

75th Medical Group Handbook

MANAGING YOUR HEALTH





A Message from the Men and Women of the 75th Medical Group

Welcome to the 75th Medical Group and the Hill AFB Clinic!

The mission of the 75th Medical Group (75 MDG) can be summarized in four words: **Prevent, Heal, Prepare...Deploy.**

Focusing on **prevention**, we seek to enhance overall community wellness and reduce preventable diseases through comprehensive health surveillance, patient outreach and individual health assessment programs.

If illness strikes, we **heal** rapidly either with 75 MDG resources or in cooperation with our robust civilian healthcare network. For those with long-term illnesses and disease, we partner with patients and community resources to manage the disease and optimize quality of life.

We medically **prepare** Airmen, Soldiers, Sailors and Marines to deploy to worldwide expeditionary operations through health surveillance, immunizations, education, and issuing medical supplies and equipment.

Your "Combat Medics" **deploy** as well in support of worldwide expeditionary operations. We train, organize and equip over 225 75th Medical Group Airmen and have been continuously deploying them to operations since 2001.

To help accomplish our mission we have developed this "**75 MDG Handbook**," which provides you with important information on how to access care in your Clinic and in the surrounding civilian community. This is your "operator's manual" for access to all the services available in your Clinic.

—The Men and Women of the 75th Medical Group

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About the 75th Medical Group

As the only Military Treatment Facility (MTF) in Utah, the 75 MDG provides primary care and a limited range of specialty services for you and other military beneficiaries like you. Three clinics at the 75 MDG offer primary care services to military beneficiaries. They are the Airmen, Flight Medicine, and Family Medicine Clinics. The Airmen Clinic provides comprehensive medical care to active duty, reserve, and guard components, of all branches of service. Flight Medicine sees a specific patient population. The majority of patients assigned a Primary Care Manager (PCM) in the Flight Medicine Clinic are active duty military on flying status and their family members. The Family Medicine Clinic, including pediatrics, provides primary medical care to beneficiaries from birth to geriatric age for dependents of active duty members and retirees and their dependents. Specialty services include Women’s Health, Physical Therapy, Mental Health, Audiology, Dental, and Optometry. Ancillary services include Clinical Laboratory, Radiology, and Pharmacy, Bioenvironmental Engineering, Army Veterinary Services, Public Health, the Health and Wellness Center (HAWC), and Family Advocacy that also support the base community. A comprehensive listing of services provided at the Medical Group can be found in the 75th Medical Group Services section of this handbook.

75th Medical Group Hours of Operation

Normal clinic hours for services provided at the 75 MDG are 0700-1700 Monday, Tuesday, Thursday, and Friday and Wednesday 0900-1700. The Clinic is not open for business on weekends and holidays and 75th Air Base Wing designated down days.

Appointments

Standard Appointment Scheduling System



Medical appointments are scheduled for the Airmen Clinic, Family Medicine, Flight Medicine, Women’s Health, Optometry, and Audiology through the Appointment line at (801) 728-2600. Normal duty hours are Monday, Tuesday,

Thursday, and Friday 0700-1630, and on Wednesday 0900-1630.

If an appointment is not available, the Appointment Desk will route your call to your appropriate PCM clinic. You may be asked to leave a telephone consult for your PCM nurse. Your PCM nurse may add you into their schedule, give telephone homecare advice, or send you to a local urgent care center or emergency department depending on the urgency of your condition.

Mental Health appointments for an active duty member can be accessed by contacting the Mental Health Clinic directly at (801) 777-7909. Normal duty hours are Monday, Tuesday, Thursday, and Friday 0730-1630, and on Wednesday 0900-1630.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program appointments can be accessed by contacting the ADAPT Program directly at (801) 777-7909. Normal duty hours are Monday, Tuesday, Thursday, and Friday 0730-1630, and on Wednesday 0900-1630.

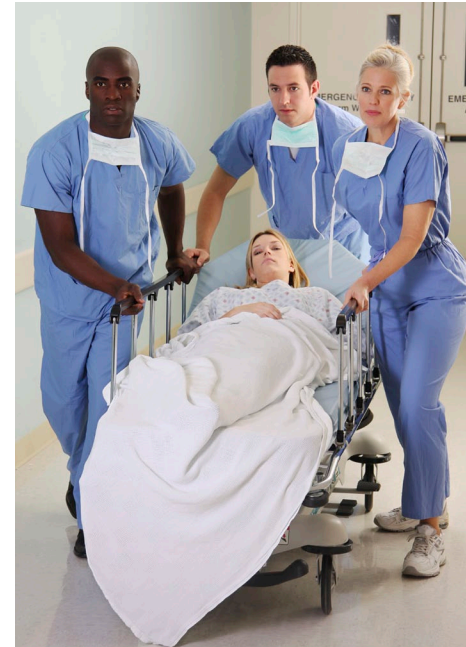
Family Advocacy appointments or referrals for suspected maltreatment can be accessed by contacting the Family Advocacy Program directly at (801) 777-3497. Family Advocacy is NOT a first responder. If there is a domestic emergency please call your local emergency services (911, SFS LE Desk 777-3056). Normal duty hours are Monday, Tuesday, Thursday, and Friday 0730-1630, and on Wednesday 0900-1630.

If you are an active duty member and have an urgent dental need, contact the Dental Clinic at (801) 777-7011 to schedule an appointment. Normal duty hours are Monday, Tuesday, Thursday, and Friday 0700-1700, and on Wednesday 0900-1700.



TRICARE Online

One of the challenges beneficiaries face with our appointment system is managing the volume of calls during peak hours. Beat the morning rush! Beneficiaries with a PCM at the 75 MDG have the ability to book next day or future appointments via TRICARE Online up to 24 hours in advance (rolling schedule). TRICARE Online is centrally managed by the Department of Defense, requires registration, and is user and password protected. Each family member requires their own user account; however, you may utilize one password for the entire family. To register for a TRICARE Online account, go to www.tricareonline.com, read online privacy and security agreement, and press agree button. On the side of the next screen, click **Register Now on TOL** and follow instructions. If you experience a problem, 24-hour customer support is offered online or by telephone at 1-800-600-9332.



What If I Need to be Seen When You are Closed?

Is It an Emergency?

You play a part in knowing if you're facing a true emergency. Emergencies involve an immediate danger to life, limb, or eyesight. If you feel your concern is an emergency, waste no time: **Go immediately to the nearest emergency room or call 911.** TRICARE Prime patients do not need to receive a referral authorization for

emergency care from their PCM. However, you must contact your PCM within 48 hours after the visit. This will aid your PCM in coordinating follow-up care.

When to Get Emergency Care

The following are some examples of emergencies.

- Breathing problems or choking
- Severe chest pain
- Convulsions
- Sudden blackouts or being unable to move or speak
- Deep cuts or severe bleeding or burns
- A severe head injury
- A broken bone or sudden severe pain and swelling in a joint
- Injuries from an attack by a person or animal
- Feelings of wanting to hurt yourself or commit suicide
- Worst pain you have ever had



Urgent Care

Conditions requiring urgent care should be seen within 24 hours but don't require care in an emergency room. The after-hours answering service can be reached by calling the Appointment Line at (801) 728-2600 or

toll free at (800) 453-2388 and following the prompt to the after-hours call center. Examples of urgent problems that should not wait are given in your "Take Care of Yourself" or "Take Care of Your Child" books. The following are examples of conditions which may need urgent care:

- Persistent earache with a fever
- Sore throats that affect swallowing or are accompanied by a fever
- Urinary tract infections

After Hours Local Care

If a TRICARE Prime beneficiary has a medical problem after-hours that can't wait for the clinic to open the next duty day, care may be obtained in a civilian urgent care clinic after calling the Appointment Line at (801) 728-2600 and following the prompt to reach the after-hours call center. The 75 MDG has partnered with some local urgent care clinics to optimize continuity of care, and the answering service or provider on-call will direct you to one of these clinics. Adult urgent care is very limited late at night. If your problem is not urgent and can wait, you should make an appointment with your PCM or talk to your PCM nurse about your condition the next duty day. This is especially important for active duty members, where continuity with the Airmen or Flight Medicine Clinic and your PCM is essential for medical readiness. You may ask for advice from a 75 MDG provider at any time by asking the call center agent to page the medical provider on-call. That provider will call you back and discuss your concerns. A referral authorization will be entered the next duty day to ensure your visit to the urgent care center meets TRICARE requirements. The answering service can also page the on-call dentist (active duty military members only) for urgent dental care issues.

Out of Area Care

To get care while traveling on leave or vacation, TDY, or during a PCS, you simply follow the same rules as when you are living in the area. During duty hours contact the Appointment Line at (801) 728-2600, or after hours (801) 777-5285. The 75 MDG also provides a toll free number (800) 453-2388 to our phone tree, and follow the prompts. Remember, routine care such as well baby checks will not be covered while out of the area. Active duty military members who require out of area urgent dental care should report to the nearest Military Medical Treatment Facility (MTF). If not within 50 miles of an MTF members must contact the 75th Dental Squadron for preauthorization so that their urgent care needs may be treated by a local dentist in the TDY/leave location.

Pharmacy Coverage After Hours

If you or a family member requires medications in conjunction with after hours care, you may utilize a network pharmacy in the local community.



For active duty service members there is no cost when utilizing a network pharmacy. TRICARE Prime family members have a co-pay. The amount of the co-pay depends on whether the medication is generic, brand name, or non-formulary. A list of network pharmacies can be accessed on the TriWest web site at www.triwest.com. Select the beneficiary directory, then Pharmacy, and then enter your address. If you do not utilize a network pharmacy, you will be required to pay for the medication upfront, and your co-pay will be higher.

Family Health Initiative

Once your PCM has been determined, your care is assigned to a team of health care professionals. Family Health Initiative is the Air Force Surgeon General's plan to improve the efficiencies of healthcare services. This plan coordinates the efforts of an entire health care team consisting of a medical provider, nurse, medical and administrative technicians for each TRICARE Prime enrollee. The goal is for you to know your team and the team to know you. Together you form a partnership, allowing for beneficiaries to receive the right level of care at the right time.

Primary Care Manager



Your health care is a joint effort between you and your Primary Care Manager (PCM). He or she will have a hand in nearly all of the care you receive. A PCM at the 75 MDG can be a physician, physician assistant, or nurse practitioner who is responsible for providing your care, or arranging for specialty care. The Airmen Clinic assigns active duty

members a PCM by squadron. DoD policy mandates that if you are an active duty member and you reside or work within fifty miles of Hill AFB, you are required to receive your care at the 75 MDG. Active duty family members, retirees and their family members who live within a 30-minute drive to the 75 MDG are required to enroll with a PCM at the 75 MDG. Exceptions to this policy are on a case by case basis when medical management dictates or other outstanding circumstances. Beneficiaries may apply for an exception to this rule by completing a Primary Care Manager Change Request at the TRICARE Service Center (TSC). Newborns with siblings currently enrolled with a civilian PCM are excluded from this policy and may choose an off base PCM. If you have a child that is 12 or under you may enroll your child with a Pediatric PCM in Family Medicine. Every effort will be made to ensure you receive your basic health care from your PCM. However, seeing your PCM for every appointment may not always be possible due to provider unavailability such as leave, TDYs, military-related exercises, or provider deployments. If this should occur, you will get an appointment with another provider in your assigned clinic.



How Do I Change My PCM?

We recommend you continue seeing your PCM for at least 6 months before deciding to choose another. This will provide you sufficient time to get to know the provider, and for him or her to get to know you. If you are not satisfied with your PCM, you have the option to request a change. Forms to request a PCM change are available at the TRICARE Service Center (TSC).

Messages and Test Results from Your PCM

The 75 MDG uses a message retrieval system called AudioNOTES. With AudioNOTES you have access to a personal, secure voice mailbox. Your provider will use your voice mailbox to leave important messages for you, such as your lab, x-ray results or other instructions regarding your health care. For your convenience, you may access your voice mailbox 24 hours a day, 7 days a week. When a message is placed into your mailbox, you will receive an automated reminder call informing you that you have un-played message(s). For specific instructions on AudioNOTES please obtain a brochure from your primary care clinic.



What is TRICARE?

TRICARE is a regionally managed health care plan established by the Department of Defense. The plan combines resources of the Army, Navy and Air Force, and supplements civilian health care professionals to provide high quality services and improved access to care.

Who is Eligible for TRICARE?

- Active duty members and their families
- Retirees and their families
- Survivors of all uniformed services who are not eligible for Medicare

TRICARE Prime (Enrollment Required)

- Most comprehensive and affordable coverage
- Most care received from an assigned primary care manager (PCM); referrals required for specialty care
- Providers coordinate your referrals/authorization and file health care claims
- Easy to transfer when you move
- Available in the U.S. in Prime Service Areas

TRICARE Standard and Extra

- Most flexibility; visit any TRICARE-authorized provider (network or non-network)
- Schedule appointments at your convenience
- No referrals; authorization required for some services
- You pay a percentage of the total cost (cost share)
- May have to file your own claims
- Not available to active duty service members

TRICARE For Life

- Secondary coverage to Medicare when you have both Medicare Part A and Part B
- Visit any Medicare provider
- Medicare pays its portion to the provider

- Medicare forwards the remaining amount to TRICARE
- TRICARE pays the rest to your provider
- You pay nothing out of pocket (in most cases)
- Available worldwide, however, in most overseas locations, TRICARE becomes the primary payer

TRICARE Plus

- Prime like access for TRICARE for Life beneficiaries within MTFs
- Must enroll to one MTF and benefit is not portable
- Referred civilian care must use Medicare/TRICARE for Life or other health benefits
- 75 MDG has not accepted new enrollments since 2004



Who is TriWest?

TriWest Healthcare Alliance is the contractor that administers the TRICARE Program within the Western Region that includes the state of Utah. At Hill Air Force Base, TriWest coordinates local TRICARE functions through the TSC located on the second floor of the 75 MDG.

What Does the TRICARE Service Center Do?

The TSC provides assistance with claims, enrollment, and TRICARE education. Literature on the TRICARE program is readily available, and you can ask for a personal briefing from a TRICARE Service Center Representative (TSR). **If you have a billing issue, stop by the TSC and see a TSR. Do not wait for the problem to simply go away.** They can sit down with you, analyze the problem, and help get it resolved.

Health Benefits Advisor (HBA)

The 75 MDG provides a Debt Collections Assistance Officer/Beneficiary Counseling Assistance Coordinator. This individual is a 75 MDG employee and provides claims and collections assistance. The HBA can be reached by calling (801) 777-6670.

Referral to a Specialist

Your PCM can treat a wide range of medical problems. On occasion, you may need to be seen by a specialist in the civilian community. If your PCM feels you need specialty care, he/she will initiate a referral for the care. The referral will be coordinated through the 75 MDG Referral Management Center and TriWest Health Care Alliance for authorization.

Acute Referrals TRICARE Prime

- Non-routine referrals requested by your PCM that need to be seen within 72 hours will be booked by 75 MDG clinic staff and you will receive information and education prior to leaving the facility.
- The referral will be processed and approved or disapproved by TriWest within 24 to 72 hours depending on medical necessity.
- You will not receive an authorization letter.

Routine Referrals TRICARE Prime

- Your 75 MDG PCM/provider will initiate your referral and you will receive information and instructions at the clinic disposition desk.
- The MTF Referral Management Staff will process and send to TriWest within 24 hours.
- TriWest will review and approve or disapprove within 3 to 5 business days.
- An authorization will be emailed to you automatically if you have set up the quick alert option. Authorization letters will be mailed to you within 10 business days, and an authorization letter will be faxed to your specialty provider/facility.
- If you receive an authorization but the information is incorrect, or you would like to select a different network provider from the one listed, contact TriWest at (888)874-9378.

Three Ways To Receive Your Authorization Info

1. Receive your authorization letter in the mail from TriWest within 10 business days.
2. Call TriWest at (888) 874-9378.
3. Receive E-mail notification through "Quick Alerts" in 1 day.
 - **Step A:** Go to www.triwest.com.
 - **Step B:** Click on beneficiary icon on home page.
 - **Step C:** On left side of page click create account.
 - **Step D:** Once your account is created you can receive e-mail notifications of authorizations.

TRICARE Prime: What do I do after I receive my Prime authorization letter?

The referral authorization contains information such as the provider/facility name the expiration date of the referral and the care you are authorized for.

- Make sure you read the letter and understand it.
- Schedule your specialty referral.
- Contact TriWest at (866) 876-2383 to activate your referral. This is critical so results from your visit can be retrieved, reviewed by your PCM, and filed in your medical record.
- If your specialist requires additional office visits, procedures, or tests he/she needs to contact TriWest for additional approval.
- Always keep your DEERS information current. You can update your information online at www.tricare.mil/DEERS/update-info.
- Prime patients may be eligible for travel benefits if specialty care is more than 100 miles from your PCM's location. Contact your 75 MDG HBA at (801) 777-6670 for more information.
- Remember to take pertinent copies of your medical history to your appointment.
- Questions concerning referrals should be directed to the 75 MDG Referral Management Center at (801) 777-5414.

Referrals for TRICARE Plus, TRICARE for Life, TRICARE Standard, and beneficiaries with other primary health insurance

You do not require an authorization from TriWest Healthcare Alliance and will not receive one in the mail. Contact the 75 MDG HBA at (801) 777-6670 if you have questions concerning your health benefits. General instructions for beneficiaries other than Prime are:

Other Health Insurance

TRICARE Prime or TRICARE Standard beneficiaries who have other primary health care coverage should always follow the rules of their primary health insurance program.

TRICARE Plus/TRICARE for Life beneficiaries who are eligible for Medicare

In order to be eligible for TRICARE for Life, you must have both Medicare Part A and B coverage. To obtain Medicare benefits and participating provider information contact Medicare toll free, at 1 (800) 633 4227. You may also obtain information concerning Medicare benefits by visiting their web site at www.medicare.gov.

TRICARE Plus beneficiaries who are not eligible for Medicare

TRICARE Plus beneficiaries who are dependant parents are not eligible for the TRICARE program. All care you receive in the civilian community is out of pocket unless you have other health insurance.

TRICARE Standard

Because you are not a TRICARE Prime patient your referral does not require an authorization from TriWest. Your costs may be reduced by obtaining your care through a participating TRICARE network provider. A participating provider directory is located on the TriWest Healthcare Alliance web site at www.triwest.com. You may also contact them toll free, at 1 (888) 874- 9378. Additional information regarding your benefits is provided at the government web site at www.tricare.mil.

Please ensure that your civilian provider returns results for your care to the address below. This will ensure medical information is filed in your medical records.

75th Medical Group/SGST
7321 Balmer Street, Bldg 570
Hill AFB Utah, 84056-5012

Non-Authorized Self-Referrals

Active Duty Military Members

The DoD is responsible for your medical care. If you obtain unauthorized care, you may have to pay for that care yourself. Except for emergencies, you should always call your PCM or the after-hours number to obtain an authorization prior to being seen by a civilian provider.

All Other Prime Patients

Active duty family members, retirees and their family members who are enrolled in Prime have the option of seeking care without an authorization from their PCM. Self-referrals are called Point-of-Service. Although the Point-of-Service (POS) option offers you flexibility, your cost share is the highest of all the TRICARE options. If you choose this option, you will be responsible for a \$300 individual/\$600 family deductible and a 50% cost share of the TRICARE allowable charges.

Prevention and Health Promotion

Prevention is the best medicine!



The most important aspects of health care are the things you do to keep yourself healthy...exercise, eat right, get enough sleep, and control stress. But no matter what you do, occasionally, you do get sick. For those times, it is important that you know what you can do to take care of yourself, and when you need to seek professional medical care.

There are many great sources available for health information. *Take Care of Yourself*, *Take Care of Your Child*, and *Taking Care After 50* are self-care manuals distributed by the military. These are excellent books to refer to if you are experiencing symptoms of an illness or injury. They explain what you can do at home and when you need to seek additional care. If you do not have one of these books, contact your PCM team, and they will give you one free of charge.

Additional medical information can be found on the internet. The TRICARE website www.tricare.mil has a library of medical symptoms and treatments and provides a wealth of knowledge on TRICARE benefits. Another source that provides self-care and home care advice is www.webmd.com. TriWest provides the following prevention benefits in the network without requiring a referral for all TRICARE Prime beneficiaries other than active duty service members. If you are an active duty member you must obtain a referral prior to accessing the TRICARE preventative medical benefits. Following is a list of preventative TRICARE benefits.

- PAP smear or GYN exam every 366 days
- If > 40 yrs old – mammogram every 366 days
- Optometry exam every 366 days (active duty family members)
- Optometry exam every 2 years (retirees/family members)

For all other prevention and screening exams a referral from your PCM is requested.



Patient's Bill of Rights

You have the right to...

Fully participate in all aspects of your health care

Receive accurate, easily understood information and assistance in making informed health care decisions about health plans, providers, and facilities. Information includes, but is not limited to, your condition, proposed treatments, procedures, research activities or investigational studies, potential benefits, risks, anticipated complications, available alternate treatments and problems relating to recuperation. You may refuse participation in any health care activity, research project or investigational study

Know who is providing your care. You have the right to choose health care providers who uphold your ability to access appropriate, high-quality health care

Considerate, respectful care from all members of the Military Health Service at all times and under all circumstances in an environment of mutual respect

Privacy and confidentiality. You may have a chaperone of the same gender present during an examination. You have the right to communicate with your health care providers in private, confident that information given will be kept confidential and will be shared only as prescribed by law. You have the right to review information in your medical records or a copy of the same

Know how to initiate, review, and resolve your patient concerns or health care decisions. You have the right to a fair and efficient process for resolving differences with health care providers, the medical treatment facility or conflicts with care decisions

Have your cultural, psychosocial, spiritual and personal values respected. You have the right to involve family members in your health care decisions and use family members to provide translation services

Receive assistance when you wish to formulate advance directives

A safe environment for their treatment, service, and belongings. You have the right to feel safe and secure within the medical facility

Patients with limited physical capacity have the right to have access to the facility

Information about pain and pain relief measures, to have reports of pain believed, to have a concerned, committed staff that responds quickly to reports of pain, and to have effective pain management

Patient's Responsibilities

You have the responsibility to...

Help health care personnel give the best possible care

Provide, to the best of your knowledge, accurate and complete information about symptoms, past illnesses, hospitalizations, medications, and other matters relating to your health

Let your primary health care practitioner know whether you understand the treatment and what is expected of you

Be considerate of the rights and safety of other patients and health care personnel by assuring that you and your visitors comply with noise, smoking, visitor congestion, and other policies

Ensure that children are properly supervised by their sponsor/guardian at all times

Abide by individual clinic policies regarding children and visitors in patient care areas

Respect the property of other persons and the medical facility

Participate with and comply with the medical, dental and nursing treatment plan, including follow-up care, as agreed upon by you and health care personnel

Keep appointments and be on time or notify clinics when appointments cannot be met

Ask your health care provider what to expect regarding pain and pain management, to discuss pain relief options, to work with our provider to develop a pain management plan, to ask for pain relief when pain first begins, to help the staff assess your pain, to tell staff members when pain is not relieved, and to tell your provider your concerns about taking pain medications

Understand that all medical records documenting care provided in a federal government facility are the property of the US government

Hand-carry medical records only for unique situations and you must ensure such records are promptly returned to the medical facility for appropriate filing and maintenance

Be considerate and respectful to medical facility staff

Help the medical facility commander provide the best possible care to all beneficiaries

Submit recommendations, address questions, or report complaints to one of the facility's customer advocates

Advance Directives

Advance Medical Directives are written instructions to give the authority to someone else to make decisions concerning your health care. Examples include Do Not Resuscitate orders, Living Wills, and Powers of Attorney. A Living Will is a written declaration stating your preference, if you cannot express your own wishes, for the removal of life support if you have an incurable or irreversible condition that will cause your death in a relatively short time, i.e. assisted ventilation, artificial kidney treatments, intravenous feeding or medication, blood transfusions, tube feeding, and/or other procedures of this nature. The presence of Living Wills with healthcare Powers of Attorney can be complicated; please consult with an attorney. A Special Power of Attorney for Healthcare delegate's decision making powers for health care decisions, i.e. personal care, medical treatment, hospitalization, to withhold/withdraw medical treatment or procedures even if it causes death. It is valid until death or revocation. The agent must be a competent adult. If you would like additional information concerning living wills and/or special power of attorney, you may contact Base Legal Services at 777-6626 or 777-6756 or go to the Base Legal Services (Bldg 1278).



Patient Safety

Our focus at the 75th Medical Group is safe, quality health care for all of our customers. If you have any concerns about unsafe conditions or practices in our facility, please feel free to notify any staff member. Thank you for your assistance in maintaining a high caliber environment.



Customer Relations

Your satisfaction with the care you receive at the 75 MDG and in the TRICARE network is important to us. Customer comment cards are available throughout the clinic for you to provide us feedback on our services. Also, the TRICARE Service Center (TSC) has comment cards available at their window for you to comment on their services. Should you need help with a problem, please follow these guidelines:

- If the problem concerns services provided by personnel at the 75 MDG, please contact the customer advocate for the department in question. Departmental customer advocates are easily identifiable by their photos and phone numbers located near each front desk area. If you need additional assistance in identifying/contacting the appropriate customer advocate, please call (801) 586-9761/9516 for assistance. Customer advocates are available during normal clinic hours.
- If the problem concerns services provided by TriWest employees at the TRICARE Service Center in our clinic, ask to speak with the manager, Clinical Liaison Nurse, or write a letter and take it to the TSC or mail to the address below:
- If the problem concerns services provided by TriWest and its network, please contact TriWest Health Care Alliance at (888) 874-9378 or write a letter and take it to the TSC or mail to the address below:

**TriWest Healthcare Alliance
Attn: Clinical Liaison Nurse
TRICARE Service Center
7321 Balmer Street, Bldg, 570
Hill AFB, UT 84056-5012**

75th Medical Group Services

Specific clinic information listed below. Unless indicated, all clinic areas/ services are located in the 75 MDG, building 570, and can be contacted by telephone via the 75 MDG Appointment Line at (801) 728-2600.

Airmen Clinic

The Airmen Clinic provides comprehensive medical care to non-flying active duty service members from all branches of the military, to include Reserves/Guard on active orders and Line of Duty (LOD) members. Clinical services include Primary Care and Behavioral Health. A Cold Care Clinic is also available from October through March. Nurses are available via telephone during duty hours to provide medical/home care advice for minor conditions and illnesses. Members are assigned to a Primary Care Manager (PCM) according to their assigned unit. Medical conditions that require specialty care will be coordinated through the PCM.

Alcohol and Drug Abuse Prevention and Treatment

Telephone: 777-7909

Hours: 0730-1630 Mon, Tues, Thur, Fri & 0900-1630 Wed

Location: Bldg 545 (Outbuilding—East of 75 MDG Clinic, Bldg 570)

Services are designed to promote health and wellness through the prevention and treatment of substance abuse. They include treatment for individuals and groups who have been evaluated and diagnosed with substance abuse or dependence. We assist participants to attain and maintain sobriety, utilize support networks, and to change self-destructive behavioral patterns. This program is for active duty members, retirees, and adult dependents.

Audiology/Hearing Conservation Clinic

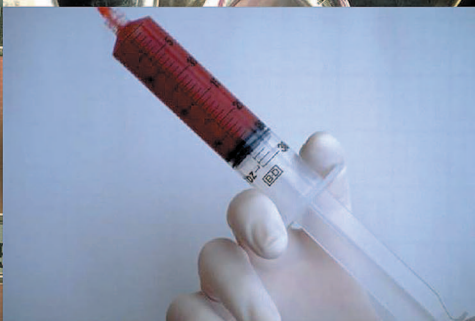
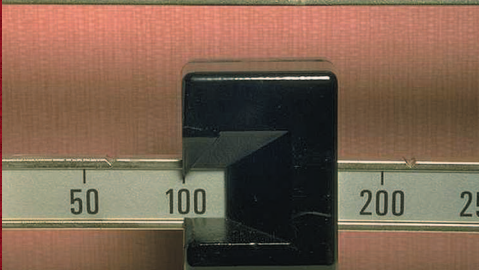
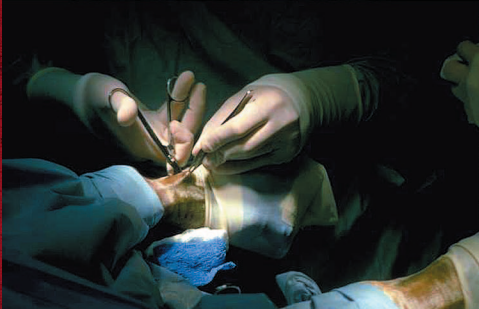
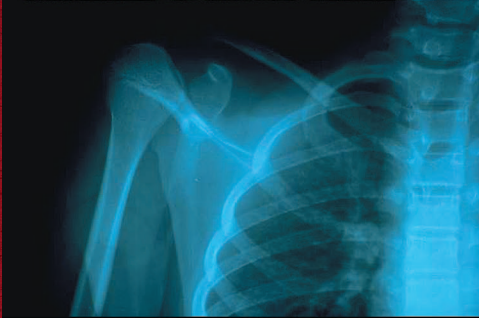
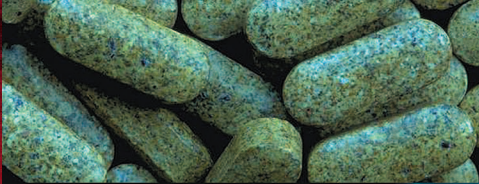
Location: Bldg 249

The Hearing Conservation Center provides annual audio testing to over 6,000 Hill AFB workers who are occupationally exposed to hazardous noise. The Audiology Clinic provides diagnostic hearing testing (when referred by your PCM) and hearing aid services for active duty members only. Retirees and dependents of all ages can be seen for diagnostic Audiology services on a space available basis.

Dental Clinic

Telephone: 777-7011

The dental clinic is staffed to treat active duty military only. Services include general dentistry, prosthodontics, endodontics, periodontics and limited oral surgery capabilities. We also have a dental laboratory. Family



members are highly encouraged to enroll in the family member dental program (FMDP).

To enroll access the FMDP online at www.tricare dentalprogram.com or call toll-free 1-888-622-2256. Retirees are eligible for the TRICARE Retiree Dental Program (TDRP). To enroll contact TRDP online at: www.trdp.org or call toll-free 1-888-828-8737.

Family Advocacy Office

Telephone: 777-3497

Hours: 0730-1630 Mon, Tue, Thur, Fri & Wed 0900-1630 Wed

Location: Bldg 547

Family Advocacy is the primary office for preventing and treating family maltreatment involving active duty members and their families. Services include new parents support program, pregnancy classes, anger management, parenting class, marital therapy, outreach programs and therapy for abuse cases, victim and witness assistance program, crisis counseling and referral resources.

Family Medicine Clinic

Family Medicine Clinic provides primary medical care to beneficiaries from birth to geriatric age for active duty family members and retirees and their family members. The clinic consists of Family Practice, Pediatric and Gynecology teams. Services include diagnosis and treatment of acute illness, chronic disease management, well-child care and adult physical exams, developmental and behavioral evaluation and preventive health care. Well-child evaluations are done at age 3-4 days; 2 weeks; 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months; yearly thereafter. Gynecology care for female beneficiaries begins in the early teens and continues throughout life with routine and preventive screenings, family planning and birth control, diagnosis and treatment of routine gynecological problems, health promotion and patient education. In addition to our primary care teams, there is a team of nurses assigned as disease managers to assist you with personalized chronic disease management such as diabetes asthma, hypertension etc. PCM nurses are also available during duty hours to provide medical advice via telephone regarding care at home for minor conditions and illnesses. If you have questions, call our Access to Care line at (801) 728-2600 and request a consult with your nurse. Your call will be returned as soon as possible.

Flight Medicine Clinic

Telephone: 777-4710

The Flight Medicine Clinic provides services and care for military members on flying status and special operations personnel and their family members. Services we provide include: Routine care of acute

illness and injury, minor surgery, and preventive health care & counseling. They also complete all Preventive Health Assessments (PHA), formerly known as the Annual Flight Physical.

Health and Wellness Center (HAWC)/ Nutritional Medicine

Telephone: 777-1215

Location: Bldg 533 (Warrior Fitness Center)

Provides health and wellness services designed to promote a healthier lifestyle, enhance personal performance and effectiveness as well as reduce preventable illness and injuries. Services include fitness assessment, fitness enhancement and conditioning; tobacco cessation; stress management; general nutrition information for all ages including information, counseling on obesity reduction, hypertension, cholesterol reduction, and general weight loss.

Immunization Clinic

Telephone: 777-5209

Hours: Mon, Tue, Thur, Fri 0730-1630, Wed 0900-1630

The clinic provides immunizations on a walk-in basis for TRICARE Prime beneficiaries enrolled to a PCM at the 75 MDG. Immunization record requests should be marked attn: Immunizations and faxed to (801) 777-4831.

Clinical Laboratory

Telephone: 586-9552

Provide Laboratory services for military eligible beneficiaries. The laboratory collects and tests patient specimens upon written request from your PCM. Test results are returned directly to the provider ordering the tests.

Mental Health

Telephone: 777-7909

Hours: 0730-1630 Mon, Tue, Thur, Fri & 0900-1630 Wed

Location: Bldg 545

A full-service outpatient center provides assessment and treatment of psychological problems primarily for active duty members; services for non-active duty adult TRICARE beneficiaries are approved on a space-available basis. Services include counseling, psychiatric medication management, consultation with leadership, and outreach.

Optometry Clinic

The Optometry Clinic provides routine and urgent eye care to TRICARE Prime patients to include: Active Duty (AD), AD dependents, retirees

and their dependents under the age of 65, and NATO service members. Routine or annual eye exams can be scheduled online at TRICAREOnline or by calling the central appointment line at 728-2600 and using option #1. Diabetic eye exams can be scheduled by calling the optometry clinic directly. Glasses and other spectacle devices can be ordered for AD, Reservists and Guard members on orders for more than 30 consecutive days, and retired military members. In order to receive a contact lens prescription, patients must currently wear contacts and bring them and the boxes or written prescription to their appointment. Refractive surgery pre-operative evaluation and post-operative care are available for any military member who qualifies for the USAF Corneal Refractive Surgery program as determined at the member's routine eye exam.

Pharmacy

Telephone: 777-5463

Refill Telephone: 775-3630 or 1-800-453-2388

Provides initial and refill pharmacy services for medications maintained in the 75 MDG formulary. For TRICARE Prime patients with a PCM in the MTF, all medications will be obtained by the MTF. Generally, the maximum amount of medication dispensed is a 90-day supply. Prescriptions from off-base providers will be filled if the medication is maintained on the clinic formulary. The pharmacy has a mandatory call-in refill policy. Patients may call in a refill 24 hours a day. Refills called in before 1200 on a duty day will be ready for pickup the next duty day. If you have no remaining refill, call the Access to Care line and ask to speak to a nurse, or make an appointment with your provider if necessary. Please take care of this the week before you run out of medication, as it may take up to 3 duty days for the medication to be ordered. Refills called in on the weekend will be ready for pickup the following Tuesday. If a patient designates someone to pick up their medication for them, the designee must have a valid photo ID, the patient's ID card (a copy of the front and back is acceptable), and a signed release form, or the patient's yellow card with designee's name listed. Information on the TRICARE Mail Order Pharmacy Program is available at the pharmacy, toll-free 1-866-DoD-TMOP or online www.express-scripts.com. Information on TRICARE Network Pharmacies is available at the TRICARE Service Center (TSC) or on-line at www.triwest.com.

Physical Therapy

Telephone: 777-5400

Location: Basement Floor of 75 MDG, Bldg 570

The Physical Therapy clinic provides evaluation and treatment of neuromuscular and musculoskeletal conditions to improve movement and function and maximize patient potential for an active and independent

lifestyle. Priority is given to active duty Air Force members assigned to Hill AFB, with space available services provided to TRICARE Prime enrollees. All other categories will be eligible for services in accordance with 75 MDG policy. Referral by PCM or specialist is required for evaluation and treatment. Back School and Running Clinic programs do not require referral and are scheduled by contacting the Physical Therapy Clinic.

Public Health

Telephone: 775-4515, 586-9549

Public Health provides the following services for active duty personnel: Pre and post deployment medical screening, security, special duty overseas, and NCO Academy medical clearances. Additional services for all beneficiaries include: Food safety, communicable disease prevention and monitoring, as well as travel medicine services (specific country vaccination requirements, current disease outbreaks, etc.)

Radiology

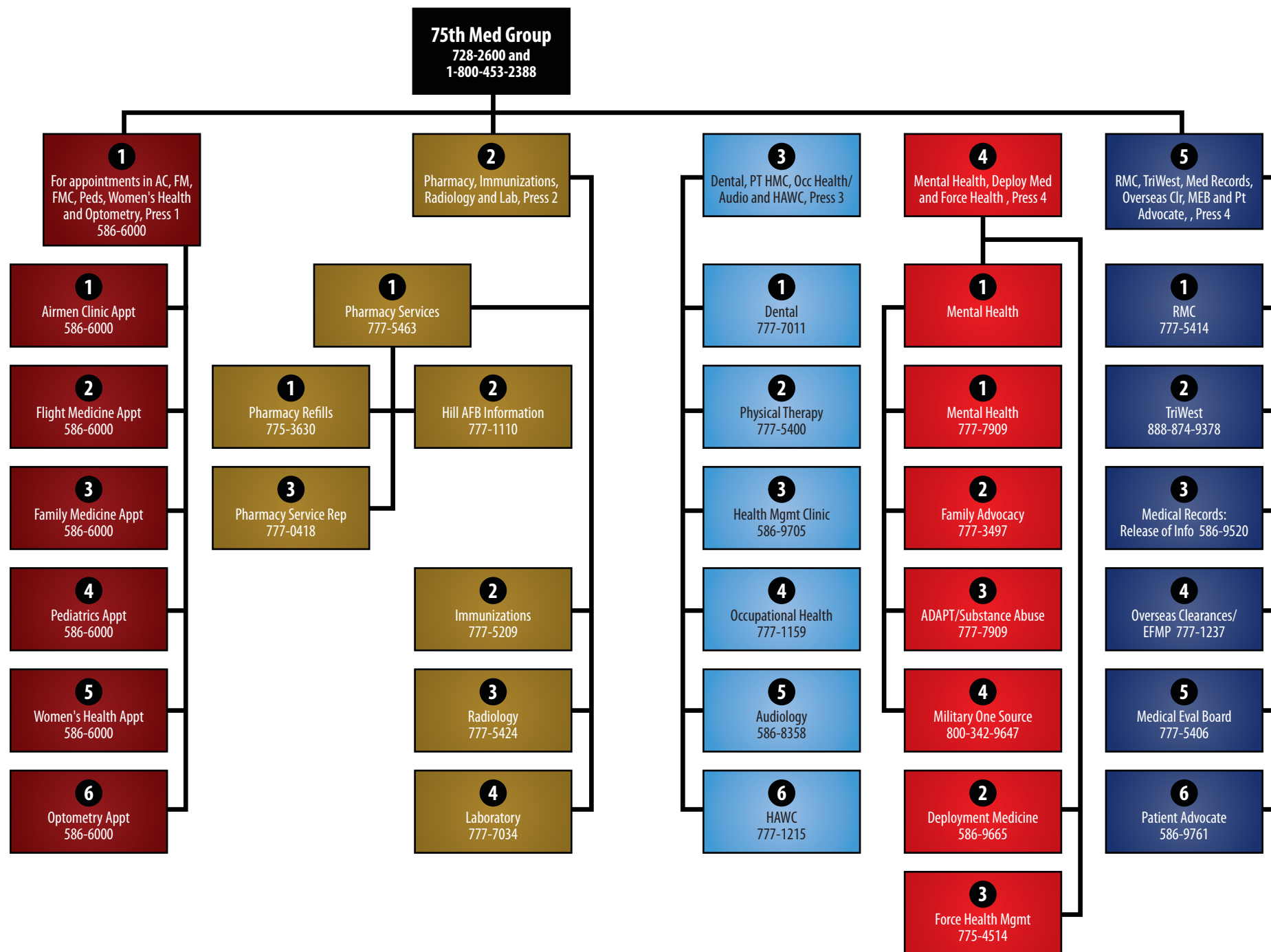
Telephone: 777-5424

Radiology provides routine digital diagnostic x-rays only. [Examples of services not performed are MRIs, CT scans, ultrasounds, and mammography].

Women's Health Services

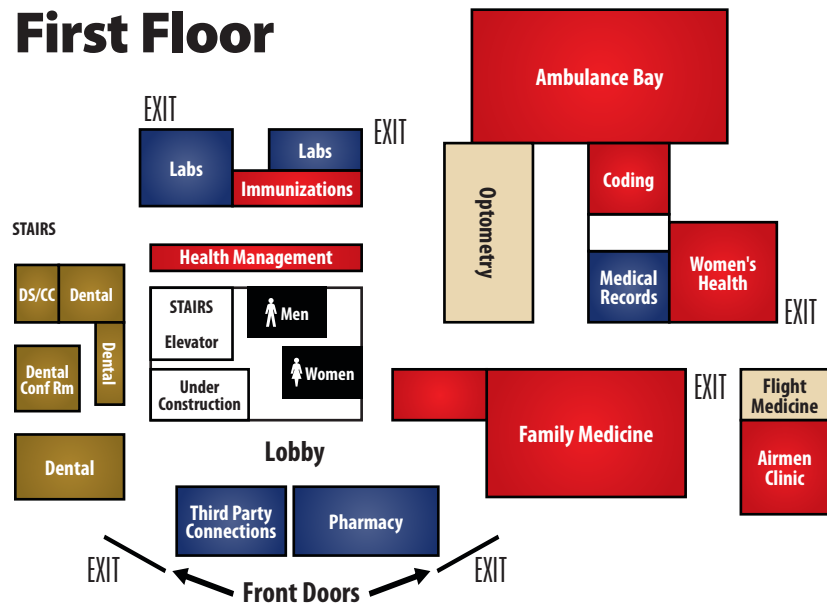
Women's Health Services are provided via the Family Medicine Clinic and the Airmen Clinic. Care is provided by two Women's Health Nurse Practitioners. Services available include Well Woman exams (Pap smears), birth control, clinical breast exams, pregnancy testing, treatment of vaginal infections, care of abnormal Pap smears and treatment of menopausal symptoms. Care requiring surgical intervention is referred to the civilian community. Obstetrical care is referred to the local community.

75 MDG Access to Care Line Automated Phone Tree

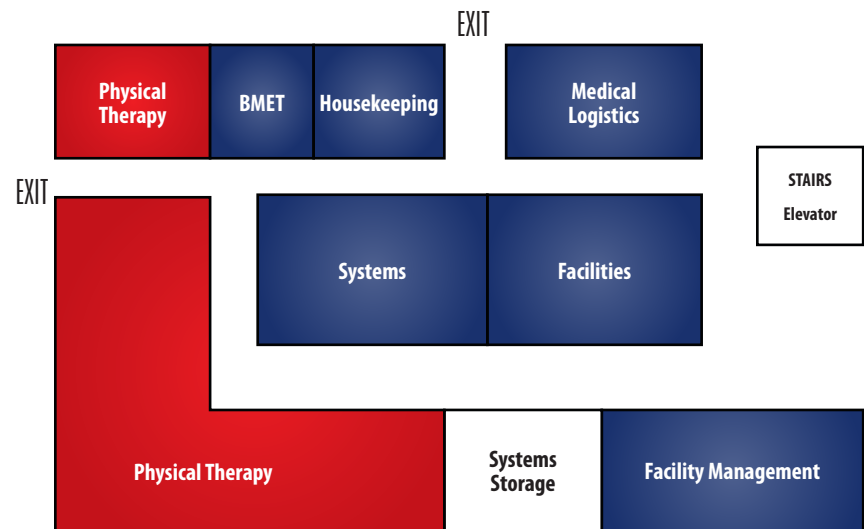


75th Medical Group Map, Building 570

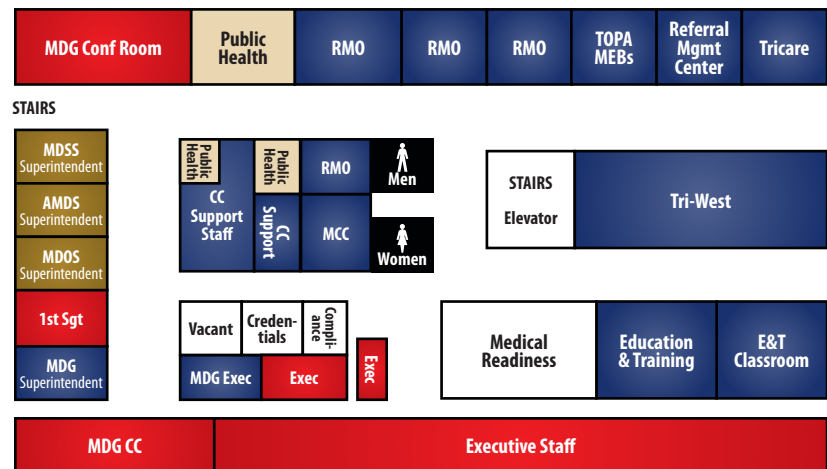
First Floor



Basement



Second Floor



Helpful Web links

75 MDG: www.hill.af.mil/library/factsheets/factsheet.asp?id=6065

Family Member Dental Program (FMDP): www.tricare dentalprogram.com

Medicare: www.medicare.gov

TRIWEST: www.triwest.com

TRICARE website: www.tricare.mil

TRICARE On Line: www.Tricareonline.com

TRICARE Mail Order Pharmacy Program: www.express-scripts.com

TRICARE Retiree Dental Program (TDRP): www.trdp.org

Web MD®: www.webmd.com





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