

## Patient Centered Visit Summary and To Do List

**How was today's visit? If you experienced any problems, please contact your medical home team for assistance.** Tell us how we are doing – complete your **JOES Survey** in the mail, or comment on: [www.ice.disa.mil](http://www.ice.disa.mil)

### Pharmacy

- Call the **Pharmacy** through the Weed Army Community Hospital 866-957-9224
  - This is the central appointments line but connects you with all areas of the clinic including the Pharmacy
  - Choose option 3 for list of clinics; option 4 for pharmacy, laboratory, or radiology; option 1 for pharmacy
- Call the **Automated Refill Line** at 760-380-3127
  - You will need the last four of the social security number of the Sponsor and your prescription number
  - Prescription numbers are located on the top left of the blue portion of your label
- You may also request refills online through [www.tricareonline.com](http://www.tricareonline.com)
- You can also submit your prescription to **TRICARE Pharmacy Express Scripts** program for home delivery at minimal costs

**RADIOLOGY/LAB:** Results for Lab and Radiology will be reviewed by the ordering provider as they become available. Results available for review at: [www.tricareonline.com](http://www.tricareonline.com).

Lab: 760-380-3131

Radiology: 760-380-3133

- Provider will call patient for concerning results. You can view your lab results by using [tricareonline.com](http://tricareonline.com). If you would like to discuss your results, send a message to your team via Relay Health or call Central Appointments to request a telephone consult.
- If you would like a copy of your results printed or faxed to you or a consulting provider, please visit Medical Records to ensure the appropriate medical release form is completed.

### CONSULTS:

#### **Consults within The Dr. Mary E. Walker Center:**

- **Behavioral Health (Bldg 170):** 760-380-3631 , North entrance of Mary Walker Clinic – You may walk in or call clinic directly
- **Case Manager (Bldg 170):** Gold Team: 760-380-5031 Blue Team: 760-380-4766
- **Public Health Nurse/Preventive Medicine (Bldg 172):** 760- 380-6027

#### **Consults within Weed Army Community Hospital, Bldg 166 (across the airfield):**

- **OB/GYN** – they call you, usually within 72 hrs; if not, call the clinic directly – 760-380-4048 / 760-380-0613.
- **Orthopedics/Physical Therapy** – call central appointments after 3 days at 1-866-460-5305 for first visit.
- **General Surgery** – They will call you to schedule an appointment; 760-380-6434
- **Nutrition Care** – Call 760- 380-3178 /3176 after 3 business days to set up appt.  
--For Active Duty Soldiers for weight management, ask for next **Nutrition** consult.
- **Radiology**- Call 760-380-3133 to schedule appointment after 3 working days.

**Consults to Balboa Naval Medical Center, San Diego, CA** - Call (619) 532-8225 to schedule your appointment through the main appointment line.

**NOTE:** If you are unable to schedule your consult after 7 business days, please contact your referral manager for assistance at (760) 380-7360/2940

#### **Consults to a Civilian Network Provider (Barstow, Apple Valley, Victorville and beyond):**

Your PCM places the referral. **You will need to schedule your own appointment.**

In 5-7 business days call: 1-877-988-9378 for scheduling or register at [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com). Once on website select "BENEFICIARIES", then select "UHC Military West Logon" or if you aren't registered select "Register". This will allow you to track your referral. Once registered, you should receive an email in 3-7 days advising you that your consult was activated with instructions for scheduling your appointment. TRICARE cannot see our consults until they are converted into the United Healthcare system. If they do not see your consult after 5 business days, please contact your referral manager for assistance at (760) 380-7360/2940

**\*\*\*\*NOTE: If at any time during your appointment with your network provider they instruct you to return to your WACH PCM for an additional referral, please inform them to call your referral manager for assistance at (760) 380-7360/2940. We may be able to add the code to your referral while you are at your network appointment. This may prevent you having to make several trips to the network provider.**

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**SPEECH THERAPY-Special Instructions:** If the referral is for speech therapy for a child 3 and over, the parents must bring in an IEP (Individual Evaluation Plan) from the school and a copy of a recent Audiology test to your Primary Care Team.

**SHUTTLE SERVICE:** FICA MEDICAL TRANSPORT: 760-380-3385 / 3816. Call 24 hours prior to appointment.

**\*\*\*Medical reports/records should be faxed to 877-883-9604\*\*\***

### Contact Numbers

**Central Appointments:** 1-866-460-5305 **Nurse Advice Line:** 1-800-874-2273, option 1

**Weed Army Community Hospital #** 1-866-957-9224

[www.tricareonline.com](http://www.tricareonline.com) – make appointments, medication refills, review lab results, track referrals

[www.relayhealth.com](http://www.relayhealth.com) – contact your care team via secure messaging

Diagnosis and Plan:

Pharmacy, you will pick up:

Continue:

You will discontinue:

Mary Walker Center, Bldg 170-, Monday-Friday 0830-1700.

Lab:

If fasting, do not eat for 8 hours prior. (please drink water). Lab hours: Monday-Friday, 0730-1630.

Location: Weed Army Community Hospital, Bldg. 166 – 760-380-3131

Radiology: resulted BMP and HCG (in females of child bearing age) required for all contrast studies.

Hours: Monday-Friday, 0730-1600, at Weed Army Community Hospital, Bldg 166. – 760-380-3133

Immunizations:

Mary Walker Center, Bldg 170-Gold Team, Monday-Friday 0800-1545, Closed Thursday Afternoon.

### How Do I follow up?

Please schedule a follow up before you leave the clinic with your team clerk.

If your follow up appointment is greater than 4 weeks, please call the appointment line at: 1-866-460-5305 within 4 weeks of your desired appointment time.

If you cannot make a scheduled appointment please contact us to have your appointment canceled or rebooked, within 24 hours.

**Telephone Consult:** 1-866-460-5305 (messages for providers, refill requests, lab results requests, etc.)

**Relay Health**—Army Secure Messaging Service: Register online at: [www.relayhealth.com](http://www.relayhealth.com).

Send an invitation request to join our clinic.

Once invitation is received (please monitor spam blockers), the clinic will activate your account with our clinic.