

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

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

TRICARE MTF Locator - 97th Medical Group
<http://www.tricare.mil/mtf.aspx#zip=73523>

97th Medical Group

301 North First Street
Altus AFB, OK 73523-5005



Patient Handbook

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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 two hours in advance when appointments cannot be kept.

5. *Medical Records:* Medical and dental records are the property of the U.S. Government and must be maintained in the medical records filing room.

6. *Facility Rules and Regulations:* You have the responsibility for following the facility rules and regulations affecting patient care, personal and family member conduct. The 97 MDG and surrounding campus are smoke free 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 individual clinic patient advocates, the group patient advocate or any staff member. Forms are available throughout the 97 MDG to assist you.

8. *Transportation:* You have the responsibility to provide a responsible adult who can transport you home from the facility and remain with you for 24 hours, if it is required by your provider.

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 health care 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. You have the right to speak to a patient advocate in person to discuss these complaints.

12. Language: You have the right to communicate with health care professionals in the language or manner that you primarily use. Interpreter services are available via telephone, although, certain dialects and languages may not be accommodated by the telephone service.

13. Advance Directive: You have the right to create advance directives that will be used to make decisions regarding your health care in the event that you can no longer make decisions for yourself.

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 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.

97th Medical Group Services

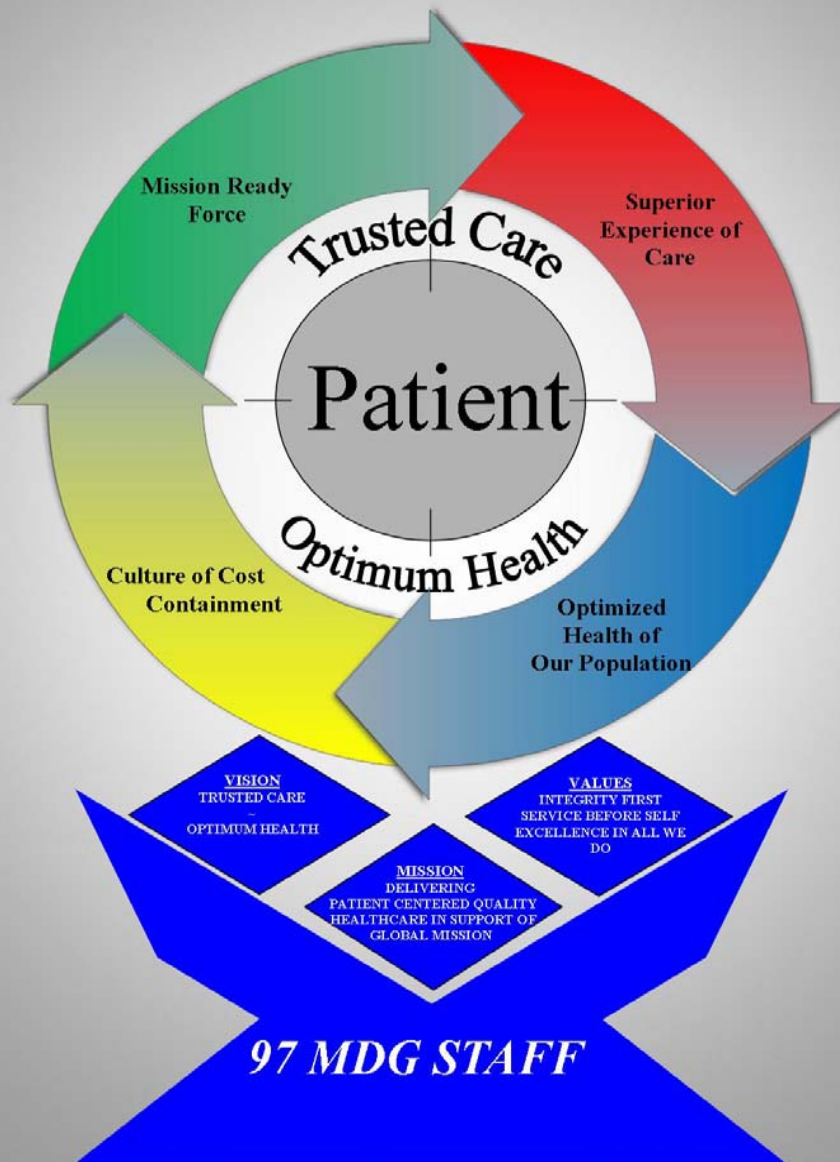
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97TH MEDICAL GROUP STRATEGIC PLAN



Patient's Bill of Rights and Responsibilities

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

Patient Rights

- 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.
- 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.



**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. You may also contact us through our information desk at 580-481-5379 or text messaging at 580-649-9530. 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, and your suggestions are welcome. I will make every attempt within our resources to provide you with the best possible medical care.

//Signed//
BRIAN G. CASLETON, Colonel, USAF, BSC
Commander

QUICK REFERENCE NUMBERS

Clinic Main Phone Number: 580-481-5235/DSN 866-5235

Information Desk: 580-481-5379/DSN 866-5379

Commercial Prefixes:(580) 481-XXXX

DSN Prefixes: 866-XXXX

Aerospace Medicine481-5230

Appointment Line.....481-5235

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).....481-5268/5394

Fort Sill (Reynolds Army Hospital) 1-580-558-2389/2390

Health Promotions Formally (HAWC)..... 481-5647

Humana Military Healthcare Services 1-800-444-5445

Immunizations481-5281

Jackson County Memorial Hospital580-379-5000

Laboratory481-5399/5397

Nurse Advice Line1-800-(TRICARE) 874-2273

Patient Advocates

97th Medical Group481-5244

Family Health/Pediatrics/Immunizations481-7082

Dental481-5262

Aerospace Medicine/Public Health481-6577

Optometry.....481-1489

Lab/Diagnostic Imaging.....481-5396

TOPA/Referrals.....481-5567

Pharmacy481-5258

Mental Health481-5376

Pharmacy Refill.....481-5257

Public Health481-5488

Referral Management Center.....481-5382

TRICARE Mail Order Pharmacy 1-877-363-1303

TRICARE Operations & Patient Administration (TOPA)481-5379



SUNNYE E COPE

Clinical Social Worker

PROFESSIONAL EDUCATION

University of Oklahoma

Degree: Master of Social Work

STATE LICENSURE

Oklahoma



JOSEPH FRANCISCO, Capt USAF, BSC

Clinical Social Worker

PROFESSIONAL EDUCATION

University of Alaska, Anchorage

Degree: Master of Social Work

STATE LICENSURE

North Carolina

Mental Health Clinic



MICHELLE RODRIGUEZ Capt USAF,
BSC

Clinical Social Worker

PROFESSIONAL EDUCATION

University of Michigan

Degree: Master of Social Work

STATE LICENSURE

Michigan



KAREN HARMON, Capt USAF, BSC

Clinical Social Worker

PROFESSIONAL EDUCATION

University of Georgia

Degree: Master of Social Work

STATE LICENSURE

Florida

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 at 1100 the first Wednesday of every month.

Making an Appointment: Beneficiaries may schedule appointments by contacting the Central Appointment Desk at 580-481-5235, M-F, 0700-1630 hours, except on federal holidays and training days. Appointments can also be scheduled via TRI-CARE on-line services at www.tricareonline.com. Personnel on flying status can contact the Flight Medicine Clinic at 580-481-5230 between 0730-0800 hours for sick call appointment.

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 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 **1-800-874-2273** **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.

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's 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 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 have a true 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 Met Life Dental Insurance. Enrollment applications are available at 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 for an enrollment application call Delta Dental at 1-888-838-8737, M - F (excluding holidays) 0600-1800 PST. (Continued on next page)

- **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 580-481-6313 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 M-F (excluding holidays) 0600-1800 PST.

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 based on 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 Standard patients on a space available (same day) only basis

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 Standard: When using TRICARE Standard, eligible beneficiaries may choose any participating provider for health care, and the government will pay a percentage of the cost. No enrollment is required; however, you must be eligible for medical care in DEERS. You may use space-available care in military hospitals.

Active duty family members using TRICARE Standard are responsible for an annual deductible when they use a civilian provider. Additionally, 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 Extra: When using TRICARE Extra (utilizing doctors from a TRICARE provider directory) the patient is responsible for the same rules and annual deductibles as TRICARE Standard. The difference between the plans is the co-payment, which is 15-20 percent (for active-duty families) or 20-25 percent (for retirees) of negotiated provider's fees.

Pediatrics



JOSHUA R. BERG, Capt, USAF, MC

Pediatrician

PROFESSIONAL EDUCATION

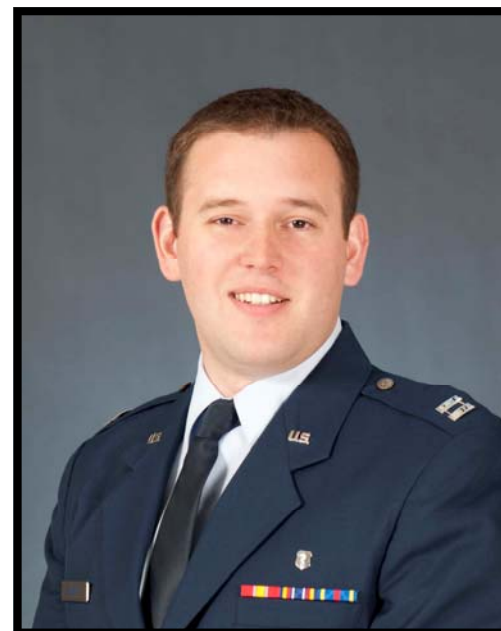
Nova Southeastern University
The College of Medicine University of Florida

August 2007 – May 2011
July 2011-June 2014

Degree: Doctor of Osteopathy

STATE LICENSURE

Georgia



RICHARD C. ZANETTI, Capt, USAF, MC

Pediatrician

PROFESSIONAL EDUCATION

Uniformed Services University of Health Sciences

Degree: Doctor of Medicine

STATE LICENSURE

Virginia



TANYA P. BERG Capt, USAF, DC

Dentist

PROFESSIONAL EDUCATION

**Nova Southeastern University College of
Dental Medicine**

August 2006– May 2010

Degree: Doctor of Dental Medicine

STATE LICENSURE

Colorado



JOSHUA YANKOVSKIY Capt, USAF, DC

Dentist

PROFESSIONAL EDUCATION

Temple University

Degree: Doctor of Dental Medicine

STATE LICENSURE

Pennsylvania

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 and the doctor then submits the bill to Medicare for payment. Medicare pays approximately 80 percent of the bill and 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 program for those beneficiaries already enrolled at a military treatment facility (MTF) who want to continue to be seen there. Each MTF is authorized a limited number of patients who can be enrolled 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. Please contact the Group Practice Manager at 481-5314 to see if there is availability to enroll.

TRICARE Dental Program (TDP): This program is a dental insurance plan offered by DoD. Met Life administers and underwrites the plan. Participation is voluntary, and the active duty personnel must pay a portion of the premium for their family members. For information about the plan, contact MetLife at 1-855-638-8371.

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.

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. For more information call Delta at 1-888-838-8737.

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 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 1-877-363-1303 or visit their website 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.humana-military.com or call 1-800-444-5445.

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 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 the 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 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 and Patient Administration (TOPA) for additional 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 Central Appointment Desk at 580-481-5235 to cancel medical appointments, and 580-481-5262 for dental appointments.

Tobacco-Free Policy: Tobacco usage is strictly prohibited on the 97th Medical Group (MDG) campus. In accordance with DoD policy, tobacco usage is restricted to the designated tobacco area located off MDG grounds behind the Aerospace Medicine Clinic.

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 580-481-7502.

Optometry Clinic



Andrea Rope, Maj, USAF, BSC

Optometrist

PROFESSIONAL EDUCATION

Indiana School of Optometry

Degree: Doctor of Optometry

STATE LICENSURE

Indiana

Dental Clinic



JEFFERY D. LARSON, Lt Col, USAF, DC

Dentist

PROFESSIONAL EDUCATION

University of Minnesota School of Dentistry

Degree: Doctor of Dental Medicine

STATE LICENSURE

Minnesota



**KRISTOPHER WAGNER-PORTER, Maj,
USAF,MC**

Flight Surgeon

PROFESSIONAL EDUCATION

University of Illinois College of Medicine at Peoria

August 2003- May 2007

Degree: Doctor of Medicine

STATE LICENSURE

Indiana



**ADAM STRAND, Capt,
USAF,MC**

Flight Surgeon

PROFESSIONAL EDUCATION

University of South Dakota

Degree: Doctor of Medicine

STATE LICENSURE

Virginia

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 (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 580-481-5237.

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 or 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 appointment 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 receipts for expenses, such as tolls and meals. You may contact the Travel Reimbursement POC at 580-481-5379 for any additional information or questions.

97TH MEDICAL GROUP SERVICES

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 health care needs, including prevention and wellness, acute care, and chronic care. Patients have a team of care providers including physicians, physician assistants, nurses, pharmacists, social workers, educators, and care coordinators. The medical home provides relationship-based health care with an orientation toward the whole person, respecting each patient's unique needs, culture, values and preferences. The medical home coordinates care across all elements of the broader health care 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.

Aerospace Medicine Clinic

Aerospace Medicine is also commonly referred to as Flight Medicine. Aircrew (i.e. flyers, student flyers, and controllers) and spouses are seen here. Spouses do have the option to be seen in Family Practice. Active duty personnel can report for sick call M-F 0730-0800. All other visits are by appointment and they are scheduled by calling 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. This is to ensure that 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. Emergencies will be seen any time during normal duty hours.

Family Health Clinic

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



Beth Baykan, Lt Col, USAF, NC

**Squadron Commander
Nurse Practitioner**

PROFESSIONAL EDUCATION

University of South Alabama College of Nursing

Degree: Master of Nursing

STATE LICENSURE

Rhode Island

BOARD CERTIFICATION

**National Certification Corporation for Nurse
Practitioners**

Aerospace/Flight Medicine Clinic



Victor Ortiz-Ortiz, Lt Col, USAF, MC

**Deputy Group Commander
Flight Surgeon**

PROFESSIONAL EDUCATION

Universidad Autonoma de Guadalajara

August 1993– June 1997

Degree: Doctor of Medicine

STATE LICENSURE

**Puerto Rico
New Mexico**

BOARD CERTIFICATION

American Board of Family Medicine



JOSHUA PEARCY, 1LT, USAF, BSC

Family Medicine Physician Assistant

PROFESSIONAL EDUCATION

University of Nebraska Medical Center, Physician Assistant Program

August 2011 - December 2013

Degree: Master Of Physician Assistant Studies

BOARD CERTIFICATION

National Commission on Certification of Physician Assistants

Health Promotion

Health Promotion provides many lifestyles 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. Appointments can be scheduled M-F 0730-1630 by calling 580-481-5647.

Immunization/Allergy Clinic

The Immunization Clinic is available on a walk-in basis. Please check in at the Family Practice/Pediatrics front desk for immunizations. Allergy shots are given by appointment only and 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.

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 Healthcare Services (HMHS) may be reached at 1-800-444-5445 for a listing of TRICARE network providers. 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 this includes home visits. FAP services are limited to active duty personnel only and their families.

To contact Mental Health, Substance Abuse or Family Advocacy or make an appointment call 580-481-5376. Appointments are scheduled based on both provider availability and the patients' preferences.

Optometry Clinic

The Optometry Clinic provides routine eye care and minor acute care to active duty, retirees, and dependents ages 6-12 months and the 5 years old and above by calling the appointment desk at 580-481-5235.

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.

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 be unresolved, call the 97th Medical Group Performance Improvement Coordinator at 580-481-5244. 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 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 baby care as well as school and sports physicals.

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. The phone number for the automated refill system is 580-481-5257. The Pharmacy will 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 can not transfer prescriptions to or from the VA or the TMOP program. To pick up medications for beneficiaries over the age of 18 or family member's medication, an ID card or "letters of authorization" are 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 TRICARE Retail Pharmacies:

Local Pharmacies that Accept TRICARE:

- Clinic Pharmacy, 201 S. Park, 580-482-6464
- Rexco Drugs (Altus Plaza) 2101 N. Main, 580-477-0381
- Bunker Hill Pharmacy 1610 N. Main, 580-482-7530
- Wal-Mart Pharmacy, 2500 N. Main, 580-482-8466

****NOTE: Walgreens DOES NOT accept TRICARE.***

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. 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 or call Express Scripts at 1-866-363-1303.

Family Health Clinic



JESSICA LOTRIDGE, MAJ, USAF, MC

Family Medicine Physician

PROFESSIONAL EDUCATION

Uniformed Services University of Health Sciences

Degree: Doctor of Medicine

STATE LICENSURE

Indiana

BOARD CERTIFICATION

American Board of Family Medicine



KONSTANTINA ZUBER, CAPT, USAF MC

Family Medicine Physician

PROFESSIONAL EDUCATION

University of Arizona College of Medicine

Degree: Doctor of Medicine

STATE LICENSURE

Arizona

BOARD CERTIFICATION

**American Board of Family Medicine
Arizona**



Provider Profiles

PHOTO DIRECTORY

Chief of Medical Staff



ALEXANDER MENZE, Maj, USAF, MC

Chief of Medical Staff/Neurologist

PROFESSIONAL EDUCATION

Indiana University School of Medicine

August 2002 – May 2006

Degree: Doctor of Medicine

STATE LICENSURE

Virginia

BOARD CERTIFICATION

American Board of Psychiatry and Neurology

September 2010– September 2020

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 physicians 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.

Referrals (Referral Management Center (RMC))

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 RMC for information or assistance with your referral. For more information on referrals or referral denial, call:

- Active Duty.....580-481-5382
- 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.