

97th Medical Group
Altus Air Force Base
Clinic



Patient Handbook

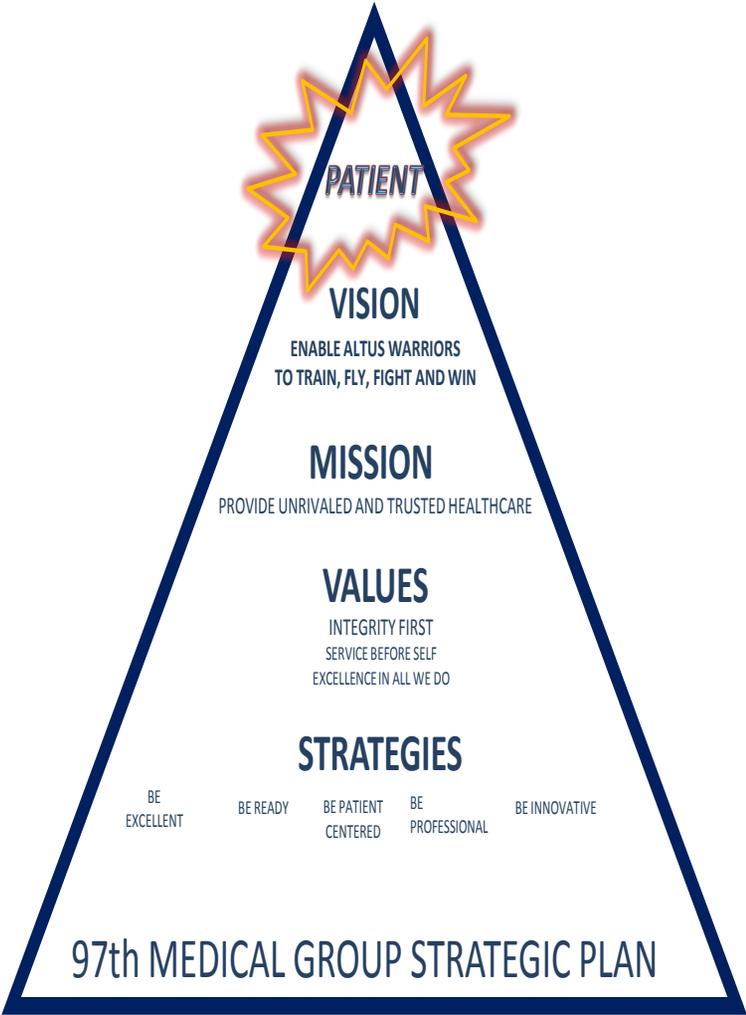
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The proponent for changes and updates to this handbook is the
TRICARE Operations and Patient Administration Flight, 580-481-5694/6062.





DEPARTMENT OF THE AIR FORCE
97th AIR MOBILITY WING (AETC)
ALTUS AIR FORCE BASE, OKLAHOMA

A MESSAGE FROM THE COMMANDER

TO OUR PATIENTS:

Welcome to Altus and to the 97th Medical Group. We are staffed with highly trained professionals and modern equipment to provide you with excellent and prompt medical care. Current specialties available include aerospace medicine, mental health, dental, family health, optometry and pediatrics. Support services include immunizations, laboratory, pharmacy and radiology.

The 97th Medical Group is an ambulatory care facility, so emergency services are not available. Specialty services are available through our robust civilian TRICARE network providers. Specialty services are also available at other Military Treatment Facilities.

You are our top priority, and our goal is to provide the finest health care and best customer service possible. If you have a question or suggestion, don't hesitate to address it to any of my staff or submit a patient comment card which you will find in every clinic. All staff members are trained as Patient Advocates to assist you in solving any challenges you may face. Continuous service improvements are important to me; your suggestions are welcome. I will make every attempt within our resources to provide you with the best possible medical care.

//Signed//
SHARON M. HUNTER, Colonel, USAF, BSC
Commander

QUICK REFERENCE NUMBERS

Clinic Main Phone Number: 481-5235

| | |
|-----------------------------------------------------------------|-------------------------|
| Commercial Prefixes: | (580) 481-XXXX |
| DSN Prefixes: | 866-XXXX |
| | |
| Aerospace Medicine | 481-5230 |
| Appointment Line..... | 481-5235 |
| TRICARE On-line | www.tricareonline.com |
| Bioenvironmental Engineering..... | 481-5494 |
| DEERS Information Line | 1-800-538-9552 |
| Dental Clinic..... | 481-5262 |
| TRICARE Dental plan..... | 1-855-638-8371 |
| Retiree Dental Plan | 1-888-838-8737 |
| Diagnostic Imaging (Radiology) | 481-5268 |
| Force Health Management | 481-5488 |
| Fort Sill (Reynolds Army Hospital) | 1-580-558-2389/2390 |
| Health and Wellness Center | 481-5013 |
| Immunizations | 481-5281 |
| Jackson County Memorial Hospital | 379-5000 |
| Laboratory | 481-5399 |
| Nurse Advice Line | 1-800-741-0415 |
| Patient Advocates | |
| 97th Medical Group | 481-5244 |
| Family Health/Pediatrics/Immunizations/Referrals | 481-5301 |
| Dental | 481-5262 |
| Aerospace Medicine/Public Health | 481-6577 |
| Lab/Optomety/Diagnostic Imaging/TOPA | 481-5268 |
| Pharmacy | 481-5258 |
| Mental Health | 481-5376 |
| Pharmacy Refill..... | 481-1490/1491/1492/5257 |
| Public Health | 481-5488 |
| Referral Management Center..... | 481-5587 |
| TRICARE Service Center | Walk-in Service Only |
| Humana Military Healthcare Services | 1-800-444-5445 |
| Humana Military Audio Library..... | 1-877-217-7946 |
| TRICARE Mail Order Pharmacy | 1-877-363-1303 |
| TRICARE Operations & Patient Administration (TOPA) | 481-5109 |
| Beneficiary Counseling and Assistance Coordinator | 481-5694/6062 |
| Debt Collection Assistance Officer | 481-5694/6062 |
| HIPAA Privacy Officer/Disclosures of Protected Health Info | 481-5587/5109 |
| Patient Administration..... | 481-5109 |
| Travel Benefit Point of Contact..... | 481-5249 |

HOW TO ACCESS HEALTH CARE

Hours of Operation: The 97th Medical Group's operating hours are Mon-Fri, 0730-1630. The facility is closed on weekends and holidays.

Making an Appointment: Beneficiaries enrolled to the 97th Medical Group may schedule appointments with their designated Primary Care Managers by contacting the Central Appointment Desk at 481-5235, Mon-Fri, 0700-1630 hours, except on federal holidays. Appointments can also be scheduled via TRICARE on-line services at www.tricareonline.com. Personnel on flying status also have the option to contact the Flight Medicine Clinic at 481-5230 between 0730-0800 hours for acute illnesses (sick-call).

Active Duty Members on flying status: If you were seen at Jackson County Memorial Hospital (JCMH) or any other civilian hospital and are on flying status, you **MUST** report to Flight Medicine sick-call the following duty day regardless of the circumstances; you are verbally DNIF until seen by a flight surgeon.

Sick-call: Personnel on flying status will need to check in with the Aerospace Medicine Clinic at 481-5230 between 0730-0800.

After-hours Care: If you need medical care when the clinic is closed, and there is no immediate danger to life, limb or eyesight, call the Nurse Advice Line at **1-800-741-0415** before going to the emergency department. Jackson County Memorial Hospital in Altus and Reynolds Army Community Hospital at Fort Sill are the after-hours care facilities for this area. If you seek medical care at any civilian facility *without* prior authorization, you risk being charged Point of Service (POS) fees which are: \$300 for individual and \$600 for family deductible, plus a 50% cost share of the bill. Again, personnel on flying status who are seen in an emergency department **MUST** report to Flight Medicine sick-call the following duty day regardless of the circumstances.

EMERGENCIES

Ambulance Service: Local ambulance services are available for medical emergencies 24 hours a day. This service is provided by the city of Altus by dialing 911. All calls to 911 are electronically recorded.

Emergency Medical Care: An emergency is defined as a threat to life, limb or eyesight. If the need should arise, go directly to Jackson County's Emergency Room (1200 E. Pecan Street, Altus) to seek emergency care. If you are away from the Altus area, then visit the nearest hospital. If the emergency results in an admission, call your primary care manager within 24 hours of the admission for them to document the event and enter an authorization so the bill can be paid promptly.

Dental Emergencies: If you have a true dental emergency (severe pain, swelling, infection, and uncontrolled bleeding or significant trauma) call 481-5262 during duty hours. Family members can only be treated in the base dental clinic on a **space available basis**. Active duty family members are encouraged to enroll in the TRICARE Dental Program. Enrollment applications are available at the Military Personnel Flight, TRICARE Service Center and the Dental Clinic. For more information call Met Life at 1-855-638-8371. Retirees and their family members are encouraged to enroll in the Retiree Dental Plan with Delta Dental. For more information and enrollment application call Delta Dental at 1-888-838-8737, Mon - Fri (excluding holidays) 0600-1800 PST, or visit the TRICARE Service Center.

- **Active Duty after duty hours, Altus area:** An on-call dentist is available after-hours to treat true dental emergencies. Active duty beneficiaries should call the Command Post at 481-6313 to access the on-call dentist.
- **Active Duty family members dental care:** Call Met Life at 1-855-638-8371.
- **Retired military members dental care:** Call Delta Dental at 1-888-838-8737 Mon—Fri (excluding holidays) 0600-1800 PST.

When on Vacation/Leave: If you are on vacation/leave out of the area and require medical attention and the situation is not an emergency, you will need to get pre-authorization from the Nurse Advice Line. Before seeking treatment, call **1-800-741-0415**. However, if your illness is an emergency or if you were involved in an automobile accident, immediately go to the nearest hospital for treatment, then call your Primary Care Manager within 24 hours after your treatment to report the event.

WHO IS ELIGIBLE FOR CARE?

Individuals with valid identification cards who are listed in the Defense Enrollment Eligibility Reporting System (DEERS) are eligible for care. Availability of care is based on the following categories. The order of access is:

- Active-duty service members
- Active-duty family members enrolled in TRICARE Prime
- Retirees, their family members, dependents of deceased military personnel, and certain divorced spouses enrolled in TRICARE Prime
- TRICARE Plus, a special program for patients over age 65
- TRICARE Standard patients: Space available only (same day) basis.

TRICARE

TRICARE Prime: The TRICARE Prime option is a managed care health program patterned after civilian health maintenance organizations. Unique to TRICARE Prime is the Primary Care Manager (PCM), your first contact for all medical needs, including specialty care. Your PCM guides your care and provides authorization to specialists if needed. You and your PCM will form a partnership, working together for your

health and well being. A PCM may be an individual or a group of practitioners. When you enroll in TRICARE Prime, you will receive a Prime card. You should carry your card with you at all times, much like your military ID card. The TRICARE card is your medical insurance card that needs to be presented when you use a civilian medical facility.

Active duty family members do not pay enrollment fees. Outpatient care at a military medical facility is at no cost to the patient.

Military retirees and their family members who are TRICARE eligible in DEERS may have the option to enroll in the TRICARE Prime program. TRICARE Prime eligible retirees and their family members who choose to enroll in the TRICARE Prime program must pay a yearly enrollment fee. As of 1 October the annual fees will be increased to \$269.28 for individuals and \$538.56 for a family. TRICARE Prime members can pay their enrollment fees on a quarterly basis. Other payment options are monthly allotments, credit cards, or monthly electronic funds transfer. **Checks are not accepted.**

Access Standards for TRICARE Prime: The following are the access standards for obtaining medical appointments:

- Urgent medical problem (sore throat, etc) appointments provided within 24 hours
- Routine medical problems (re-occurring backache, etc) appointments provided within 7 days.
- Wellness appointments (Pap smear, physicals, etc) provided within 28 days.
- Specialty care (dermatology, orthopedics, etc) referral appointments provided within 28 days.

TRICARE Extra: When using TRICARE Extra (utilizing doctors from a TRICARE provider directory), patients are responsible for the same rules and annual deductibles as TRICARE Standard. The difference is the co-payment, which is 15-20 percent (for active-duty families) or 20-25 percent (for retirees) of negotiated provider's fees.

TRICARE Standard: Under Standard, eligible beneficiaries may choose any participating provider for health care, and the government will pay a percentage of the cost. It is important to verify with the physician that he/she participates in the TRICARE program before each appointment.

TRICARE Standard offers the greatest flexibility, is the most convenient when traveling away from home, and is potentially the most expensive of the three options. No enrollment is required; however, you must be eligible for medical care in DEERS. You may use space-available care in military hospitals, but at a low priority.

Active duty family members using TRICARE Standard are responsible for an an-

nual deductible when they use a civilian provider:

| | |
|---------------|-----------------------------|
| E-4 and below | \$50 Individual/100 Family |
| E-5 and above | \$150 Individual/300 Family |
| Retirees | \$150 Individual/300 Family |

Active duty family members pay 15-20 percent of the approved or allowable TRICARE Standard cost for outpatient health care. The percentage varies depending on whether the provider you see is a network or non-network provider. Contact the TRICARE Benefit Service Representative (1-800-444-5445) for more information.

Retiree patients under TRICARE Standard program are required to pay 20-25 percent of the medical charges. The percentage varies depending on whether the provider you see is a network or non-network provider. Contact the TRICARE Benefit Service Representative (1-800-444-5445) for more information.

TRICARE For Life: This program provides both medical and pharmacy coverage for military beneficiaries. Patients must be enrolled in Medicare Parts A & B to be eligible for this program. Patients can visit any civilian doctor for care, the doctor then submits the bill to Medicare for payment. Medicare pays about 80 percent of the bill, then automatically submits the remainder of the bill to TRICARE for payment. Patients are also provided pharmacy benefits; see pages 15 and 16 for more information.

TRICARE Plus: This is a military treatment facility (MTF) specific program for those beneficiaries already enrolled who want to continue to be seen at the MTF. Each MTF is authorized a limited number of patients to enroll into the TRICARE Plus. Patients are enrolled to a MTF provider for routine medical care. TRICARE Plus patients that are referred out for specialty care must use their TRICARE For Life benefits or pay out of pocket for this care.

TRICARE Service Center: The TRICARE Service Center (TSC) is located in the main lobby of the clinic. The office hours are Mon-Fri, 0730-1630. They are staffed with two Benefit Service Representatives and a manager. They operate on a “walk-in” basis. No appointments are necessary.

Relocating: TRICARE enrollment allows you to continue your Prime coverage during a PCS or extended TDY, this provides a seamless transition in your health care coverage. Stop by the TRICARE Service Center for more information or call 1-800-444-5445.

Medical Charges (claims): After you receive care from a civilian doctor, you will be responsible for a co-payment or cost share, (no co-payment for active duty military or their dependents enrolled in TRICARE Prime).

If you were seen by a TRICARE network provider, generally the civilian provider

will file the claim paperwork for you. If they don't, you must submit the claim paperwork yourself. TRICARE Standard claim forms are available at the TRICARE Service Center. To contact the TRICARE claims processor, call 1-800-444-5445.

The provider's office will also send you a bill. It is ***your obligation*** to make co-payments directly to the provider. Visit the TRICARE Service Center or call 1-800-444-5445 immediately if there is a problem with your medical bills.

97TH MEDICAL GROUP POLICIES

Informed Consent: Oklahoma law protects your right to be advised in non-clinical terms on information needed in order to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatments available.

Advance Directives: This is a written instruction such as a living will or durable power of attorney for health care, recognized under state and federal law relating to the provisions of health care or treatment. Advance directives are prepared with the assistance of a lawyer, at the Altus AFB Judge Advocate's office. A copy of an advance directive should be placed in the outpatient record for reference and hand carried with you when hospitalized. For more information on Advance Directives, call the base legal office at 481-7294.

A living will is a document that is signed, dated, and witnessed which permits individuals to state what health care they would or would not want to have should they become terminally ill and unable to express treatment preferences.

A durable power of attorney for health care is a document that is dated, signed and witnessed, which allows an individual to name another person to make health care decisions, if the individual completing the document becomes incapacitated. To start drafting your advance directive, contact the base legal office at 481-7294.

Active Duty Elective Medical Treatment: AFI 44-102 prohibits active duty personnel from receiving elective surgery (such as but not limited to cosmetic surgery) without the prior written approval of the member's squadron commander and the 97th Medical Group Commander. If approved, AFI 36-3003 directs that member must be on ordinary leave status for the travel, hospitalization, and convalescence when they elect civilian medical care at their own expense. Further, non-emergent elective surgeries within 6 months of separation or retirement must have additional approval by HQ AFPC/DPAMM. If you desire elective surgery, make an appointment with your PCM. Your PCM can discuss your medical options and give you information on submitting the request for approval.

Cancellations/No-Shows: Missed appointments are missed opportunities for other patients who may need care. Please cancel appointments that cannot be kept at least 2 hours prior to the appointment time. Missed appointments and appointments

not canceled at least 2 hours prior will be recorded as No-Shows, and notification letters will be sent to the unit commanders of active duty members who No-Show an appointment. Call the Central Appointments Desk at 481-5235 to cancel appointments.

Smoke-Free Policy: Tobacco usage is strictly prohibited in the 97th Medical Group. In accordance with DoD policy, tobacco usage is not allowed in DoD workplaces.

Child Supervision: No children under the age of ten can be left without adult supervision in any area of the clinic. This policy ensures the safety of young children and protects the clinic from being held liable for any injuries sustained by unattended children. Only a child with an appointment should be brought to the clinic. If a caregiver is being seen, another adult must be there to supervise. Drop-in care is available at the Child Development Center. For more information, call 481-7502.

Medical /Dental Health Records: In accordance with AFI 41-210, *Patient Administration Functions*, original health records are the property of the United States Government. The Military Treatment Facility (MTF) Commander is the custodian of outpatient and ensures that all health records are prepared, maintained, used, protected, and controlled as required. See page 10 for information about how to obtain a copy of your medical record.

HIPAA: The Health Insurance Portability and Accountability Act of 1996 strengthened the privacy rights of all patients throughout the United States, in both military and civilian healthcare settings. HIPAA authorizes the MTF to use your Protected Health Information (PHI) routinely for the purposes of treatment, payment, and operations (TPO). Any other disclosure, beyond normal, day-to-day use must be recorded. The law authorizes a few specific types of disclosures, which do not require a patient's permission. These include limited disclosure for law enforcement purposes, UCMJ actions, child abuse prevention, and Commander's requests to determine fitness for duty. Outside of the exceptions, and TPO (above), patients must give permission in advance for any disclosure of their patient information to outside persons or agencies. Questions about HIPAA and the Privacy Act should be directed to the 97 MDG Privacy Officer at 481-5237.

Privacy Act of 1974: The Privacy Act states that the information in the medical record belongs to the patient and must be safeguarded carefully. The original record, however, is the property of the United States Government and must be maintained in the healthcare facility at Altus AFB. By direction of the Assistant Secretary of Defense for Health Affairs, all DoD medical facilities have instituted a "touchless" records system. Your original medical records will not be released outside the DoD, aside from rare exceptions. The information, however, is yours and you are entitled to a copy of any information at any time.

Release of Information: When you are about to PCS, you must visit the Family

Health/Aerospace Medicine Front Desk to drop off a copy of your orders to initiate the transfer of your medical records to your gaining MTF. Upon separation, retirement, or if you require copies of your medical records for any reason, you will be asked to complete a Release Statement for Copying Medical Records request. The original record is retained at the MTF, but copies will be provided if requested. If copies cannot be provided within 30 days after the request, we will state the reason for the delay and the earliest date when the records will be available. Information is released upon receipt of the written request and signed authorization from the patient, which will include the sponsor's social security number. If you have access to the Altus Portal; you may access the Request for Copy of Records form under the 97MDG Sharepoint site by clicking on the Patient/TRICARE Updates link or you may contact the TOPA Flight at 481-5109 and the Release of Information officer will assist you. REQUESTS FOR COPIES BY PHONE WILL NOT BE HONORED.

Travel Reimbursement for Medical Appointment: The following guidelines are followed by the TOPA staff to reimburse TRICARE Prime patients for cost of traveling to medical appointments. Active duty patients are authorized travel reimbursement if they are referred for medical appointments out of the Altus area. Non-active duty TRICARE Prime patients are only authorized travel reimbursement of actual expenses for medical referral appointments that are more than 100 miles from their PCM. These patients are required to provide receipts for expenses, such as gas, tolls and meals. You may contact the Travel Reimbursement officer at 481-5249 for any additional information or questions.

Guidelines for medical travel are based on AFI 41-210 *Patient Administration Functions*, AFI 36-3003 *Military Leave Program*, and the Joint Federal Travel Regulations. Active duty members with medical appointments are authorized travel reimbursement if they use their POV. Active duty patients with medical appointments in Oklahoma City, Lackland AFB and other medical facilities out of the local area are authorized TDY orders for per diem and travel. Active duty members who accompany their family members to medical appointments can be reimbursed for travel under the non-medical attendant rules if a non-medical attendant is required. Proof of the appointment and a non-medical attendant letter from the referring doctor is required. When accompanying an adult family member, the letter must explain the medical reason that the family member was unable to operate a vehicle for his or her appointment. Travel reimbursement is not allowed unless there is a medical reason. In cases where medical paid TDY is not appropriate, active duty personnel who accompany their family members to medical appointments out of the local area may also request leave or permissive TDY through their respective squadron IAW AFI 36-3003 *Military Leave Program*.

PLEASE NOTE: A non-active duty person who accompanies a military member to a medical appointment cannot be reimbursed for per diem or travel.

Extenuating circumstances and emergency situations are evaluated on a case-by-case basis by the 97th Medical Group Commander. The TOPA office strives to meet our customers' needs for medical appointments and travel arrangements.

97TH MEDICAL GROUP SERVICES

Aerospace Medicine Clinic

Aerospace Medicine (also commonly referred to as Flight Medicine) maintains peak peacetime medical readiness and promotes the highest degree of combat effectiveness for Aircrew (i.e. flyers, student flyers, and controllers). Family members are also seen in the Aerospace Medicine Clinic. Active duty personnel can report for sick call M-F 0730-0800. All other visits are by appointment. To schedule an appointment, call 481-5230.

Bioenvironmental Engineering

Bioenvironmental Engineering (BEE) performs and manages an array of activities throughout the Wing in the fields of industrial hygiene, occupational health, radiological health and emergency response to ensure healthy-working conditions are maintained and the environment is not adversely affected by military operations at Altus AFB.

Respiratory Protection and Gas Mask Fit Testing: As the Wing Respiratory Protection Program managers, BEE conducts fit testing and training on industrial use respirators as well as for gas masks. Fit testing for both masks are done on Wednesdays by appointment either through your Respiratory Protection Program Supervisor for industrial respirators or UDMs for gas masks. For more information on these programs or other BEE services call 481-5494.

Dental Clinic

Active duty personnel may initiate routine care by reporting to the Dental Flight at 0730 Monday through Friday or by calling the Dental Flight during normal duty hours (0730-1630) for an appointment. Active duty members are required to be seen annually. For more information call 481-5262.

Active Duty dependents, retirees, and retiree dependents can receive emergency dental care to relieve acute pain, acute infections, trauma to or fractures of the oral structures, or uncontrolled bleeding. Dental sick call hours are by appointment during normal duty hours. Emergencies, however, will be seen any time during normal duty hours. In the event of an after-hours dental emergency, active duty should contact the base dentist on-call by calling the Command Post at 481-6313. After hours, all active duty family members and retirees should contact their local TRICARE network dentist.

TRICARE Dental Program (TDP): This program is a dental insurance plan offered by DoD. Met Life administers and underwrites the plan. Congress established the TDP for family members of active duty from the seven Uniformed Services. Participation is voluntary, and the active duty personnel must pay a portion of the pre-

mium for their family members. For information about the plan, contact MetLife at 1-855-638-8371, or stop by the Dental Clinic, TRICARE Service Center, or the Military Personnel Flight.

TRICARE Retiree Dental Plan: This program is a dental insurance plan offered by DoD for military retirees, their family members and un-remarried spouses of deceased military retirees. Delta Dental Plan of California administers and underwrites the plan. Premiums are paid by enrollees and are collected from payroll deductions for those who receive retired pay. Other enrollees are billed directly by Delta. For more information call Delta at 1-888-838-8737.

TRICARE- Selected Reserve Dental Program.: This dental insurance covers members of the Selected Reserve and their family. The program is managed by Met Life. For premium and enrollment information, call MetLife at 1-855-638-8371.

Family Health Clinic

The Family Health Clinic provides primary care services to patients age 18 and over.

Health And Wellness Center (HAWC): The Health and Wellness Center is located inside the Base Fitness Center, Bldg 156. The staff is dedicated to assisting each individual in attaining their peak level of health and wellness through classes, one-on-one and group sessions.

Fitness: Programs offered include, but are not limited to, Exercise Prescriptions, Core Training, Running Clinic, Gait Analysis and Back Basics Class.

Gait Analysis: A piece-by-piece analysis is conducted of your walking/running strides to identify areas of “abnormal” movement that may be contributing to injury and/or reduced efficiency during these activities. Correct movement will optimize running/walking form and technique as well as prevent injury.

Nutrition: Programs offered include, but are not limited to: BE WELL, Better Body/Better Life, Dining with Dietitian, Nutrition 101, Cooking Demonstrations, Performance Nutrition, Diabetes Nutrition, Portion Distortion and a variety of traveling nutrition courses.

Additional Health Promotion Programs: The Health and Wellness Center offers two Tobacco Cessation programs; Fresh Start and Freedom From Smoking (online program), in addition to Stress Management courses and Body Composition measurement .

Appointments: HAWC appointments can be scheduled by calling 481-5013 or by stopping by our office. Office hours are Monday-Friday from 0730-1630.

Immunization/Allergy Clinic

The Immunization Clinic is available on a walk-in basis. Allergy shots are given by appointment only. Patients receiving allergy injections are required to remain in the clinic a minimum of 30 minutes after the injection.

NOTE: Children do not require a well-baby check to receive immunizations. ***Shot records and medical records are required.*** Immunizations will not be given when a child is exhibiting cold symptoms or running a fever.

Laboratory Services

The clinical laboratory performs basic laboratory testing and some specialized testing. The College of American Pathologists accredits the laboratory. The service is supported by several other regional military and civilian laboratory services.

Mental Health Flight

The Mental Health Flight's staff includes professionals trained in clinical psychology, social work, substance abuse, and nursing. Services include assessment and outpatient treatment for a variety of mental health and substance abuse issues. Treatment options include individual, marital and group therapy. Mental Health and substance abuse services, to include crisis intervention and emergency services are not available for minors; however, Humana Military Health Services (HMHS) may be reached at 1-800-444-5445 for a listing of TRICARE network providers. Self-referral to the clinic is always welcome; however, referrals may also come from your Primary Care Manager (PCM) or other treating provider. Appointments are scheduled through the clinic's support staff and are offered based on both provider availability and the patients' preferences. The Mental Health Clinic will see patients age 18 and over on a walk-in basis for crisis intervention.

The Mental Health Flight also includes the Family Advocacy Program (FAP). FAP offers assessments and outpatient treatment to include individual, couples and family therapy for alleged offender(s) and/or victim(s) of child and/or intimate partner maltreatment. FAP also offers the New Parent Support Program (NPSP) which is a voluntary prevention program for expectant women and those with children under the age of 36 months. NPSP offers a range of services tailored to the family's needs, including home visits. FAP services are limited to active duty personnel only and their families.

To contact Mental Health, Substance Abuse or Family Advocacy call 481-5376.

Optometry Clinic

The Optometry Clinic provides routine eye care to active duty, retirees, and dependents. They perform routine eye exams and contact lens exams to include examination, diagnosis, and treatment of ocular and visual disorders.

TRICARE Prime enrollees will receive an eye appointment within 30 days of re-

requesting an appointment, as this falls in the category of wellness. If our Optometry Clinic cannot see you within 30 days, appointments can be made with a TRICARE network optometrist. You do not need a referral from your PCM to schedule a routine optometry appointment. Non-enrollees are seen on a space-available basis by calling the appointment desk at 481-5235. Glasses and contact lenses are not provided for dependents and must be purchased in the civilian community. TRICARE authorizes one routine eye examination per year for active duty dependents. *Call the appointment desk at 481-5235, or visit www.tricareonline.com to make appointments for eye examinations.*

Patient Advocate Program

There will be occasions when some medical visits do not go as you had hoped. If you find yourself in this situation, it is best to resolve the problem prior to leaving the Clinic. Each clinic has a trained Patient Advocate assigned who would like an opportunity to assist you. If your attempts to resolve the problem fail, ask to speak to the NCOIC, OIC or Flight Chief of the department. If your problem continues to go unresolved, call the 97th Medical Group Performance Improvement Coordinator at 481-5244. Our goal is to provide the best quality medical care to you and ensure that your experiences at the 97th Medical Group are as pleasant as possible.

Pediatric Clinic

The Pediatric Clinic provides health care for newborns through 21 years of age. To receive health care at a military facility, your child must be enrolled in DEERS. DEERS enrollment is accomplished by taking a copy of your child's birth certificate to the customer service desk at the Military Personnel Flight (MPF) where the data is placed into the DEERS computer by the MPF technician.

If your child is a newborn, a copy of the hospital's discharge paperwork or birth certification documents given to you by the hospital or the final adoption paperwork are the documents required for enrolling your child in DEERS. After the DEERS enrollment has been completed at the MPF, your next step is to enroll your child in TRICARE. This can be done by visiting the TRICARE Service Center and completing a TRICARE enrollment form.

Well baby visits are given at 2 weeks, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months and annually after that. Our clinic provides well baby care as well as school and sports physicals.

Immunizations are an important part of growing up. Many serious and disabling childhood diseases, although rare, still pose a threat to the health of your child. Exposure to some of these diseases can be life threatening to an unprotected child. A schedule of pediatric immunizations is available from the Immunizations Clinic.

To make a pediatric appointment call 481-5235.

Pharmacy

Hours: Monday-Friday, 0745-1700.

The Pharmacy requires patients to check-in at the pharmacy window any time a patient sees a provider or contacts a provider for more medication. Check-in with the patient's name and ID.

The Pharmacy has 100% call-in for refills. The phone number for the automated refill system is 481-5257. Patients have the option of picking up refills from the automated prescription machine located near the entry doors only if they have registered a PIN number ahead of time. PIN numbers are established at the pharmacy window.

The Pharmacy will fill prescriptions written by providers at our clinic as well as civilian providers. Prescriptions will be filled, when possible, up to a 90-day supply with refills if authorized by the provider. Prescriptions expire 12 months from original issue date, unless state/federal laws dictate otherwise. The pharmacy will transfer prescriptions from other military pharmacies if refills remain. For transfers, patients should visit the pharmacy at least a week before they are out of medication and provide details of the pharmacy to contact and type of medication. To pick up medications for beneficiaries over the age of 18 or family member's medication, an ID card (or a copy, front and back) and "letters of authorization" are mandatory.

| |
|------------------------------------------------------------------------------------------------------------------|
| I, _____ authorize, _____ to pick up my prescriptions at AAFB Pharmacy. Sign and Date _____ _____ |
|------------------------------------------------------------------------------------------------------------------|

Sample of Letter of Authorization

Beneficiaries are highly encouraged to utilize the base pharmacy, If the base pharmacy does not have or stock the medication you require, or you do not wish to use the base pharmacy, family members/retirees can use local TRICARE Retail Pharmacies:

- Clinic Pharmacy, 201 S. Park, 482-6464
- Rexco Drugs (Altus Plaza) 2101 N. Main, 477-0381
- Bunker Hill Pharmacy 1610 N. Main, 482-7530
- Wal-Mart Pharmacy, 2500 N. Main, 482-8466
- Walgreens Pharmacy, 1132 N. Main, 477-1316

The network pharmacies will require your prescription slip along with your TRICARE card and your military ID card. You will be able to obtain up to a 30-day supply of medication. There are no co-payments for active duty personnel. However, active duty family members, retirees and their family members are required to provide a co-payment for each prescription. If you have other health insurance, federal law requires to use your other health insurance first to pay for the prescription. For more information, visit your TRICARE Service Center, www.express-scripts.com or call Express Scripts at (1-866-363-8667).

TRICARE Mail Order Pharmacy (TMOP): This service is available to provide eligible military beneficiaries a timesaving and inexpensive mail order service for maintenance prescriptions. This program is mostly designed for patients that are taking long-term medications. Patients can get up to 90 days of medication at a time. This program is free for active duty military personnel. However, active duty family members, retirees and their family members are required to make a co-payment for each prescription. Express Scripts manages the program; patients can pick up an enrollment application at the TRICARE Service Center, call Express Scripts at 1-866-363-8667 or visit their website www.express-scripts.com.

Public Health/Force Health Management

Public Health provides education for any communicable disease (i.e., chickenpox, head lice, sexually transmitted diseases, and hepatitis). Guidance on food safety (temporary food facilities) and general sanitation is available. Public Health also provides briefings on preventive measures for international travel destinations. For more information call 481-5488.

Force Health Management is the medical group's point of contact for the administrative aspects of individual medical readiness/deployment processing, retraining and oversight of the Occupational Health Program. For more information call 481-5488.

Diagnostic Imaging (Radiology) Services

Hours: Monday-Friday, 0730-1630

This department offers routine x-rays on a walk-in basis, through doctor referrals. All other diagnostic imaging services are provided through off-base doctor referrals. For any radiology test results, contact your provider. For all other information call 481-5394 or 481-5268.

Referrals (Referral Management Center (RMC))

The 97th Medical Group coordinates patient referrals for specialty care such as cardiology, dermatology, orthopedics, physical therapy, etc. Specialty care requires a referral from your PCM and coordination with the Managed Care Support Contractor (MCSC). If your PCM has written a referral, please visit the RMC to set up your appointment.

Process:

- The PCM generates the referral for civilian or military provider consultation.
- Once the referral has been approved by the MCSC, you will receive a mailed authorization letter in 7-10 business days via US Mail. The letter will include the approved provider's phone number, address, number of authorized visits and the procedures to follow. If you do not receive an authorization letter within 10 business days, call 1-800-444-5445. You can also go online at www.humana-military.com and register to access referrals, authorizations, enrollment and claim information. You may obtain your authorization number within 72 hours utilizing the service at this site.
- If possible, visit the RMC before leaving clinic on the day your referral is entered. The staff will assist you with this process.

For more information on referrals or referral denial, call:

- Active Duty.....481-5587
- Family members & Retirees.....1-800-444-5445

NOTE: Humana Military Healthcare Services (HMHS) utilizes the mailing address listed in DEERS. If that address is not accurate, you will not receive your notification letter and your referral may be delayed. You can verify your DEERS information by contacting 1-800-538-9552.



Provider Profiles

PHOTO DIRECTORY

Chief of Medical Staff



JOHNATHAN M. COMPTON, Maj, USAF, MC

Family Medicine Physician

PROFESSIONAL EDUCATION

University of Missouri, Columbia

August 1998 – May 2002

Degree: Doctor of Medicine

STATE LICENSURE

Missouri

Kansas

Texas

BOARD CERTIFICATION

American Board of Family Medicine

July 2005 – December 2015

Family Health Clinic



HEATHER D. BLAYLOCK, Capt, USAF, MC

Family Medicine Physician

PROFESSIONAL EDUCATION

Baylor College of Medicine

August 2003 - May 2007

Degree: Doctor of Medicine

STATE LICENSURE

Texas

BOARD CERTIFICATION

American Board of Family Medicine

July 2010 - December 2017



VINCENT SAVATH, Capt, USAF, MC

Family Medicine Physician

PROFESSIONAL EDUCATION

**State University of New York at Stony Brook
School of Medicine**

September 2003 - May 2007

Degree: Doctor of Medicine

STATE LICENSURE

New York

BOARD CERTIFICATION

American Board of Family Medicine

July 2010 - December 2017

Optometry

LAURA L. SWANSON, Capt, USAF, BSC

Optometrist

PROFESSIONAL EDUCATION

Pennsylvania College of Optometry

August 2005 - May 2009

Degree: Doctor of Optometry

STATE LICENSURE

Pennsylvania



Aerospace Medicine Clinic (Flight Medicine Clinic)

CRAIG R. PACK, Lt Col, USAF, MC

Chief Flight Surgeon

PROFESSIONAL EDUCATION

University of Osteopathic Medicine and Health Sciences

State of Iowa

August 1994 - May 1997

Degree: Doctor of Osteopathic Medicine

Harvard University

July 2009 - May 2010

Degree: Master of Public Health

STATE LICENSURE

Indiana

BOARD CERTIFICATION

American Board of Family Medicine

July 2000– December 2014





RYAN C. BOGART, Capt, USAF, MC

Flight Surgeon

PROFESSIONAL EDUCATION

Lake Erie College of Osteopathic Medicine

August 2005 - May 2009

Degree: Doctor of Osteopathic Medicine

STATE LICENSURE

Michigan

Dental Clinic



PAUL A. SMITH, Maj, USAF, DC

Chief, Dental Services

PROFESSIONAL EDUCATION

Louisiana State University of Dentistry

June 2000 - May 2004

Degree: Doctor of Dental Surgery

STATE LICENSURE

Louisiana



BRENT E. HAVEY, Maj, USAF, DC

Dentist

PROFESSIONAL EDUCATION

Marquette University School of Dentistry

August 1994 - September 1998

Degree: Doctor of Dental Surgery

STATE LICENSURE

Colorado

Wisconsin



ALEXANDRA E. HERNANDEZ, Capt, USAF, DC

Dentist

PROFESSIONAL EDUCATION

University of Oklahoma Health Science Center
College of Dentistry

August 2006 - June 2009

Degree: Doctor of Dental Surgery

STATE LICENSURE

Oklahoma



TANN S. JONES, Capt, USAF, DC

Dentist

PROFESSIONAL EDUCATION

Virginia Commonwealth University School of
Dentistry

August 2005 - May 2009

Degree: Doctor of Dental Surgery

STATE LICENSURE

Utah

Health and Wellness Center
(HAWC)



TARA B. JOHNSON, RD

Registered Dietitian

PROFESSIONAL EDUCATION

University of Central Oklahoma

May 1998 - May 1999

Degree: Master of Science, Human Environmental Science—Nutrition

STATE LICENSURE

Kentucky

REGISTRATION

Commission on Dietetic Registration

September 2011– August 2012

Mental Health Clinic



BARBARA E. SEVERSON-OLSON, Lt Col, USAF, BSC

Clinical Social Worker

PROFESSIONAL EDUCATION

California State University, Sacramento

May 1993 – May 1996

Degree: Masters of Social Work

STATE LICENSURE

Texas

BOARD CERTIFICATION

American Board of Examiners in Clinical Social Work

December 2010-2012



JAMES C. COFFIDIS, LCSW

Clinical Social Worker

PROFESSIONAL EDUCATION

Rhode Island College Providence, RI

September 1983 - May 1985

Degree: Master of Social Work

STATE LICENSURE

Oklahoma

Washington

BOARD CERTIFICATION

American Board of Examiners in Clinical Social Work

September 2010 - 2012



DANIEL B. GROSS, Capt, USAF, BSC

Clinical Psychologist

PROFESSIONAL EDUCATION

Argosy University, Washington D.C.

September 2005 - January 2011

**Degree: Doctor of Psychology,
Clinical Psychology**

STATE LICENSURE

Kansas



PETER J. RESWEBER, PHD

Clinical Psychologist

PROFESSIONAL EDUCATION

**St John's University,
New York**

January 1994 - January 1998

**Degree: Doctor of Philosophy,
Clinical Psychology**

STATE LICENSURE

Louisiana

Pediatrics



COREY P. FALCON, Capt, USAF, MC

Pediatrician

PROFESSIONAL EDUCATION

Louisiana State University Health Science Center

June 2004– June 2008

Degree: Doctor of Medicine

STATE LICENSURE

Nebraska

BOARD CERTIFICATION

The American Board of Pediatrics

December 2011—2019



KRISTIN E. FLEMING, Capt, USAF, MC

Pediatrician

PROFESSIONAL EDUCATION

University of Medicine of New Jersey

August 2005 - May 2009

Degree: Doctor of Osteopathic Medicine

STATE LICENSURE

Indiana

Patient's Bill of Rights and Responsibilities

All persons obtaining care at the 97th Medical Group (97 MDG) have certain rights and are also subject to certain responsibilities.

Patients' Rights

These patients' rights are supported by all 97 MDG personnel and are an integral part of the healing process.

1. Medical and Dental Care: You have the right to quality care and treatment consistent with available resources and generally accepted standards. You also have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal.

2. Respectful Treatment: You have the right to considerate and respectful care, with recognition of your personal dignity.

3. Privacy and Confidentiality: You have the right to read and copy your protected health information, ask for limits to be put on the use or sharing of your protected information, ask that communications about your personal health information be done through ways that further protect your privacy, ask to have corrections made to your protected health information, and get a listing of where and when your protected health information was shared.

4. Identity: You have the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as, the name of the health care provider primarily responsible for your care. You have the right to change your health care provider if other qualified providers are available.

5. Explanation of Care: You have the right to an explanation concerning your diagnosis, treatment, procedures, and prognosis of illness in terms you can understand.

6. *Informed Consent:* You have the right to information, given in non-clinical terms, so you can make knowledgeable decisions for consent or refusal of treatments. This information should include significant complications, risks, benefits, and alternative treatments available.

7. *Research Projects:* You have the right to know if the 97 MDG proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.

8. *Safe Environment:* You have the right to care and treatment in a safe environment.

9. *Facility Rules and Regulations:* You have the right to know the 97 MDG rules and regulations that relate to patient and visitor conduct.

10. *Pain Control:* You have the right to receive appropriate pain assessment and pain management and to know that all reports of pain will be taken seriously and responded to by our healthcare professionals in a quick and caring manner.

11. *Patient Complaints:* You have the right to make complaints regarding your care, to have these complaints reviewed, and when possible, resolved.

Patients' Responsibilities

Providing quality health care is a complex task that requires close cooperation between the patient and 97 MDG staff. Patients can take responsibility for their care by helping the medical team give the best possible care.

1. *Providing Information:* You have the responsibility to provide, to the best of your ability, accurate and complete information about complaints, past illnesses, hospitalization, medications and other matters related to your health. You have the responsibility to tell your primary health care provider whether or not you understand the treatment prescribed and what is expected of you.

2. *Pain Management:* You have the responsibility to ask your provider what to expect regarding pain and pain management, discuss pain relief options with your provider, work with your provider to develop a pain management plan, and to ask for pain relief when the pain first begins.

3. *Respect and Consideration:* You have the responsibility to be considerate of the rights and privacy of other patients and 97 MDG staff. You have the responsibility for being respectful of 97 MDG properties and the property of other persons present in the 97 MDG.

4. *Compliance with Medical Care:* You have the responsibility to comply with your medical and nursing treatment plans, including follow-up care recommended by health care providers. This includes keeping appointments on time and notifying the 97 MDG at least 2 hours in advance when appointments cannot be kept.

5. *Medical Records:* Medical and dental records are the property of the U.S. Government. You have the responsibility to ensure your medical records are promptly returned to the 97 MDG for appropriate filing and maintenance.

6. *Facility Rules and Regulations:* You have the responsibility for following the facility rules and regulations affecting patient care, personal and family member conduct. These rules include smoking only in designated smoking areas.

7. *Reporting Patient Complaints:* You are responsible for helping the 97 MDG commander to provide the best possible care to all beneficiaries. You are encouraged to report your recommendations, questions or complaints to the Patient Advocates or any staff member. Forms are available throughout the 97 MDG to assist you.

Frequently Asked Questions (FAQ's)

What TRICARE maternity options do I have?

Active Duty Service Members (ADSMs) or Spouses of ADSMs:

- ADSMs who voluntarily separate from active duty while pregnant and spouses of ADSMs are not eligible for TRICARE upon separation may apply for transitional medical coverage under the Continued Health Care Benefit Program (CHCBP) within 60 days following loss of entitlement in the Military Health Care System. CHCBP is a premium-based health care program. Information on CHCBP can be found at <http://tricare.osd.mil/chcbp/default.cfm>. ADSMs who voluntarily separate because of pregnancy may request space-available maternity care in an MTF that has obstetric capability; however, no civilian maternity care will be provided under the TRICARE Program.
- ADSMs who are involuntarily separated from active duty while pregnant or the pregnant spouses of ADSMs who are involuntarily separated from active duty are eligible for health care benefits under the Transitional Assistance Management Program (TAMP). To qualify the involuntary separation must not be under adverse conditions. If the member desires to participate in TRICARE Prime during the TAMP period, she/he is required to re-enroll in the program for the 180 day TAMP period. Upon expiration of this benefit, these members may then enroll in the CHCBP.

What can TRICARE Online do for me?

TRICARE Online (TOL), www.tricareonline.com, is the Department of Defense (DoD) internet portal to interactive health care services and information. TRICARE Online was designed to meet DoD beneficiary needs for greater access and convenience in scheduling appointments, keeping a personal health journal and gathering information on medical and pharmaceutical care. TRICARE Online is universally accessible, portable and secure for registered users from any computer or laptop in the world.

Patients assigned to the 97 MDG may go to www.TRICAREOnline.com and schedule their routine appointments with their PCM, annual Women's Health/Pap smear appointments, and optometry appointments.

Why is it so important to enroll my newborn in DEERS?

By enrolling your newborn in DEERS, you establish TRICARE eligibility for the infant and avoid potential claims problems or other financial hardships for your family in the future. As a new parent, enrolling your baby in DEERS provides you the comfort of knowing your baby will remain TRICARE eligible and able to receive the essential well baby and pediatric health care he or she needs.

Aren't newborns already TRICARE eligible?

A newborn infant is covered as a TRICARE Prime beneficiary in DEERS for the first 60 days after birth--as long as one additional family member is enrolled in TRICARE Prime or TRICARE Prime Remote.

After the initial 60 days, any claim submitted for a newborn will process as TRICARE Standard until the infant is enrolled in DEERS and TRICARE Prime, or the infant's TRICARE Standard eligibility ends. Eligibility for TRICARE Standard benefits ends 365 days after birth for any newborn infant who is not enrolled in DEERS. To ensure no break in Prime coverage, the sponsor should enroll the newborn in Prime with an effective date prior to the baby's 60th day of life. The enrollment application can be processed at the TRICARE Service Center once DEERS has been updated. Contact your local TSC or call the toll free number for additional TRICARE benefit information.

What are the travel entitlements for TRICARE Prime and Non-Medical Attendants?

Under provisions of the 2001 National Defense Authorization Act (NDAA), TRICARE Prime beneficiaries referred by their primary care manager (PCM) for services at a location more than 100 miles **from their PCM** may be eligible to have their "reasonable travel expenses" reimbursed by TRICARE.

What are "Reasonable Travel Expenses"?

Reasonable travel expenses are the actual costs incurred by the beneficiary when traveling in a non-emergency status to their specialty provider. Costs include meals, gas/oil, tolls, parking, and tickets for public transportation (i.e. airplane, train, bus, etc). Beneficiaries must submit receipts for expenses.

Government rates will be used to estimate the reasonable cost. Beneficiaries are expected to use the least costly mode of transportation. The actual costs of lodging (including taxes and tips) and the actual cost of meals (including taxes and tips, but excluding alcoholic beverages) may be reimbursed up to the government rate for the area concerned.

Who is eligible for TRICARE Prime Travel Entitlement?

The TRICARE Prime travel entitlement is available to non-active duty TRICARE Prime enrollees and TRICARE Prime Remote family members when they are referred for specialty care more than 100 miles from the PCM location. Beneficiaries must have a valid referral and travel orders from a TRICARE representative at the military treatment facility (MTF) where they are enrolled or from the TRICARE Regional Offices (TROs) if their PCM is a TRICARE network provider.

Additional Online Healthcare Resources:

97th Medical Group, Altus AFB, Oklahoma
<http://www.altus.af.mil/units/index.asp>

American Medical Association
www.ama-assn.org

Beneficiaries (TRICARE Benefit Information)
www.tricare.mil/mybenefit/

Beneficiary Web Enrollment (requires login) The site is linked directly to the DEERS database, so when you update your information via this portal, it not only updates DEERS, but also with your regional contractor.
<https://www.dmdc.osd.mil/appj/bwe/index.jsp>

Delta Dental (Retiree Dental Program)
www.trdp.org

TRICARE Dental Program (MetLife)
<https://www.metdental.com/prov/execute/home>

Humana Military Healthcare (TRICARE South Region Contractor)
www.humana-military.com

Mail Order Pharmacy
member.express-scripts.com

MTF Appointments Online (requires registration)
www.tricareonline.com

TRICARE MTF Locator - 97th Medical Group
www.tricare.mil/MTF/facility.aspx?fid=87

97th Medical Group
301 North First Street
Altus AFB, OK 73523-5005
Phone 580-481-5109 - DSN 866-5109