

# **97th Medical Group**

301 North First Street  
Altus AFB, OK 73523



# **Patient Handbook**

Current as of February 2023

# **TABLE OF CONTENTS**

	Pages		Pages
Quick Reference Numbers . . . . .	2	Privacy Act . . . . .	5
 <b>How to Access Healthcare</b>		Release of Information . . . . .	5
Hours of Operation . . . . .	3	Travel Reimbursement for M/A . . . . .	6
Making an Appointment . . . . .	3	Specialty Care & Second Opinions . . . . .	6
After Hours/Out-of-Area Care . . . . .	3	 <b>97th Medical Group Services</b>	
 <b>Emergencies</b>		Aerospace Medicine Clinic . . . . .	6
Emergency Medical Care . . . . .	3	Bioenvironmental Engineering . . . . .	6
Dental Emergencies . . . . .	3	Dental Clinic . . . . .	6
 <b>Who is Eligible for Care?</b> . . . . .	3	Primary Care/Pediatric Clinic . . . . .	6
 <b>TRICARE</b>		Health Promotions . . . . .	7
TRICARE Dental Program . . . . .	4	Immunizations/Allergy Clinic . . . . .	7
FEDVIP Vision and Dental Plans . . . . .	4	Laboratory . . . . .	7
Mail Order Pharmacy . . . . .	4	Mental Health . . . . .	7
Relocating . . . . .	4	Optometry Clinic . . . . .	7
 <b>97th Medical Group Policies</b>		Patient Advocate Program . . . . .	7
Informed Consent under Oklahoma Law . . . . .	5	Pharmacy . . . . .	7-8
Advanced Directives . . . . .	5	Public Health/Force Health Mgmt . . . . .	8
Active Duty Elective Medical Treatment . . . . .	5	Radiology (Diagnostic Imaging) . . . . .	8
No-Show/Cancellations . . . . .	5	Referrals . . . . .	8
Smoke-Free Policy . . . . .	5	 <b>Provider Profile Directory . . . . .</b>	 9-12
Child Supervision . . . . .	5	 <b>Patient Bill of Rights</b>	
HIPAA . . . . .	5	<b>&amp; Responsibilities . . . . .</b>	13-14
		 <b>Additional Online Resources . . . . .</b>	 15
		 <b>Awards . . . . .</b>	 16



## **QUICK REFERENCE NUMBERS**

Clinic Main Phone Number ..... (580) 481-5235  
Commercial Prefix ..... (580) 481-XXXX  
DSN Prefix ..... 866-XXXX

### ***CLINICS AND SERVICES***

Aerospace Medicine ..... (580) 481-5230  
Appointment Line ..... (580) 481-5235  
Bioenvironmental Engineering ..... (580) 481-5494  
Dental Clinic ..... (580) 481-5262/5263  
Diagnostic Imaging (Radiology) ..... (580) 481-5268  
Immunizations ..... (580) 481-5411  
Laboratory ..... (580) 481-5393/5397  
Pharmacy Refill ..... (580) 481-5257  
Referral Management Center ..... (580) 481-5561

### ***TRICARE***

TRICARE Operations & Patient Administration ..... (580) 481-5382  
TRICARE Dental Plan ..... (844) 653-4061  
TRICARE Mail Order Pharmacy ..... (877) 363-1303

### ***PATIENT ADVOCATE***

97th Medical Group ..... (580) 649-9530

## **EXTERNAL**

FEDVIP Vision and Dental ..... (877) 888-3337  
Fort Sill (Reynolds Army Health Clinic) ..... (580) 558-2500/2800  
Humana Military Healthcare Services ..... (800) 444-5445  
Jackson County Memorial Hospital ..... (580) 379-5000  
Medicare ..... (800) 633-4227  
Nurse Advice Line ..... (800)-TRICARE/874-2273

## **HOW TO ACCESS HEALTH CARE**

**Hours of Operation:** The 97th Medical Group's operating hours are M-F, 0730-1630. The facility is closed on weekends and holidays. The clinic will be closed all day on the second Friday of every month.

**Making an Appointment:** Beneficiaries may schedule appointments by contacting the Appointment Line at (580) 481-5235, M-F, 0700-1630 hours, except on federal holidays and training days. Appointments can also be scheduled via MHS GENESIS Patient Portal - <https://patientportal.mhsgenesis.health.mil>. Personnel on flying status can contact the Flight Medicine Clinic at (580) 481-5230 between 0730-0800 hours for sick call appointments.

**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.

**After-hours/Out-of-Area Care:** If you are Active Duty and need medical care when the clinic is closed or you are out of the area and there is no immediate danger to life, limb or eyesight, call the Nurse Advice Line at (800) 874-2273 before going to the emergency department. Jackson County Memorial Hospital in Altus, Altus Urgent Care and Reynolds Army Health Clinic at Fort Sill are the after-hours care facilities for this area. Active Duty Service Members that do not receive prior authorization, risk their claim being denied and having to pay full price for services. Active Duty Family Members (assigned to TRICARE Prime) who seek medical care at any civilian facility without prior authorization 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. The only exception to this is dependents who go to a network urgent care facility.

## **EMERGENCIES**

**Emergency Medical Care:** An emergency is defined as a threat to life, limb or eyesight. If a medical emergency presents, go directly to Jackson County Memorial Hospital Emergency Room (1200 E. Pecan Street, Altus) to seek emergency care. If you are away from the Altus area, visit the nearest hospital. If the emergency results in an admission, call the appointment line at (580) 481-5235 within 24 hours of the admission to inform your primary care manager so that they can document the event and enter an authorization for accurate billing.

**Dental Emergencies:** If you are Active Duty and have a dental emergency (severe pain, swelling, infection and uncontrolled bleeding or significant trauma) call (580) 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. For more information call (844) 653-4061. Retirees and their family members are encouraged to enroll in FEDVIP. For more information and how to enroll, visit [www.benefeds.com](http://www.benefeds.com) or call FEDVIP at (877) 888-3337.

**Active Duty after duty hours:** An on-call dentist is available after-hours to treat true dental emergencies, call the Command Post at (580) 481-6313 to access the on-call dentist.

**Active Duty Family Member dental care:** Call TRICARE Dental Plan at (844) 653-4061.

**Retired military dental care:** Call FEDVIP at (877) 888-3337.

## **WHO IS ELIGIBLE FOR CARE?**

Individuals with valid identification card who are listed in the Defense Enrollment Eligibility Reporting System (DEERS) are eligible for care. Availability of care is prioritized by the following categories:

- Active Duty service members and their family members.
- 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 Select, patients on a space available only basis (same day/acute care after 1300).
- TRICARE For Life, patients on a space available only basis (same day/acute care after 1300).

## **TRICARE**

**TRICARE Prime:** The TRICARE Prime option is a managed care health program patterned after civilian health maintenance organizations. When you are enrolled in TRICARE Prime, you will be assigned a Primary Care Manager (PCM) who is your first contact for all medical needs, including specialty care.

**TRICARE Select:** When using TRICARE Select (Active Duty or Retired), eligible beneficiaries may choose any participating provider for health care and the government will pay a percentage of the cost. Enrollment is required through Humana; however, you must be eligible for medical care in DEERS. Active Duty family members using TRICARE Select are responsible for an annual deductible and cost shares when they use a civilian provider. Please contact a TRICARE benefit service representative at (800) 444-5445 for more information regarding current fees, plan details and participating providers in your area.

**TRICARE For Life:** TRICARE For Life is Medicare-wraparound coverage for TRICARE-eligible beneficiaries who have Medicare Part A and B. Coverage is automatic **ONLY** if a patient has Medicare Part A and B. TRICARE For Life (TFL) provides comprehensive health care coverage. You have the option to seek care from any Medicare-participating provider or military treatment facility on a space-available basis (see page 4 for appointment priority). Contact a Medicare representative at (800) 633-4227 or a TRICARE representative at (800) 444-5445 with questions regarding covered benefits.

**TRICARE Plus:** This is a program for TRICARE For Life patients who have decided to stay enrolled at a military treatment facility (MTF). Each MTF is authorized a limited number of patients who can be enrolled into the TRICARE Plus program. Once enrolled to a specific MTF, that is now your primary source of care for all routine medical care. TRICARE Plus patients that are in need of specialty care that is out of their Primary Care Manager's scope, should contact a Medicare representative at (800) 633-4227 or TRICARE a representative at (800) 444-5445 (this includes for referrals).

**TRICARE Dental Program (TDP):** This program is a dental insurance plan offered by the DoD, United Concordia administers and underwrites the plan. Participation is voluntary and requires a monthly premium; this program is available to Active Duty family members, Selected Reserve, National Guard and their family members. For more information contact United Concordia at (844) 653-4061 or go to [www.uccitdp.com](http://www.uccitdp.com)

**Federal Employees Dental and Vision Insurance Program (FEDVIP):** This program provides vision and dental insurance plans offered by the DoD. All Retirees, Retiree family members, Reserve, Reserve family members and un-remarried spouses of deceased military retirees qualify for *both* of FEDVIP's vision and dental programs. Active Duty family members (ADFM) *only* qualify for FEDVIP's vision program (TDP is used for ADFM dental coverage). There are eight different contractors that supply insurance; you may go to [www.benefeds.com](http://www.benefeds.com) or call (877) 888-3337 for more information.

**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 designed for patients 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 and patients can call Express Scripts at (877) 363-1303 or visit their website at [www.express-scripts.com](http://www.express-scripts.com).

**Relocating:** TRICARE enrollment allows you to continue your Prime coverage during a PCS or extended TDY so that you will have a seamless transition to health care coverage. For more information, visit the TRICARE website at [www.humanamilitary.com](http://www.humanamilitary.com) or call (800) 444-5445.

## **97TH MEDICAL GROUP POLICIES**

**Patient-Centered Medical Home:** The 97th Medical Group at Altus Air Force Base is proud to utilize the Patient Centered Medical Home model of patient care. This primary care medical home is accountable for meeting the large majority of each patient's physical and mental healthcare needs, including prevention and wellness, acute care and chronic care. Patients have a team of providers including physicians, physician assistants, nurses, pharmacists, social workers, educators and care coordinators. The medical home provides relationship-based healthcare with an orientation toward the whole person, respecting each patient's unique needs, culture, values and preferences.

We coordinate care across all elements of the broader healthcare system, including specialty care, hospitals, home-health care and community services. The medical home delivers accessible services with shorter waiting times for urgent needs, enhanced in-person hours and around-the-clock telephone access to care. The 97th Medical Group has a commitment to quality and quality improvement through ongoing activities, such as using evidence-based medicine and engaging in performance measurement and improvement. As a member of the medical home, you are expected to participate in the creation of self-management goals with your provider and to incorporate them into your own treatment plan.

**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 includes: 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 civilian lawyer or 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 (580) 481-7294.

**Active Duty Elective Medical Treatment:** AFI 44-102, *Medical Care Management*, prohibits Active Duty personnel from receiving elective surgery (such as but not limited to cosmetic surgery) without prior written approval of the member's squadron commander and the 97th Medical Group Commander. If approved, AFI 36-3003, *Military Leave Program*, directs that the 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. You may contact your PCM or the Beneficiary Counseling and Assistance Coordinator (BCAC) in our TRICARE Operations & Patient Administration (TOPA) department for more information.

**Cancellations/No-Shows:** It is the patient's responsibility to cancel medical appointments that cannot be kept at least two hours prior to the appointment time. Dental appointments need to be canceled 24 hours in advance. Missed appointments and appointments not canceled at least two hours (24 hours for dental) prior will be recorded as No-Shows and notification letters will be sent to the unit commanders of Active Duty members. Call the Appointment Line at (580) 481-5235 to cancel medical appointments and (580) 481-5262 for dental appointments.

**Tobacco-Free Policy:** The 97th Medical Group (MDG) is a tobacco-free campus. In accordance with DoD policy, all tobacco use is restricted to the designated tobacco area located off MTF grounds, on the corner of Dogwood and Altus Road, behind the Temporary Lodging Facility (TLF).

**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. Children drop-in care is available at the Child Development Center. For more information, call (580) 481-7502.

**The Health Insurance Portability and Accountability Act (HIPAA):** HIPAA 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 routinely for the purposes of treatment,

payment and operations (TPO). Any other disclosure 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 (see 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 (580) 481-5694.

**Privacy Act of 1974:** The Privacy Act states that the information in the medical record belongs to the patient and must be safeguarded. The original record is the property of the United States Government and must be maintained in the healthcare facility at Altus AFB. You are entitled to a copy of any information at any time.

**Release of Information:** Original records are retained at the MTF, but copies will be provided upon completion of a Release Statement for Copying Medical Records request. You may contact the Release of Information Clerk at (580) 481-5088/5109 for assistance with any requests or questions. REQUESTS FOR COPIES BY PHONE WILL NOT BE HONORED.

**Travel Reimbursement for Medical Appointment:** Reimbursement for medical appointments is an entitlement for TRICARE Prime patients. 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 one way from their PCM. In order to be eligible for travel reimbursement, the patient must receive the referral from the 97th Medical Group. These patients are *required* to provide itemized receipts for expenses, such as tolls and meals (un-itemized receipts will not be accepted). You may contact the Travel Reimbursement POC at (580) 481-6940 for any additional information or questions.

**Specialty Care and Second Opinions:** You have a right to second opinions on your healthcare and you have a right to seek specialty care. The 97 MDG Referrals Management Center will assist you in coordinating care and collaborating with the physicians who provide that care outside of this clinic. You have the right to obtain care from other providers within the clinic.

## **97TH MEDICAL GROUP SERVICES**

**Aerospace Medicine Clinic:** Aerospace Medicine (commonly referred to as Flight Medicine) sees aircrew such as flyers, student flyers and controllers. Spouses of aircrew are now seen in Family Health. Personnel on Flying/Controlling status can report for sick call M-F, 0730-0800. Meanwhile, sick call for non-flyers is from 0800-0830. Evaluation to return to flying status are M-F, 1300-1330. All other visits are by appointment, they are scheduled by calling the Flight Medicine front desk at (580) 481-5230. To contact a Flight Surgeon after hours call the Command Post at (580) 481-6313.

**Bioenvironmental Engineering:** Bioenvironmental Engineering (BEE) performs and manages many programs 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 is accomplished on Thursdays by appointment. Contact your Respiratory Protection Program Supervisor for industrial respirators or UDMs for gas masks. For more information on these programs or other BEE services call (580) 481-5494.

**Dental Clinic:** Active Duty personnel may call the Dental Clinic at (580) 481-5262 during normal duty hours M-F, 0730-1630 for an appointment. 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. For more information call (844) 653-4061. Retirees and their family members are encouraged to enroll in FEDVIP. For more information and how to enroll, visit [www.benefeds.com](http://www.benefeds.com) or call FEDVIP at (877) 888-3337. Emergencies will be seen any time during normal duty hours.

**Primary Care/Pediatric Clinic:** The Primary Care Clinic provides primary care to patients age 18 and over. In order to schedule an appointment with your Primary Care Manager please call the appointment line at (580) 481-5235.

The Pediatric Clinic provides health care for newborns through 18 years of age. Well baby visits are given at 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months and annually after that. Our clinic provides well child care, as well as, school and sports physicals.

**Health Promotion:** Health Promotion provides many lifestyle interventions such as counseling individuals and activities that facilitate healthy living. Our services target tobacco-free living, nutritional fitness, physical activity, healthy weight and community collaborations. For more information contact your PCM via the patient portal.

**Immunization/Allergy Clinic:** The Immunization Clinic is available by appointment only and patients should check-in at the Primary Care/Pediatrics front desk. Allergy shots are given by appointment only and patients receiving allergy shots 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 if there are no records in the system. 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.

**Mental Health Clinic:** The Mental Health Clinic'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. To contact Mental Health, Substance Abuse, Family Advocacy or to make an appointment call (580) 481-5376. Appointments are scheduled based on provider availability and the patients' preferences.

Mental Health and substance abuse services, to include crisis intervention and emergency services, are not available for minors. Further, the Mental Health Clinic is currently only seeing Active Duty members; however, dependents may reach Humana-Military Healthcare Services (HMHS) at (800) 444-5445 for a listing of TRICARE network providers.

The Mental Health Flight is also co-located with the Family Advocacy Program (FAP). FAP builds healthy communities through implementing programs designed for the prevention and treatment of child and partner abuse. 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. A restricted reporting option is available to adult victims of intimate partner violence. 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. Other voluntary prevention services include relationship based counseling, classes and support groups. FAP services are limited to Active Duty personnel and their families.

**Optometry Clinic:** The Optometry Clinic provides routine and acute eye care to Active Duty members. TRICARE authorizes one routine eye examination per year for TRICARE Prime Active Duty dependents; one every two years for TRICARE Prime retirees, their families and others. Currently, we are seeing Active Duty dependents and TRICARE Prime retirees on a space available basis. Appointments are made by calling the appointment desk at (580) 481-5235.

**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, Flight Chief or Flight Commander of the department. 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.

**Pharmacy:** 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. The Pharmacy has 100% call-in for refills by calling our automated refill phone line at (580) 481-5257. We fill prescriptions written by providers at our clinic as well as civilian providers. Prescriptions expire 12 months from original issue date unless state/federal laws dictate

otherwise. The pharmacy will transfer prescriptions from other military pharmacies or off base pharmacies (state-side) if refills remain. For transfers, patients should visit the pharmacy at least a week before they are out of medication and bring in the prescription bottle for the pharmacy to obtain the required information. The pharmacy cannot transfer prescriptions to or from the VA or the TMOP program.

To pick-up medications for beneficiaries over the age of 18 or a family member's medication, an ID card or "letter of authorization" is mandatory. 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 retail pharmacies:

#### **Local Pharmacies that Accept TRICARE:**

- Walgreen Pharmacy #09670, 1132 N. Main St, (580) 477-1316

The network pharmacies will require your written prescription and your military ID card. Active Duty family members, retirees and their family members are required to provide a co-payment for each prescription. Active Duty member prescriptions are no cost when filled at retail network pharmacies. 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 the Express scripts webpage at [www.express-scripts.com](http://www.express-scripts.com) or call Express Scripts at (866) 363-1303.

**Public Health/Force Health Management:** Public Health provides education for communicable diseases (i.e., chickenpox, head lice, sexually transmitted diseases and hepatitis), guidance on food safety (temporary food facilities) and general sanitation. They also provides briefings on preventive measures for international travel destinations. For more information call (580) 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 (580) 481-5488.

**Diagnostic Imaging (Radiology) Services:** This department offers routine x-rays on a walk-in basis, with a physician's referral. 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 (580) 481-5268 or (580) 481-5394.

**Referral Management:** The 97th Medical Group coordinates patient referrals for specialty care such as cardiology, dermatology, orthopedics, physical therapy, etc. If your PCM has written a referral, please visit the Referral Management Center for information or assistance with your referral. Medicare patients do *not* require a referral for most specialty services, in these instances all that is needed is a written script from your PCM. For more information on referrals or referral denial, call Humana at (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 (800) 538-9552.

#### **Online Healthcare Resources:**

Humana Military Healthcare (TRICARE East Region Contractor)  
[www.humanamilitary.com](http://www.humanamilitary.com)

MTF Appointments Online and Electronic Health Records  
<https://patientportal.mhsgenesis.health.mil>

97th Medical Group, Altus AFB, Oklahoma  
<http://www.altus.af.mil/AboutUs/97thMedicalGroup.aspx>

Beneficiaries (TRICARE Benefit Information)  
[www.tricare.mil/mybenefit/](http://www.tricare.mil/mybenefit/)



# Provider Profiles

## PHOTO DIRECTORY

### Chief of Medical Staff



**JESSICA R. GAMBOA**  
Maj, USAF, MC  
Family Physician

#### PROFESSIONAL EDUCATION

Brown University  
Medical School  
Degree: Doctor of Medicine

STATE OF LICENSURE  
Texas

BOARD CERTIFICATION  
American Board of Family Medicine



## **Aerospace Medicine Clinic**



**STEPHEN T. ELLIOTT**  
Lt Col, USAF, MC  
Aerospace Medicine Physician

**PROFESSIONAL EDUCATION**

Touro University  
College of Osteopathic Medicine  
Degree: Doctor of Osteopathic  
Medicine

**STATE OF LICENSURE**

Oklahoma & Nebraska

**BOARD CERTIFICATION**

American Board of Family  
Medicine



**BARRY I. DAVENPORT**  
Capt, USAF, MC  
Aerospace Medicine  
Flight Surgeon

**PROFESSIONAL EDUCATION**

Texas Tech University  
School of Medicine  
Degree: Doctor of Medicine

**STATE OF LICENSURE**

Oklahoma and Texas

**BOARD CERTIFICATION**



**CAMYLA M. JOULE**  
Maj, USAF, BSC  
Aerospace Medicine  
Physician Assistant

**PROFESSIONAL EDUCATION**

Arcadia University  
Degree: Master of Medical  
Science

**BOARD CERTIFICATION**

National Commission on  
Certification of Physician  
Assistants

## **Primary Care Clinic**



**NICHOLAS A. MARTIN**  
Capt, USAF, MC  
Family Medicine Physician

**PROFESSIONAL EDUCATION**

Oklahoma State University  
College of Osteopathic Medicine  
Degree: Doctor of Osteopathic  
Medicine

**STATE OF LICENSURE**

Missouri

**BOARD CERTIFICATION**

American Board of Family Medicine



**MATTHEW T. ALBRIGHT**  
Capt, USAF, MC  
Family Medicine Physician

**PROFESSIONAL EDUCATION**

Western University of Health  
Sciences College of Osteopathic  
Medicine  
Degree: Doctor of Osteopathic  
Medicine

**STATE OF LICENSURE**

Nevada

**BOARD CERTIFICATION**

American Board of Family Medicine



**ALEXA N. WISTER**  
1st Lt, USAF, BSC  
Family Medicine  
Physician Assistant

**PROFESSIONAL EDUCATION**

Philadelphia College of  
Osteopathic Medicine  
Degree: Masters of Science in  
Physician Assistant Studies

**BOARD CERTIFICATION**

National Commission on  
Certification of Physician  
Assistants

## Pediatrics



MARY MARKS NELSON  
Capt, USAF, MC  
Pediatrician

### PROFESSIONAL EDUCATION

Alabama College of Osteopathic  
Medicine  
Degree: Doctor of Osteopathic  
Medicine

### STATE OF LICENSURE

Alabama

### BOARD CERTIFICATION

American Board of Pediatrics

## Optometry Clinic



DAVID W. KOLES  
Lt Col, USAF, BSC  
Optometrist

### PROFESSIONAL EDUCATION

Indiana University  
Degree: Doctor of Optometry

### STATE OF LICENSURE

Indiana

### BOARD CERTIFICATION

National Board of Examiners in  
Optometry

## Dental Clinic



BENJAMIN J. BRITTEN  
Lt Col, USAF, DC  
Dentist

### PROFESSIONAL EDUCATION

University of Nebraska Medical  
Center College of Dentistry  
Degree: Doctor of Dental Surgery

### STATE OF LICENSURE

Nebraska



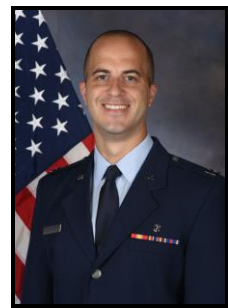
EVAN G. MILLER  
Capt, USAF, DC  
Dentist

### PROFESSIONAL EDUCATION

The Ohio State University College  
of Dentistry  
Degree: Doctor of Dental Surgery

### STATE OF LICENSURE

Ohio



CHRISTOPHER M. V. LILLENBERG  
Capt, USAF, DC  
Dentist

### PROFESSIONAL EDUCATION

Creighton University School of Dentistry  
Degree: Doctor of Dental Surgery

### STATE OF LICENSURE

Texas

## Mental Health

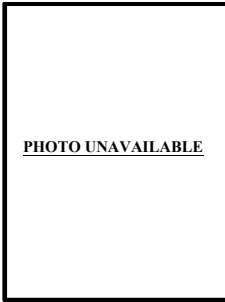


PHOTO UNAVAILABLE

**SAMUEL B. TOBLER**  
Lt Col, USAF, BSC  
Psychologist

**PROFESSIONAL EDUCATION**  
Brigham Young University  
Degree: Doctor of Philosophy in  
Counseling Psychology

**STATE OF LICENSURE**  
Utah



**CHELSEA S. ARNOLD**  
Maj, USAF, BSC  
Licensed Social Worker

**PROFESSIONAL EDUCATION**  
University of Kentucky  
Degree: Masters of Social Work

**STATE OF LICENSURE**  
Utah

## MDG Patient Advocates

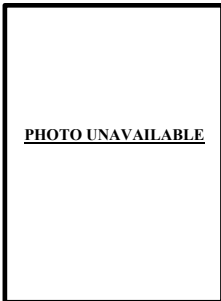
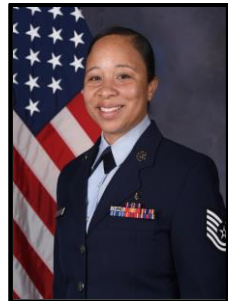


PHOTO UNAVAILABLE

**SRA JOSHUA CARLOS**



**TSGT ASHLEY GITTENS**



**TSGT SHANNEL GRAY**

# **Patient's Bill of Rights and Responsibilities**

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

## **Patient Rights**

- 1. Medical Care:** You have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.
- 2. Respectful Treatment:** You have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual and cultural values and belief systems.
- 3. Privacy and Security:** You have rights defined by Federal law in accordance with DoD Directive 5400.11 and Public Law 104-191, to reasonable safeguards for the confidentiality, integrity and availability of your 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.
- 4. Provider Information:** You have the right to receive information about the individual(s) responsible for, as well as those providing, your care, treatment and services. The MTF will inform you of names and as requested, the professional credential of the individual(s) with primary responsibility for, as well as those providing, your care, treatment and services.
- 5. Explanation of Care:** You have the right to an explanation concerning your diagnosis, treatment options, procedures and prognosis in terms that are easily understood by you or your responsible caregiver. The specific needs of vulnerable population in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity of 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.
- 6. Informed Consent:** You 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. You will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: [www.tricare.mil](http://www.tricare.mil).
- 7. Filing Grievances:** You have the right to make recommendations, ask questions, or file grievances to the MTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, you have the right to contact The Joint Commission (TJC) at (800) 994-6610, or by submitting a concern or complaint online at:  
**[https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)**
- 8. Research Projects:** You have the right to know if the MTF 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 and withdraw consent for participation at any time.
- 9. Safe Environment:** You have the right to care and treatment in a safe environment.
- 10. MTF Rules and Regulations:** You have the right to be informed of the MTF rules and regulations that relate to patient or visitor conduct.
- 11. Transfer and Continuity of Care:** When medically permissible, you may be transferred to another MTF or private sector facility/provider only after you have received complete information and an explanation concerning the needs for and alternatives to such a transfers.
- 12. Charges for Care:** You have the right to understand the charges for your care and your obligation of payment.
- 13. Advance Directive:** You have the right to make sure your wishes regarding healthcare are known even if you're no longer able to communicate or make decisions for yourself.
- 14. Limits of Confidentiality:** You have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring your permission or consent to make the provider notification. For example types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

## Patient 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 are responsible for providing accurate, complete and up-to-date information about complaints, past illnesses, hospitalizations, medications and other matters relating to your health to the best of your knowledge. You are responsible for participating in self-management goals/activities as well as advising your healthcare provider of whether you understand the diagnosis, treatment plan, and prognosis.
- 2. Respect and Consideration:** You are responsible for being considerate of rights of other patients and MTF healthcare personnel. You are responsible for being respectful of the property of other persons and of the MTF.
- 3. Adherence with Medical Care:** You are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
- 4. Medical Records:** You are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by you for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.
- 5. MTF Rules and Regulations:** You are responsible for following MTF rules and regulations affecting your care and conduct.
- 6. Refusal of Treatment:** You are responsible for your actions if you refuse treatment, or do not follow the practitioner's instructions.
- 7. Healthcare Charges:** You are responsible for meeting financial obligations incurred for your healthcare as promptly as possible.

## **Additional Online Resources**

### Humana Military Healthcare (TRICARE East Region Contractor)

[www.humanamilitary.com](http://www.humanamilitary.com)

### MTF Appointments Online and Electronic Health Records

<https://patientportal.mhsgenesis.health.mil>

### 97th Medical Group, Altus AFB, Oklahoma

<http://www.altus.af.mil/AboutUs/97thMedicalGroup.aspx>

### TRICARE Benefits Information

[www.tricare.mil/mybenefit/](http://www.tricare.mil/mybenefit/)

### Beneficiary Web Enrollment (requires login)

The site is linked directly to the DEERS database, 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>)

### TRICARE Dental Program (United Concordia)

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

### FEDVIP Dental and Vision

[www.benefeds.com](http://www.benefeds.com)

### Patient Travel Vouchers

<https://dtsproweb.defensetravel.osd.mil/cas/login>

### Mail Order Pharmacy

<https://www.express-scripts.com/TRICARE/index.shtml>

### TRICARE MTF Locator - 97th Medical Group

<http://www.tricare.mil/mtf.aspx#zip=73523>

### Defense Health Agency

[www.health.mil](http://www.health.mil)

### Medicare

[www.medicare.gov](http://www.medicare.gov)

### American Medical Association

[www.ama-assn.org](http://www.ama-assn.org)

# Awards

## 2022

- Unit Effectiveness Inspection: Effective with 0 discrepancies

## 2021

- Air Force-level Trusted Care Hero Award x 2
- AETC Air Force Medical Service Bio-environmental Engineering NCO of the Year Award

## 2020

- AETC Health Services Management NCO of the Year
- AETC Bio-Environmental Engineering Amn of the Year
- 2020 The Joint Commission Three Year Re-accreditation

## 2019

- American Military Surgeons of the United States:
  - High Reliability Organization Patient Safety Award – Dental Clinic
- AETC Clinic of the Year
- AETC Company Grade Nurse of the Year
- AETC Pharmacy Technician NCO of the Year
- AFA Leadership NCO of the Year
- Medical Service Civilian Organizational Leadership Award

\*NOTE: At the time of this publishing, 2022 AFMS awards were not announced and other 2022 award results may also be pending.

The Patient Handbook is managed by the TRICARE Operations & Patient Administration Flight.