUTY AIRMAN**

*ALL Airmen are HIGHLY Encouraged to bring their family. This is a great opportunity to get information and ask questions about your Healthcare Benefits.*

See Patient Administration to register



# ***7 MDG is Seeking Volunteers***

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The Med Group is looking for volunteers for many areas in the clinic including:

Dental

Information Desk

Lab

Pharmacy

Public Health

Records

Records/Medical Evaluation Board

If interested, please contact Dottie Beamer from the Red Cross at 325-665-3155 and Carol Mann 325-696-2337.

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# Do you want to be TOBACCO FREE!?



The HAWC can help!



- ✓ *Nicotine Replacement Therapy*
- ✓ *Tobacco Cessation Counselor Support*
- ✓ *American Lung Association Helpline*

For more information call (325-696-4140) TODAY!



# Electronic 2569

- **Electronic DD2569 electronically stores a patient's other health insurance information.**
- **You will NO longer have to fill out a paper form and will *NOT* have to carry a paper TPC card.**

phillipmartin.info

*Third Party Collections*  
*Making your health insurance work for you*

- **Completing a DD2569 allows the facility to bill your health insurance company for services provided at the MTF.**
- **PLEASE have your other health insurance card with you when you come to the clinic to register in the new system.**
- **QUESTIONS? Call the TPC office at 325-696-3443!**

*Third Party Collections*

*Making your health insurance work for you*

# ***HEALTHY SOUP COOK-OFF!***

Submit your favorite healthy soup/chili recipe to the HAWC and prove that healthy doesn't have to be boring 😊

- Recipes due to the Dyess HAWC by COB 28 February 2013 for analysis.
- Bring in your completed food item for tasting/judging on 7 March
- Requirements for recipe to be deemed "healthy": <8gms fat, <500mg sodium, & <50gms carbs per serving

\*Event does count as nutrition challenge for the Walking Fit. However, you do not need to be a part of that program to participate in or win the cook-off.