



628th Medical Group

Patient Handbook

*Caring for Our Past, Present
and Future Heroes*



2016



204 West Hill Boulevard
Joint Base Charleston, South Carolina 29404-4704

Important Phone Numbers

The 628th Medical Group **DOES NOT PROVIDE EMERGENCY SERVICES**. If you have an emergency, dial 911 or go to the nearest emergency room. Please report any emergency care you receive to your healthcare team the next duty day by calling the appointment line at **(843) 963-6880**.

Appointments	(843) 963-6880*
Nurse Advice Line	(800) 874-2273
Prescription Refills	(843) 963-6833
TRICARE South (Humana-Military)	(800) 444-5445
TRICARE Mail-Order Pharmacy	(877) 363-1303
TRICARE Retail Pharmacies	express-scripts.com/TRICARE
DEERS	(800) 538-9552
(TTY/TDD Hearing Impaired)	(800) 735-2258
	www.dmdc.osd.mil/appj/address
Active Duty Mental Health	(800) 963-6852
Non-Active Duty Mental Health	(800) 700-8468
Suicide Crisis Hotline	(800) 273-TALK (8255)

*All clinic areas can be reached through this number

Once enrolled to our clinic, you'll be assigned a primary care manager (PCM). For quick reference, please enter your PCM's name here:



Welcome to the 628th Medical Group at Joint Base Charleston!

We're honored you've chosen the 628th Medical Group (MDG) to be your premier medical home. Our team of professionals is truly pleased to partner with you and your family to ensure you receive world-class healthcare.

In the following pages, you'll find information on many of the programs and services we offer including important contact information. Should you have any questions, please contact a member of your healthcare team.

As partners in your care, we always strive to improve the services we offer you and your family. We value your opinion and welcome your comments. Please take the time to provide us feedback in person, by phone, online, or via patient comment cards available in several locations throughout the facility. You can always call our patient advocate at (843) 963-6913 to share your experiences.

Patient-Centered Medical Home

The 628 MDG’s model for providing care is the nationally-promoted patient-centered medical home. The Air Force uses the term Air Force Medical Home (AFMH). AFMH focuses on team-based care led by a provider which includes you as an active team member. Together, we ensure continuous, coordinated care across all elements of the healthcare system. In order to optimize your health, the team embraces a “whole-person” orientation, which requires you to share your individual preferences, needs and values.

Accreditations





Provide mission-ready Airmen and quality health services to those entrusted to our care.

Our Vision

Building the premier medical home!



Our Motto

Caring for our past, present and future heroes.



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GENERAL INFORMATION

Our clinic serves about 12,000 enrollees in the Charleston metropolitan area and is fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) and the College of American Pathologists.

Hours of Operation

We're open Monday through Friday from 0730 to 1630, but closed on federal holidays, the third Wednesday afternoon of each month (readiness training), and other "down days" as directed by the Joint Base Charleston commander. Federal holidays include: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.

Scheduling/Rescheduling/Cancelling Appointments

To schedule, re-schedule or cancel an appointment in all clinics call our appointment line at **(843) 963-6880**.



The appointment line opens each duty day at 0630. The appointment line is your point of contact to obtain general information about the 628 MDG; schedule or cancel an appointment; contact your provider team; report emergency care received after hours; or, obtain information about enrollment, claims or referrals.

Show-Time for Appointments

As a courtesy for other patients' time and to ensure the team has adequate time evaluate prob-



lems, it's important you arrive on time for your appointment. This provides time for check-in and technician screening prior to speaking with your provider. Patients arriving **more than 10 minutes late** will be asked to re-schedule their appointment. Patients with acute needs will first be triaged by the nurse. If a provider evaluation is necessary, the provider will see you if they have sufficient time to address your needs. Otherwise, you will be directed to a network urgent care center. To cancel or re-schedule a dental appointment, you must contact the dental clinic at least 24 hours prior to your scheduled appointment time. Commanders or first sergeants of active duty members will be notified when they no-show for an appointment.

Same-Day Medical Care

Family health and pediatrics offer same-day (within 24 hours) scheduled appointments for acute illnesses or injuries. Only flight medicine offers sick call services (see specific section for details).

AFI 41-210, *TRICARE OPERATIONS AND PATIENT ADMINISTRATION FUNCTIONS*, section 4D, paragraph 4.14.6: At their discretion, **unit commanders and supervisors can grant up to 24-hours sick status** to a member whose illness or injury does not require medical intervention.

After-Hours Care and TRICARE Nurse Advice Line

If you or a family member has a medical emergency, dial 911 or go to the nearest emergency room.

If you or your family member has an urgent medical need when the 628 MDG is closed and you cannot wait until the next duty day for an appointment, call the



Nurse Advice Line (NAL). The NAL is a team of registered nurses available 24 hours a day, 7 days a week. When you call the NAL, a customer service representa-

tive will first verify your eligibility. You'll then be transferred to a nurse, who'll ask a series of questions about your specific concerns. After listening to your concerns, the nurse will provide home health care advice, schedule you an appointment at the 628 MDG or help you in locating a convenient, network urgent care center. You can reach the NAL by calling us at **(843) 963-6880** and following the prompts.

The NAL is available for:

- Urgent healthcare questions
- Home-care & self-care instructions
- Assisting patients who have a new (acute) illness or injury and scheduling same-day (acute) appointments if needed

- Provide referrals to urgent care centers or emergency departments, if indicated

Care of Minors

South Carolina law states minors under the age of 16 cannot consent to treatment. Minors under the age of 18 also cannot consent to any elective procedures. Minors age 16 – 18 may receive care for select issues, such as birth control, without parental consent; however, South Carolina law does not prohibit release of this information to a parent upon request. Otherwise, except in cases of medical emergency (threat to life, limb or eyesight), a parent or legal guardian **must be present** to consent for treatment.

Standards of Conduct

To ensure a welcoming environment, behaviors such as tobacco use, e-cigarettes, consuming alcohol or the use of inappropriate language will not be tolerated. All patients and their guests must wear suitable attire.



MiCare – Secure Messaging

The 628 MDG uses MiCare (RelayHealth), a tool for secure messaging with your healthcare team. With MiCare, you can:

- Send your healthcare team non-urgent questions
- Request medication renewals
- Request written advice about the information you discussed during your appointment
- Request and review laboratory, radiology and referral results
- Avoid playing phone tag with PCM team for answers
- Find up-to-date health information reviewed by board-certified healthcare professionals from leading health institutions

Enroll today! MiCare is the only we can respond to patients online. We can't use basic e-mail to discuss healthcare issues.

If you already have a MiCare account at another medical facility, let your healthcare team know so they can transfer your account to the 628 MDG.

For more information, visit www.afms.af.mil/micare/.



MEDICAL ADMINISTRATION

Primary Care Manager (PCM)

A PCM is assigned to each 628 MDG enrollee. Your PCM may be a physician, a physician assistant or a nurse



practitioner. Typically, patients are empanelled to a PCM based on their sponsor's unit of assignment. To request a different PCM, please contact TRICARE at (800) 444-5445.

Third Party Collections/Other Health Insurance

The Department of Defense requires its medical facilities to bill private health insurance carriers, such as Aetna, Blue Cross/Blue Shield, etc., for the cost of care



provided to patients who have other health insurance. This is done through the Third Party Collections Program. Patients are

not billed directly and they have no financial responsibility for those billed charges.

HIPAA



The Health Insurance Portability and Accountability Act (HIPAA) is a federal law designed to increase the protection of personal health information and entitles you to additional rights regarding the oversight of your health information. When you enroll with us, you should receive a Notice of Privacy Practices, which describes in detail how the 628 MDG may use your health information and what rights you have regarding your health information. If you'd like a copy, please stop by the family health clinic front desk or visit the TRICARE operations and patient administration flight.

Release of Information/Outpatient Records

Information can be released from our medical records section at the written request of patients or their legal representative. Phone requests **cannot** be honored. Release forms are available at the family health clinic. There is no charge for information requested by a doctor's office for continuity of medical care. However, there is a charge for information released to attorneys or insurance companies. Record copies are typi-

RELEASE OF INFORMATION



cally available within 30 duty days of receipt of the request.

When out-processing, active duty members/sponsors must submit two copies of their orders to the Medical Records section. Except for flyers and members on the Personnel Reliability Program (PRP), your records will then be sent via mail to your gaining medical facility. Flyers and PRP personnel must hand-carry their records. Active duty members who are retiring/separating and their family members may request a copy of their medical records up to 90 days, but no later than 60 days, prior to departure. Relocating retirees and their family members may also request a copy of their medical records.

Network Referrals



TRICARE maintains a robust network of providers in nearly all medical specialties in our local metropolitan area. Should your provider refer you to a specialist for further evaluation or treatment, a network provider will be selected. **All care (except emergency care) should begin with your PCM team.** Should you desire to change network providers or visit a non-network provider, please contact the TRICARE operations and patient administration flight at **(843) 963-6745**.

The Referral Process

Step 1: See your PCM. Ensure we have your current address and phone number and that your address is correct in DEERS.

Step 2: Get a referral from your PCM. Our team will coordinate with TRICARE to arrange for a referral to a network specialist.

Step 3: TRICARE will make sure that the requested service is a covered TRICARE benefit to avoid unnecessary out-of-pocket costs to you.

Step 4: For all services **except radiology**, TRICARE will send you a letter that includes the specialist's name, address, and telephone number. **DO NOT** schedule an appointment until you receive this authorization letter. If you have not received your letter from TRICARE within 5-7 business days, or if you would like a different network specialist than assigned, call **(800) 444-5445**. Typically, you can also check the status of a referral online within a couple days at www.humana-military.com.

IMPORTANT: If your specialist believes you need additional medical services, the specialist must contact TRICARE to make these arrangements. You do not need to get authorization from your PCM; this is arranged between the specialist and TRICARE. You should still let your PCM know of these plans. The best way to do this is by using MiCare.

Advance Directives

A living will (or directive to physician) and durable power of attorney expand your rights to make future healthcare decisions in the event you become unable to do so. The living will allows you to specify types of healthcare services you do not want, such as artificial ventilation (breathing). The durable power of attorney allows you to assign responsibility for making healthcare decisions to another person on your behalf. If you're interested in completing an advance directive, please contact the base legal office at **(843) 963-5502** or your personal attorney. Please ensure you provide a copy of this document to the medical records section for inclusion in your medical record.

Patient Safety

To help prevent healthcare errors, we urge patients to...



The *Speak Up* Program, sponsored by The Joint Commission, urges patients to get more involved in their care. Research shows patients who take part in decisions about their healthcare are more likely to have better outcomes. Things you can do to take an active part in your healthcare include:

- **Speak up** if you have questions or concerns. If you don't understand, ask; you need to know!
- **Pay attention** to the care you receive. Make sure you receive the right treatment and medication by the right healthcare professionals. Don't assume anything.
- **Educate** yourself about your diagnosis, the medical tests you undergo, and your treatment plan.
- **Ask** a trusted family member or friend to be your advocate.
- **Know** what medications you currently take and why you take them. Medication errors are the most common healthcare mistake. Always bring a list of your current medications to every appointment.
- **Use** a healthcare facility that has undergone a rigorous on-site evaluation by nationally recognized healthcare accreditation agencies.

CUSTOMER SERVICE

Language Services



The 628 MDG has a phone-based medical translation service. Please let your provider know if you would prefer to communicate in a language other than English.

lish.



Patient Rights

Medical Care. Patients have the right to accessible, quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

Respectful Treatment. Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

Privacy and Security. Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191 (Reference (h)), and section 552a of title 5 U.S.C. (also known as "The Privacy Act of 1974, as amended") (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by federal law.

Provider Information. Patients have the right to know the professional qualifications of the individual(s) providing, their care, treatment, and services. The clinic can help you in obtaining this information.

Provider Choice. Patients have the right to choose and change their PCM.

Explanation of Care.

Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient’s treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.



Informed Consent. Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits,



ethical issues, and alternative treatments as may be available.

Copy of Medical Record.

Patients can receive a free copy of their medical and dental records for their personal use. The original records are government property.

Filing Grievances. Patients have the right to make recommendations, ask questions, or file complaints with our patient advocate. Patients can also contact the AAAHC with concerns but they may encourage you to work with our patient advocate first. The AAAHC can be reached at **(847) 853-6060**.

Research Projects. Patients have the right to know if we propose to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects. The 628 MDG is not a research facility.

Safe Environment. Patients have the right to care and treatment in a safe environment.

Medical/Dental Treatment Facility Rules and Regulations. Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care. When medically permissible, a patient may be transferred to another medical facility after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

Charges for Care. Patients have the right to understand the charges for their care and their obligation for payment. (As noted previously, while we may bill insurance companies for care provided, patients, themselves, are never billed.)

Advance Directive. Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

Chaperone. All patients may request a chaperone at any time.



Patient Responsibilities

Responsibilities of

the PATIENT

Providing

Information.

Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, over-the-counter products, herbals and nutritional supplements and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their provider know whether they understand the diagnosis, treatment plan, and expectations.

Respect and Consideration. Patients are responsible for being considerate of the rights of other patients and 628 MDG personnel. Patients are responsible for being respectful of the property of other persons and of the 628 MDG.

Adherence with Medical Care. Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes arriving on time for appointments and notifying the 628 MDG when appointments cannot be kept.

Medical Records. Patients are responsible for returning medical records promptly to the 628 MDG for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any military treatment facility are the property of the U.S. Government. Patients are not allowed to hand-carry their medical/dental records.

Medical/Dental Facility Rules and Regulations. Patients are responsible for following 628 MDG facility rules and regulations affecting patient care and conduct.

Refusal of Treatment. Patients are responsible for their actions if they refuse immediate treatment or do not follow the provider's instructions.



Patients may be asked to sign an *Against Medical Advice* form in such cases.

Healthcare Charges. Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

Advance Directive. Patients have a responsibility to provide a copy of their advance directive to the 628 MDG.

Patient Advocate

Patient advocates assist patients with healthcare concerns or issues. Each clinical area has a patient advocate available to help you and your family. You'll find their photo and contact information in each clinical area. If the section patient advocate cannot help you, please contact the patient advocate at **(843) 963-6913**.



We care about you and view our interactions as an opportunity to improve the services we provide. As partners in your care, we also invite you to discuss any actual or potential incidents you believe should be addressed and/or improved. You can reach us using

ICE at ice.disa.mil. You'll find a convenient QR code at the end of this booklet to reach this site directly.



CLINICAL SERVICES

Dental

The Dental clinic provides comprehensive dental care for eligible active duty military personnel only. Active duty members may call **(843) 963-6880** or **(843) 963-6847** to schedule an appointment. Reserve and Guard personnel on active duty orders are eligible to receive dental care but must provide a copy of their orders to receive care. If you need emergency dental care after hours, call **(843) 963-6880** and follow the prompts.



We strongly encourage active duty family members to use the TRICARE Dental Program administered by Met-

TRICARE[®]
Dental Program
Administered by MetLife



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ropolitan Life. This program is a voluntary, comprehensive, low-cost dental program offered worldwide by the Department of Defense to family members of all active duty personnel and to Select Reserve and Individual Ready Reserve members and/or their family members. Call **(855) 638-8371** or sign up online at www.tricare.mil. If you'd like to check if your current dentist is part of MetLife's network, visit mybenefits.metlife.com/tricare. If the dentist is not a member, they can apply to become part of the TDP network by visiting www.metdental.com.

Retirees and their family members are eligible for the TRICARE Retiree Dental Program (RDP) administered by Delta Dental. Call the RDP Enrollment Services Department at **(888) 838-8737** or visit their website at www.trdp.org for more information.

Family Health



The family health clinic provides primary care services by appointment to enrolled beneficiaries. The clinic is closed the third Wednesday of each month from 1200 to 1630.

Behavioral Health Optimization Program (BHOP)

Located in the family health clinic, BHOP providers are psychologists or social workers who treat enrolled patients. They can assist with behavioral change programs or lifestyle modifications, such as smoking cessation, weight loss and healthier eating. They also address issues such as family or relationship problems, stress, depression and bereavement, anxiety, and anger management. As with the rest of family health, BHOP is closed the third Wednesday of each month from 1200 to 1630.



Flight Medicine

Flight medicine provides primary care services by appointment to enrolled beneficiaries. It also offers select pre-employment physicals and specialty physicals and exams to include preventive health and deployment health assessments, separation physicals, security clearances, and training reviews.



Sick call is available to **active duty patients enrolled to flight medicine**, each duty day, from 0730 to 0800.

Otherwise, all flying personnel (active or inactive) and family members must call **(843) 963-6880** to schedule an appointment. Flight medicine is closed **every** Wednesday from 1200 to 1630.

Health Promotion

The health promotions element is dedicated to prevention and health enhancement. The following programs are offered:



Tobacco cessation/prevention

Nutritional counseling and classes

Wellness library

Weight management

Body fat testing

Pediatric nutrition counseling

Fitness classes

For more information, call **(843) 963-4087**.

Immunizations and Allergy

Immunizations is open each duty day from 0730 to 1600. Certain vaccines are only administered on certain days and times.



Immunizations are for everyone!

The smallpox vaccine is only offered on Wednesday at 0730. To receive the smallpox vaccine, you must complete the **Smallpox Individual's Brief** at www.vaccines.mil and present your certificate.

Tuberculosis tests are not administered on Thursdays.

Patients need to wait in the clinic for 15 minutes after receiving a vaccine or 30 minutes after an allergy shot to monitor for allergic reactions. The clinic is closed the third Wednesday of every month from 1200 to 1630.

Mental Health

The mental health clinic offers services to active duty members. You don't need a referral or appointment



to speak to someone in mental health. Walk-in hours are each duty day from 0730 to 1630. Services provided include psychological assessment and evaluation, individual therapy,

psychiatric assessment and couples/marital therapy for dual active-duty couples. Group treatment programs include communication and socialization skills. Educational services include stress management, sleep hygiene, suicide prevention and awareness education and airman resiliency training.

Depending on capacity, services are also provided to enrolled active duty family members. Otherwise, TRICARE Prime beneficiaries may call TRICARE South Behavioral Health at **(800) 700-8646** for information or to locate a community provider.

For information or to schedule an appointment with any of the following services, contact the appointment line at **(843) 963-6880** or the mental health clinic directly at **(843) 963-6852**. Any appointment changes or cancellations should be made by contacting the mental health clinic directly.

Mental health is closed the third Wednesday of each month from 1200 to 1630.

Suicide Prevention. This program provides educational and consultative services for the prevention of suicide and violence.

Family Advocacy. The family advocacy program is designed to identify, report and counsel victims, offenders and/or family members in cases of substantiated child maltreatment/neglect and/or spouse maltreatment. Outreach services focus on education and prevention in areas of anger management, parenting, couples communication and relationship enhancement. Referral services are available to all beneficiaries in the local community and include family counseling, marriage counseling, victim advocacy, and maltreatment programs. The New Parents Support Program offers services to families with children 0-3 years

of age. To contact family advocacy, call (843) 963-6852.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT). ADAPT is designed for the prevention, assessment, treatment, and referral of active duty members with alcohol and/or other drug issues. Joint Base Charleston civilian employees may be seen for assessment and referrals.

Disaster Mental Health (DMH) Team. The DMH team is activated upon commander request and provides educational, supportive, and consultative services for individuals, unit leaders and units who have witnessed or experienced a traumatic event.

Military One Source. A "one-stop" service for: tax filing, education, relocation, parenting, stress, and suicide prevention lifeline. Military One Source can be reached by calling (800) 342-9647 or visiting www.militaryonesource.com.



Optometry

Optometry offers preventive eye exams and other services including **limited** spectacle and contact lens services, and pre-/post-corneal refractive surgery (PRK and Lasik). Services are provided by appointment only and can be scheduled by calling (843) 963-6880.

Optometry is unique in that it is both a “primary care” type clinic for refractive (prescription eyeglasses) services and a “specialty” type clinic for management of ocular disease. Active duty members receive priority for care. If space is available, appointments are offered to TRICARE Prime and TRICARE Plus enrollees. If the optometry clinic does not have appointments available, enrolled active duty members must obtain a referral to seek optometry care with a civilian network provider. Non-active duty TRICARE Prime and TRICARE Plus enrollees may self-refer to a civilian network provider once per year.



The clinic is closed the third Wednesday of each month from 1200 to 1630.

Pediatrics



Pediatrics provides primary care services by appointment to enrolled beneficiaries from newborns to age 17 years.

The clinic is closed the third Wednesday of each month from

1200 to 1630.

Physical Therapy



The physical therapy clinic serves all enrolled beneficiaries 14 years of age and older. Appointments can be scheduled through the appointment line or at the family health clinic front desk. A handwritten script from your provider is acceptable for walk-in services, such as issuing crutches/canes and braces (no evaluation). Services available include a wide spectrum of orthopedic and sports physical therapy interventions. At this time, we do not provide pediatric, cardiac, or long-term physical therapy services. Patients should change into shorts and a t-shirt before the start of the appointment. Please stop at the family health clinic front desk when checking in for a physical therapy appointment.

The clinic is closed the third Wednesday of each month from 1200 to 1630.

Public Health

Public Health offers a number of preventive medicine services without an appointment. Services offered include:

- ✓ Deployment medicine
- ✓ Travel medicine



✓ Occupational health (hearing exams)

Public Health can be reached at **(843) 963-6962**.

The clinic is closed the third Wednesday of each month from 1200 to 1630.

ANCILLARY SERVICES

Clinical Laboratory

We honor computer generated laboratory requests from military providers and handwritten requests from civilian providers. Please come by the labor-



atory for any special instructions if your PCM orders a future laboratory test. You can obtain your results from your PCM or view them online at TRICARE Online (www.tricareonline.com). The laboratory staff is only authorized to release test results by fax to outside providers.

Pharmacy



The pharmacy maintains an extensive formulary of prescription medications and honors all prescriptions written by providers for formulary medica-

tions. Generic medications are provided when available. A list of current formulary medications can be viewed online at:

online.lexi.com

(Username: *jbcharleston*; Password: *formulary*)

Prescription Refills: Several options are available to request medication refills at the Pharmacy. The easiest is via TRICARE Online (TOL).



To request refills using TOL:

- 1) Go to www.tricareonline.com
- 2) Click the “Login” button
- 3) Log in with your CAC, DFAS, or DS login
- 4) Select the “Rx Refill” link
- 5) Select “Request Rx Refill”
- 6) View your medications and verify if your medication is available for refill under the comment section
- 7) Select the medication you want to refill
- 8) Select the pick-up location: “628th Med Group JB Charleston Pharmacy”

9) Press “send refill request now”

You can also request refills by phone. Simply call **(843) 963-6833** and follow the prompts. The automated message will also provide you information on when your refill will be available for pick-up. Refills not picked up within 10 calendar days will be returned to stock.

New Prescriptions and Prescription Renewals: Prescriptions must be activated at the pharmacy to be filled. Prescriptions filled for “non-controlled” medications are valid for 1 year from the date the prescription is written. For controlled medications, (DEA schedule III-V) we can honor a maximum 90-day supply with up to 5 refills within 6 months, not to exceed a 90-day supply at any one time.

E-Scribing: The pharmacy now accepts e-prescriptions in lieu of faxes. Please have providers e-prescribe medication orders to:

**DOD JB Charleston
204 West Hill Blvd. 29404**

Prescription Transfers: We can transfer current (unexpired) formulary prescriptions from other pharmacies with the exception of certain controlled medications (DEA schedule II). Simply drop off your current prescription bottle(s) or label(s) and we’ll contact your pharmacy to transfer the prescription within 72 hours.

TRICARE Mail Order Pharmacy (TMOP): TMOP is administered by Express-Scripts and may be a convenient option if you take long-term prescription medications. With TMOP, you can order up to a 90-day supply of your medication at a lower co-pay than incurred at a retail network pharmacy. You can also



EXPRESS SCRIPTS®

request refills online, print forms to fill new prescriptions, check your order's status, and much more. If you are interested in using TMOP, register at Express-Scripts.com or call Express-Scripts Customer Service at **(866) 363-1303**.

TRICARE Retail Pharmacy: If you need a prescription filled immediately and a military pharmacy is not an option, you can fill up to a 30-day supply at a TRICARE network retail pharmacy. You'll be charged a co-pay. For more information on retail pharmacies and costs, visit:

www.express-scripts.com/TRICARE/pharmacy/findpharmacy.shtml

Please note that to pick up medications at our pharmacy, you must provide a valid military ID card. To pick up prescriptions for someone else (this includes spouse), you must present the following:

- 1) The patient's military ID card or a readable photocopy (front and back)
- 2) Your ID card
- 3) Written, signed authorization from the individual authorizing you to pick up his/her prescription(s)

Radiology



Radiology provides basic x-ray services on a walk-in basis when you present a valid provider order. We'll honor orders from civilian providers if the request is printed on the physician's letterhead and includes the providers address, phone number, and signature along with the reason for the exam.

ADDITIONAL SERVICES

Beneficiary Counseling and Assistance Coordinator (BCAC)

The BCAC serves as the beneficiary advocate and problem-solver regarding TRICARE issues. They interface with the clinic staff, managed care support contractors and claims processors to resolve beneficiary concerns and questions regarding the TRICARE program. In

order to create uniformity within the military health system, BCACs are the primary customer service resource for beneficiaries. Your BCAC can be reached at **(843) 963-6706**.

Case Management

Case managers specialize in coordinating care for enrolled patients who have very complex conditions. These may be of a medical, social or mental health nature. For more information call **(843) 963-6542**.



Pediatric case management is provided by the pediatric nurse who can be reached at **(843) 963-6748**.

Disease Management

Disease managers specialize in educating and assisting enrolled patients with the management of chronic diseases such as high cholesterol and diabetes.

Exceptional Family Member Program (EFMP)

The EFMP provides for the identification, coordination, and enrollment of active duty Air Force family members with special educational, medical, or mental health needs. Enrollment is mandatory for active duty

sponsors who have family members with qualifying needs.



Exceptional Service

For more information or to enroll, call the special needs coordinator (SNC) at **(843) 963-6978** or **(843) 963-6657**.

The SNC also serves as the point of contact for active duty families with a pending

Exceptional Families
OCONUS assignment.

Physical Evaluation Board Liaison Officer (PEBLO)

The PEBLO assists Air Force service members who have a condition that may preclude continued military service navigate the disability evaluation system. For more information call the PEBLO at **(843) 963-6921** or **(843) 963-6703**.

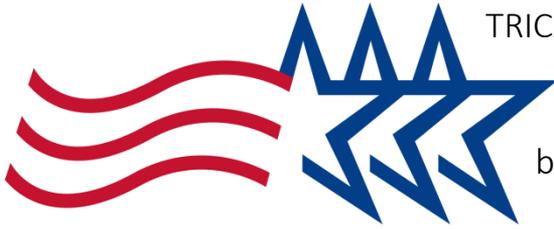
Teddy's Child Watch

Courtesy of a grant provided by the Armed Services YMCA, we are able to offer limited no-cost childcare services when parents or siblings have an appointment at our clinic. Contact Teddy's Watch at **(843) 963-6596** to coordinate your appointment times. Please note that



all children must be current on childhood immunizations to attend.

TRICARE



TRICARE is a health program for active duty members, their eligible family members and survivors (under age 65),

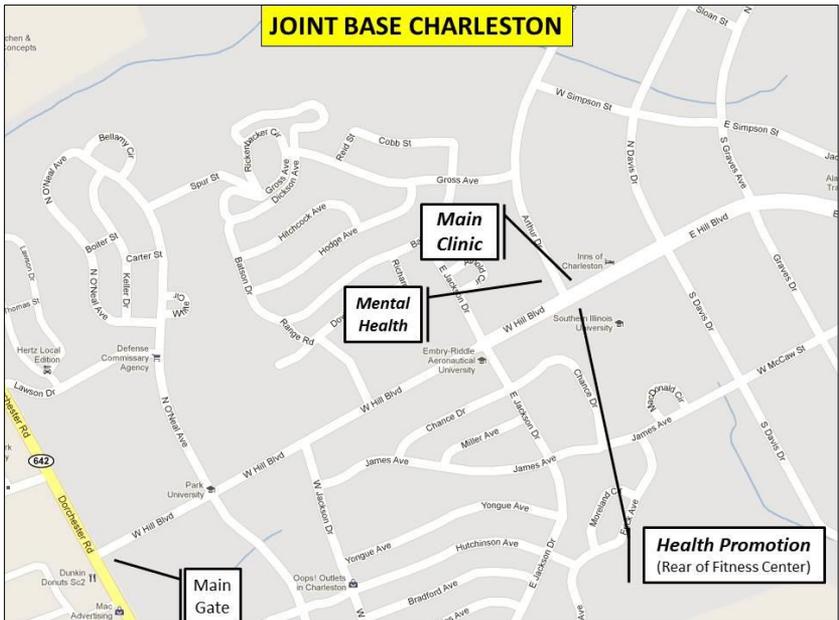
eligible retirees and their family members (under age 65), and Reserve members and their families, if the Reserve member is activated for more than 30 consecutive days. **Enrollment in TRICARE Prime is mandatory for active duty members.** To ensure eligibility, your information in DEERS must be current. You may contact DEERS to verify your information by calling **(800) 538-9552**. Additionally, all eligible beneficiaries must reside in a service area where TRICARE Prime is offered. For current fees for survivors, retirees, and their family members please go to www.tricare.mil/Costs/HealthPlanCosts.aspx. For more information on TRICARE, call **(877) 874-2273** or visit www.tricare.mil or www.humana-military.com.

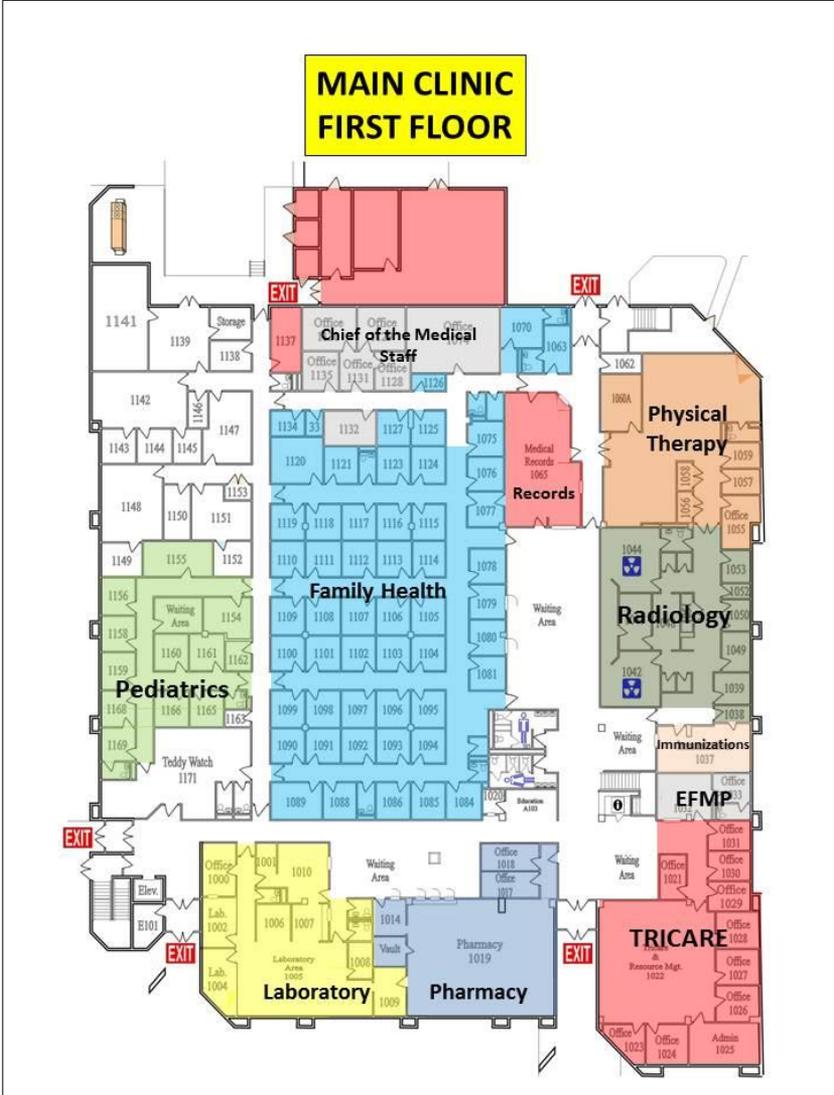
Point-of-Service Option

Point-of-Service is an option under TRICARE Prime that allows enrollees the freedom to seek and receive non-

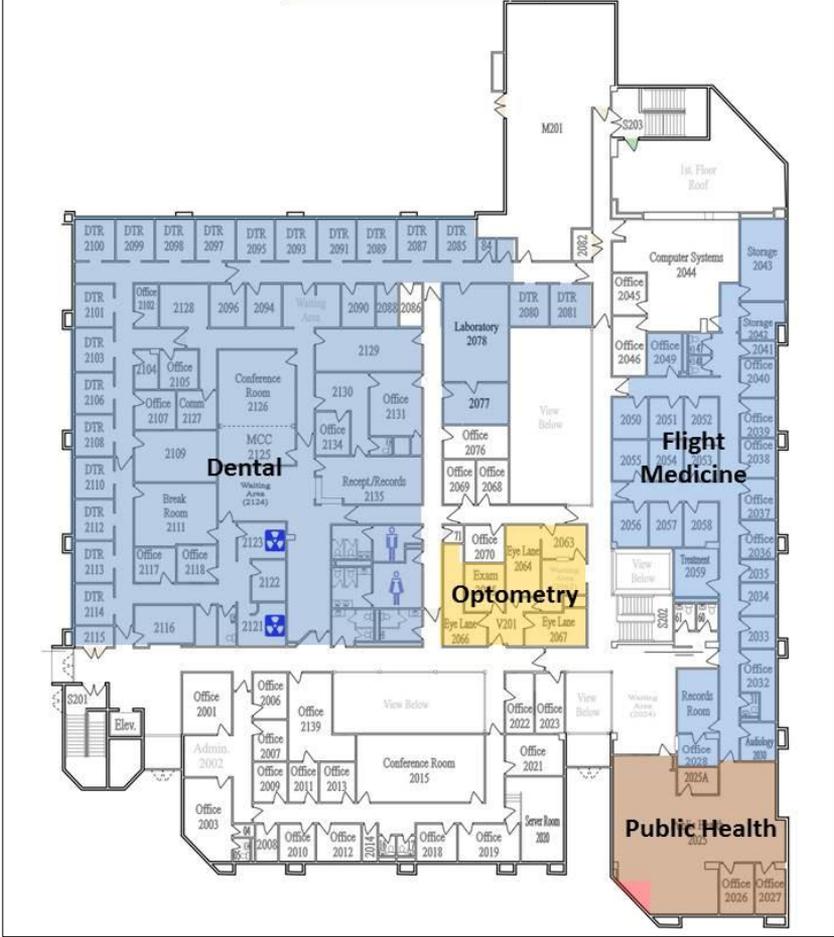
emergent health care services from any TRICARE authorized civilian provider, in or out of the network, without requesting a referral from their PCM. When a TRICARE Prime enrollee chooses to use this option, all requirements applicable to TRICARE Standard apply. Please note this option can be a very expensive choice, but it is an option available to all TRICARE Prime beneficiaries except active duty personnel. Claims are subject to **outpatient deductibles** (\$300 individual and \$600 family), **50% cost-shares** for outpatient and inpatient claims, and **excess charges** up to 15% over the allowed amount. In addition, the 50% cost-share continues to apply even after the enrollment year catastrophic cap has been met.

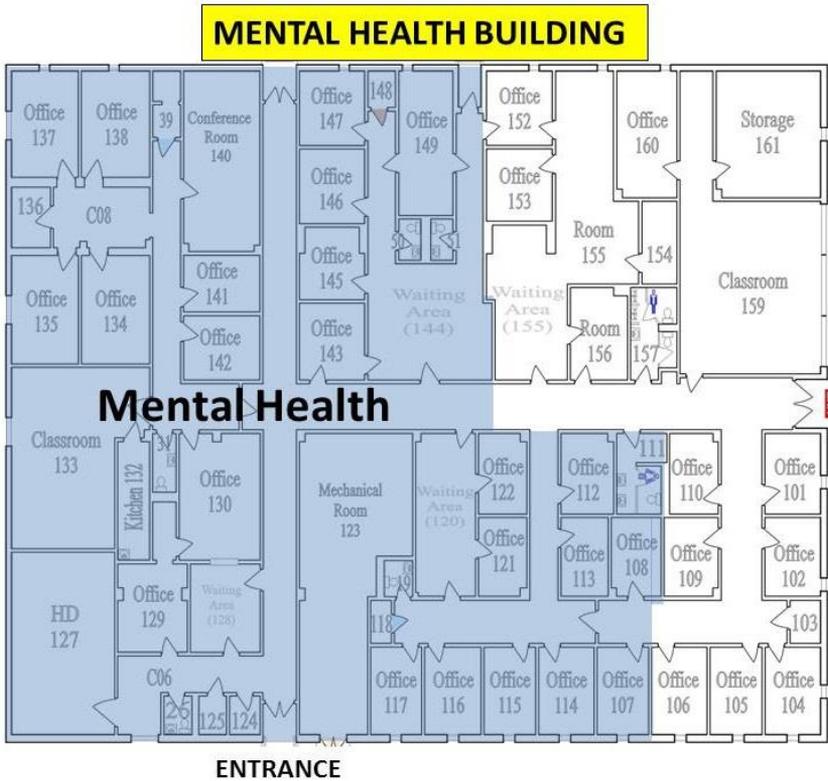
Service Locations





**MAIN CLINIC
SECOND FLOOR**





SCAN ME to comment on any 628 MDG service using ICE.



SCAN ME to contact your PCM team on a personal healthcare issue, using MiCARE (Relayhealth). (You must be registered to use MiCare.)

