



*21st Medical Group*

*Patient Information  
Handbook 2016*

## **21st Medical Group Commander's Welcome Letter**

On behalf of the men and women of the 21st Medical Group, it is my pleasure to welcome you to our clinics. We thank you for trusting us with your care--it's truly our privilege to take care of you.

We have 3 priorities for the 21st Medical Group:

- 1) Strengthen the Mission. Exemplified by our unwavering commitment to the current and future fight and our uncompromised work ethic.
- 2) Provide Medical and Service Excellence. Exemplified by continuously exceeding internal and external customers' expectations and through our staff's commitment to partnering with their patients to deliver high-quality care.
- 3) Support and Develop Our Team. Exemplified by our focus on growing Air Force leaders and our commitment to each other. We are honored to have talented minds from diverse backgrounds. Challenging them individually and collectively to achieve their best, our team continues to win many awards at the local, MAJCOM & AF levels!

Though our commitment to you has not faltered, much has changed in our facilities this past year with the construction and the use of online communication tools. Please keep this guide as a handy reference and don't hesitate to contact any member of our staff with questions. We encourage your suggestions to help us improve our practice. Our mantra is "Every Airmen, Every Day....A Problem Solver". With your feedback and partnership, we can continue to make the 21 MDG an even better medical home. Our nation's warriors, past and present, and their family members deserve nothing less.

Again, welcome and thank you for trusting us as your clinic of choice--we look forward to serving you on your next visit.

**SUSAN O. MORAN**, Colonel, USAF, MC  
Commander, 21st Medical Group

***Trusted Leaders in Health...  
Serving with Compassion***

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## Patient Access to Care Line

Duty Hours: Mon-Fri 0600-1630

524/526-CARE (2273)

Closed Weekends & Holidays

OPTION 1	Appointing services or to leave a message with your PCM Team
OPTION 2	Medication & Pharmacy Services <ul style="list-style-type: none"> <li>1-Existing Prescription Refill (US Air Force Academy, Fort Carson &amp; Peterson)</li> <li>2-Existing Prescription Refill (Schriever)</li> <li>3-Renew Prescription</li> <li>4-Medication Dosage or Interaction Questions</li> </ul>
OPTION 3	Nurse Advice & Clinic Assistance
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OPTION 6	Access to MTFs <ul style="list-style-type: none"> <li>1-Evans Army Community Hospital</li> <li>2-US Air Force Academy Clinic</li> <li>3-Peterson AFB Clinic</li> <li>4-Schriever AFB Clinic</li> </ul>
OPTION 7	For Civilian Provider Only
OPTION 8	USAFA Cadet Information
OPTION 9	Repeat Options

## Other Quick Telephone Numbers

Alcohol / Drug Abuse Prevention and Treatment Program (Peterson)	<b>556-7804</b>
CT & MRI (USAFA)	333-5096
Dental (Peterson // Schriever)	<b>556-1333 // 567-5065</b>

## Other Quick Telephone Numbers Cont

Family Advocacy (Peterson)	556-8943
Health & Wellness Center (Peterson // Schriever)	556-4292 // 567-4292
Immunizations/Allergy (Peterson)	556-1118
Immunizations (Schriever)	567-5877
Lab (Peterson // Schriever)	556-0169 // 567-5027
Mental Health (Peterson // Schriever)	556-7804 // 567-4619
Optometry (Peterson)	556-1065
Patient Advocate (Peterson // Schriever)	556-1060 // 567-3232
Pharmacy (Peterson // Schriever)	556-1165 // 567-4423
Physical Health Assessments (PHA) (Peterson // Schriever)	556-0215 // 567-3138
Radiology (Peterson // Schriever)	556-1121 // 567-4819
Records Requests/Release of Information (Peterson // Schriever)	556-1391 // 567-3574
United Health Care Military and Veteran's	1-877-988-9378
Women's Health (Peterson)	556-0510

## Helpful Websites

### To communicate with your team:

**MiCare:** <https://app.relayhealth.com/welcome.aspx>

**TRICARE Online (TOL):** <https://www.tricareonline.com>

### To view network referrals/authorizations/claims:

**UnitedHealthCare:** <https://www.uhcmilitarywest.com>

**MyTRICARE:** [www.mytricare.com](http://www.mytricare.com)

### For the latest info:

**21MDG:** <http://www.peterson.af.mil/library/medicalgroup/index.asp>

**Facebook:** AFMS—Peterson—21st Medical Group  
AFMS—Schriever—21st Medical Squadron

**TRICARE Dental Program:** <https://mybenefitsmetlife.com/tricare>

## 21st MEDICAL GROUP

**CORE VALUES:** Integrity first, Service before self, and Excellence in all we do

**MISSION:** Drive Optimal Health for Those We Serve at Home and Abroad

**VISION:** Trusted Leaders in Health...Serving with Compassion

### **AIR FORCE MEDICAL SERVICE MISSION STATEMENT:**

The Air Force Medical Service mission is to ensure maximum war-time readiness by developing and operating a comprehensive community-based health care system that maintains the health and morale of Air Force members by providing or arranging timely, quality medical service for all active duty members, their families, and beneficiaries.

During contingencies, this health care system must rapidly expand, mobilize, and deploy to provide medical support to Air Force operations worldwide.

**ACCREDITATION:** The 21 MDG was fully accredited in 2013 by the Accreditation Association for Ambulatory Health Care (AAAHC) at their highest level. Accreditation surveys typically occur every 3 years. In 2016, the MDG is seeking accreditation from The Joint Commission.

**HOURS OF OPERATION:** Normal operating hours are from 0730-1630, Mon-Fri. Clinic doors open at 0715. The clinics are closed for all federal holidays and Air Force family days. Some clinics also close early each week for physical fitness time. For more details, review the specifics for each clinic in this handbook.

The clinics and pharmacies typically close at noon the third Thursday of each month for readiness training. All MDG closures are announced on Facebook. Follow us at AFMS—Peterson—21st Medical Group and AFMS—Schriever—21st Medical Squadron

**MiCare (powered by RelayHealth)**

MiCare is a DoD sponsored web site where our enrollees can securely communicate with their PCM for routine issues. With MiCare, avoid playing telephone “tag” and message your provider or your child’s provider directly. To register for your MiCare account today, ask at your clinic’s front desk.

**TRICARE Online (TOL)**

TOL give all of our enrollees 24/7 access to schedule appointments and access their med record from home. Access via CAC card (military) or DS logon (all enrollees can request a password from the TOL home page).

**www.uhcmilitarywest.com (UHC)  
and www.mytricare.com**

Getting care in the network? Register at UHC’s site to receive automatic emails when new documents are loaded (for example: referrals/authorizations, claims, & enrollment info). To access either site, use DS logon (same as TOL).

	MiCare	TOL	UHC / mytri-care
Securely message PCM team	X		
To schedule appointments:			
See available appointments & select the appointment that best meets your needs		X	
Request time thru PCM (not immediate, you can message back/forth available times)	X		
Set up text/email remainder for appointments		X	
Access educational tools for your condition	X		
See your list of medications		X	
View test/lab results		X	
Order available medication refills		X	
Request more medication (if no refills left)	X		
Access referrals & authorizations			X
Access claims & Explanation of Benefits (EoB) statements			X

**21 MDG GENERAL INFORMATION**

**Access to Care:** For acute needs, our goal is to see you within 24 hours. For routine issues, we strive to see you within 7 days.

**No Sick Call:** The 21 MDG does not have a sick call clinic. If you are active duty and sick or injured, please call 524-CARE (2273) to schedule an acute appointment.

**Scheduling Appointments:** In order to provide the most accessible and timely health care possible, our clinics operate on an appointment only basis.

**CARE Line Appointment Call Center—524-CARE (2273)**  
The appointing center handles all appointments for the Colorado Springs Military Health System; they are not physically located within the 21 MDG clinics.

The CARE Line appointment call center’s normal business hours are 0600-1630, Mon-Fri. It is closed for federal holidays. This number is your point of contact to schedule or cancel appointments, leave telephone messages for your PCM team, report emergency care received after hours or out of area, obtain information about enrollment, claims or referrals, or to obtain general information about the 21 MDG. Please be aware that clinic staff members are only available during duty hours 0730-1630, Mon-Fri.

**Appointment Reminder System:** Patients will receive a reminder call 1-2 business days before a medical appointment. For privacy, only the date and time of the appointment will be indicated. To receive text and/or email reminders, sign up via TRICAREOnline (TOL). For dental appointments the patient will also receive a reminder directly from the dental staff.

**Emergency Care:** Peterson, Schriever and the United States Air Force Academy do **NOT** have emergency room services. For possible loss of life, limb or eyesight, call 911.

**Appointment Preparation:** Be prepared for your appointment. Bring a list of your concerns and other information regarding your illness or injury. It is helpful to bring a list of current medications, vitamins and any herbs or minerals you may be taking.

**Arrival Time for Appointments:** It is important that you arrive 15 minutes prior to your scheduled appointment time. This allows the staff to take care of administrative issues, including updating your information, completing paper work, and checking your vital signs. If you arrive 5 or more minutes after your scheduled appointment start time you may be asked to reschedule your appointment. If your need is acute, based on a nurse assessment, you may be seen after other scheduled patients are finished.

**“No Show” Policy:** Per Air Force regulations, a “no show” is any patient who misses a scheduled appointment or cancels less than two hours prior to the appointment.

Appointments scheduled before 0900 need to be cancelled prior to the close of the previous business day. To cancel an appointment please call 524-CARE (2273).

**Closures due to Training:** During closures for training (as listed on page 6), patients can still schedule appointments by calling 524-CARE (2273) or by logging into TRICARE Online at <https://www.tricareonline.com>. Urgent needs can be addressed by the Nurse Advice Line by calling 524-CARE (2273). Routine issues can be addressed by messaging the PCM via MiCare at <https://app.relayhealth.com/security/login/default.aspx>

**After Hours/Weekend/Holiday Care:** If you believe you need care after hours but your health concern is not an emergency, call 524-CARE (2273). Registered nurses are available to triage and direct patients to the appropriate level of care via the Nurse Advice Line (NAL). To avoid point-of – service charges, patients must receive pre-authorization from the NAL or PCM prior to going to a civilian urgent care center.

**Out of Area Care:** If you are traveling out of the local area, you are authorized to seek emergency care without pre-authorization. For non-emergent care please call United Health Military & Veterans at **(877) 988-9378** for authorization.

**Urgent Care Authorizations:**

***All Urgent Care clinic visits must be authorized prior to seeking care or the patient could incur a medical bill.***

Patients have two means to receive an authorization to seek care at an Urgent Care clinic: 1) Patients can call the Patient Access Services (PAS) line (524-2273) during duty hours to leave a message, with current symptoms, for their PCM team. A PCM team member will contact the patient and discuss the proper avenue for care. 2) Patients can also contact the Nurse Advice Line (NAL) during and after duty hours to receive medical advice and the proper avenue for care based on their symptoms.

**Wing Readiness Training/Exercises:** The 21 MDG participates in wing-sponsored training and exercises that may disrupt services. We will take steps to avoid appointment cancellations and limit delays as much as possible. We appreciate your patience during these events.

**Base Closure:** If Peterson or Schriever AFB is closed due to inclement weather, the clinic on that base will close ALL services (to include lab and pharmacy). All appointments for the closed base will be cancelled and staff will automatically reschedule the visits.

**Inclement Weather:** Patients should watch the local TV stations or call the Peterson/Schriever AFB closure hotlines (556-SNOW and 567-SNOW) for up-to-date base delay and closure information prior to coming to the clinics. Closures will also be announced on the MDG Facebook site. For appointments scheduled at or after the delayed reporting time, patients report for their appointment as scheduled. For example, with a 2-hour base delay, all appointments prior to 0930 will be automatically rescheduled. In this example, patients who cannot make appointments after 0930 due to the weather should call 524-CARE to reschedule.

**Patients with Disabilities:** The 21 MDG works to meet the requirements of the Americans with Disabilities Act (ADA). If you encounter physical or communication barriers in the clinic, please ask a staff member for assistance. The clinic can provide you with assistance including wheelchairs for use in the clinic, interpreters/translators, assistance reading or filling out forms and/or using the computers.

**Customer Service Program:** The 21 MDG is dedicated to providing our patients with quality health care in a safe, customer-friendly environment. Please fill out a patient comment card after your visit. We value your feedback and use your recommendations to improve care. If, for any reason, you are dissatisfied with your treatment, care, customer service or wish to report concerns about safety issues, please contact that clinic's patient advocate.

If you require assistance or have concerns about patient care and safety which cannot be resolved within the service area, please visit our 21 MDG Patient Advocate at Peterson (room 751) or call 556-1060. If you are at Schriever, visit the Patient Advocate (room 24) or call 567-3232.

**Fire Alarms:** For your protection, fire alarm pull boxes are placed throughout the clinics. The base fire departments conduct routine fire drills during duty hours. Please follow guidance from staff members when any alarm sounds.

**Active Duty PCS/Separation/Retirement Medical Records Requirements:** Medical records will be released no earlier than 10 duty days prior to the member's final out-processing date for Flight Surgeon Office (FSO), PRP and Special Duty patients. If you have questions please contact the FSO at 556-1260. Per Air Force regulations, all other records will be mailed. Proper authorization to collect the medical records of family members over the age of 18 years is required. Please visit the TRICARE Operations and Patient Administration office (in the Medical Annex, Bldg 725) to pick up a trifold with more specifics or ask questions. They can also be reached at 556-1014. When a member retires, the full record is loaded into an electronic health record (called HAIMS) so that it's accessible by the VA.

**Release of Information:** As required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Privacy Act of 1974, your medical information cannot be released to any person other than you or a legal representative, without your written authorization. Absolutely NO requests will be taken over the phone because we cannot verify identification. While you have a right to access the information in your medical record, your record is the property of the US Government, and the original will not be released to you. You may request partial or complete copies of records by filling out a request form at the TOPA office. AFI 41-210 requires copies to be provided within 20 business days of the request. If you have questions, please call the TOPA office at 556-1391.

**Identification & Eligibility:** You must bring a valid, unexpired and non-mutilated DoD identification card for all appointments. Dependents 10 years of age and older are required to have their own ID card.

**Other Health Insurance (OHI):** The Third Party Insurance program allows us to collect necessary information about additional insurance you may have. Per Air Force regulation, the Form 2569 will be verified at every visit to the MTF and will be updated annually. During the DoD's transition to new software, this form will be completed electronically or via hard-copy as instructed by headquarters.

**Referral Management:** Once a referral is generated by a provider at the 21 MDG, the Colorado Springs Military Health System Central Referral Center will process the referral. Care may be appointed to one of the local MTFs or deferred to a civilian specialist.

If care can be provided in an MTF, you will be notified by phone within 3-5 duty days to schedule an appointment. If the specialty care is not available in an MTF you should receive your referral authorization letter in the mail within 6-10 business days. If you have questions about a referral, please call 524-CARE (2273), option 5.

## PETERSON AFB CLINICS/SERVICES

Please be aware that all PCM referrals may not be approved. Each referral is reviewed for complete information, appropriateness of care requested and medical necessity. If your referral was not approved for care, you can appeal.

Please review your TRICARE Beneficiary Handbook for instructions on the appeals process. Additionally, not all specialties are available in the Colorado Springs area. You may be authorized to obtain specialty care in another city such as Denver or Pueblo.

If your network specialist believes you need additional medical services, that specialist should contact United Healthcare Military & Veterans at (877) 988-9378 to request additional services.

Patients can check on the status of a referral by calling (877) 988-9378, at [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) or at [www.mytricare.com](http://www.mytricare.com)

**Safety:** If you have any concerns about your safety or think there was a mistake in patient care or medication, please tell a clinic supervisor, any patient advocate or the MDG Patient Safety Manager Maria Bueno at 556-7019.

**Smoking Policy:** The 21 MDG is a tobacco-free facility. No smoking is permitted in the parking lot (including cars). Smoking is permitted only in designated tobacco areas off-campus.

**Family Members Under 18 Years of Age:** Family members under the age of 18 must be accompanied by a parent or legal guardian. If not accompanied by a parent the adult must have in their possession a medical power of attorney for the minor. Emancipated minors must carry with them their Proclamation of Emancipation to receive services. In an emergency situation staff will attempt to contact the next of kin to obtain verbal permission for treatment.

### **AEROSPACE & OPERATIONAL PHYSIOLOGY**

Location: 799 Vincent St, Bldg 425

Hours: 0630-1530, Mon-Fri

Phone: 556-4185

The APU prepares personnel for human factor challenges inherent to military operations with the goal of increasing overall readiness and mission effectiveness. Our mission is two-fold: 1) train aircrew, high-altitude parachutists and Air Force Academy/ROTC cadets on the human factor and physiological threats of modern aviation. 2) integrate human performance optimization training and education into Team Pete and AFSPC operations. The goal of our team is to assist personnel in identifying, eliminating and reducing hazards, increasing work performance and reducing mishaps via consultative services, shiftwork scheduling recommendations and academic presentations.

### **BIOENVIRONMENTAL ENGINEERING (BE)**

Location: 625 W. Ent (Bldg 1246)

Hours: 0730-1630 Mon, Thurs, Fri

0930-1630 Tues

0730-1600 Wed

Fit Testing: 0800-1600 Thurs (see your UDM to schedule)

Phone: 556-7721

The BE team provides operational health risk assessment expertise coupled with exposure control recommendations to optimize human performance and enhance commander ORM decision making to eliminate health threats or mitigate risks to the lowest level. The BE team ensures the AF is in compliance with various federal, state and AF Occupational and Environmental Health requirements. BE capabilities include: Occupational Health Surveillance, Environmental Protection and Chemical, Biological, Radiological, Nuclear (CBRN) response.

Typical BE surveillance includes: toxic industrial material air monitoring, chemical hazard assessments, confined space

monitoring, drinking water surveillance, environmental sampling, musculoskeletal disorder evaluations and noise hazard surveys whereby timely risk communication and documentation of exposures is provided to commanders and affected personnel.

### **CASE MANAGEMENT (CM)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: Appointments by referral 556-1987 or 556-9262

CM is comprised of two Registered Nurses who manage patients with complicated or devastating illnesses or injuries. Priority is given to active duty. Any dependents or retirees may self-refer to United Health Care (UHC) Case Managers at: [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com). The MTF CM's are also available to assist with care. All pediatrics are referred to UHC Case Managers.

### **DENTAL**

Location: 1045 East Stewart St. Bldg 1045T

Hours: 0700-1600, Mon-Fri

Phone: 556-1333 or 556-1335

Patient Advocate: 556-1307

The Dental Clinic provides comprehensive dental care for active duty personnel only. Active duty Sick Call is by appointment only 0700-1600 Mon-Fri. Active duty personnel in Dental Readiness Class 3&4, flying status and mobility personnel have first priority for appointments to maintain readiness status.

### **DIAGNOSTIC IMAGING (RADIOLOGY/X-RAYS, ULTRASOUND, MAMMOGRAPHY)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-1121

Patient Advocate: 556-1121

Available services: Routine X-rays, ultrasound, and mammography. For safety reasons, children are not allowed in the exam rooms unless they are the patient.

You will not receive test results from radiology department staff. Radiology results can be obtained by contacting your provider or via MiCare or TRICARE Online. Contact your care team for details. Copies of your digital images are only available on disc with a valid referral to off-base provider or with a PCS. If you require a copy of your exam on disk, please contact the radiology staff to verify the type and dates of requested exams.

Routine X-Rays: 0730-1630 Mon-Fri. X-Rays are performed on a walk-in basis. Exams may require partial disrobing and/or removal of jewelry. Patients gowns are available in the event you are asked to remove clothing for the exam. A chaperone is available upon request. You will not receive test results from available radiology department staff.

Mammography: Performed by appointment only. You will be required to follow specific directions for this exam. Radiologist's preliminary results will be given at the time of your exam. Please ensure you have all prior mammogram films from other locations before your appointment date. The radiology department staff can assist you with the necessary paperwork.

Ultrasound: By appointment only. You will be required to follow specific directions for this exam. Please follow all preparation instructions carefully as they are necessary for accurate images. You will not receive preliminary results from radiology staff; full results will be sent to the ordering provider. A chaperone is available upon request.

### **DISEASE MANAGEMENT (DM)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: Call 524-CARE (2273) to leave a phone consult for the Disease Management team

DM is comprised of Registered Nurses that have been specially trained to care for a population of adults with chronic conditions such as diabetes, hypertension, pain, depression,

abnormal cholesterol, obesity and asthma. DMs can work with patients 1:1 or in group classes to improve patient's quality of life through clinical management, patient education and preventative strategies.

### **EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-1392, 524-CARE (2273)

The Exceptional Family Member Program-Medical (EFMP-M) is part of a triad of services (Assignments and Family Support are the other components) that determines the availability of medical and special education services for spouses and children prior to relocation. All active duty sponsors who have dependent family members with medical or special education needs (per DoD criteria) are enrolled in the EFMP-M program. The EFMP-M program is administered by a Special Needs Coordinator (SNC) who is a Licensed Clinical Social Worker and a Family Member Relocation Clearance Coordinator (FMRCC) who is a medical administrative member.

Each sponsor who has family members enrolled in the program will receive an annual contact and a record review before relocation. All sponsors relocating OCONUS (regardless of EFMP status) must also have their family member's records reviewed to ensure the right level of care and services are available at the gaining location.

### **FAMILY HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-CARE (2273)

Patient Advocate: 556-5674, 556-1060

The Family Health clinic provides primary care services to those enrolled to Peterson clinic by appointment only. For safety reasons, please bring only children who are scheduled for an appointment to the clinic.

5-day blood pressure checks, urinary tract infections, throat

cultures, suture removals, B-12, testosterone injections or Depo-Provera, follow-up wart freezes and pregnancy testing: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider during these walk-in visits.

You may request a telephone consultation from your provider/nurse by calling 524-CARE (2273), and select option #1. Based on the time and acuity of your telephone request the nurse will attempt to contact you by the end of the duty day or prior to noon the next duty day. You may also leave a message for your team via MiCare.

The Family Health clinic has 2 Behavioral Health Consultants (psychologists) working in their clinic to assist with short-term mental health issues.

### **FLIGHT MEDICINE**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-2273

Phone: 556-1260

**Patient Advocate: 556-6135**

The Flight Med clinic provides health care services to those on flying, space/missile operations, or special operational duty status as well as active duty guard and reserve members on flying or controlling status, the Fire Department and Life Support personnel. Primary goals are to ensure medical readiness and optimize the health and wellness of our air and space war fighters. Personnel in uniform and on duty have priority. FAA physicals are not available at this facility.

Return To Flying Status (RTFS)/Return to Controlling Status (RTCS): by appointment only, please call 556-1260.

In/out-processing for enrollees: 0730-1630, Mon-Fri. Walk-in. No appointment needed.

Throat cultures, pregnancy tests, B-12 shots, serial blood pressure checks, and follow-up wart treatments: 0800-1100 and 1300-1500 Mon-Fri. This visit is with a technician or nurse only. To see a provider, call 524-CARE (2273) to

All PRP patients must report to Flight Medicine before any 21 MDG appointment except dental.

Initial Flying Class Physicals are scheduled with Flight Medicine. Please call 556-1260 to get the process started.

Annual physicals are required for all active duty personnel. Flyers: schedule your annual PHA by calling 556-7053. PHAs are required regardless of AFSC or job position.

If you are required to fast for your appointment, you will be instructed to do so by the staff when your appointment is made. Fasting requirements include no food/liquids except water for 12 hours and no alcohol for 72 hours. If you wear contacts, please wear glasses for the PHA appointment.

### **HEALTH AND WELLNESS CENTER (HAWC)**

Location: 225 West Ent Street, Bldg 560, Room 200  
(2nd Floor of the Peterson AFB Fitness Center)

Hours: 0730-1630, Mon-Fri

Phone: 556-4292

Patient Advocate: 556-6662

The HAWC is dedicated to education, disease prevention and human performance. Services include: body fat composition and resting metabolic rate assessment, biomechanical gait analysis, graded exercise testing, weight management, tobacco cessation intervention, physical training leader certification and individual exercise and nutrition consultation. Focuses include cholesterol, high blood pressure and diabetic education. HAWC services are open to TRICARE beneficiaries to include active duty, retirees, reservists, family members, civilians and contractors. Some services are limited for base civilian and contractor employees. Exercise programs are restricted to those age 16 and older; medical clearance is required.

### **IMMUNIZATIONS/ALLERGY CLINIC**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1200 & 1300-1600 Mon–Fri

Phone: 556-1118

Patient Advocate: 556-5399

Services are provided to active duty, retirees, and their dependents. Immunizations are given on a walk-in basis, Mon-Fri. TB tests must be read 48-72 hours after placement. Please bring vaccination records if you or your child has never received vaccines from the Immunizations Clinic.

The clinic can print shot records for school/daycare. Active duty members can print vaccine records at their desk (for them & their kids) at <https://imr.afms.mil/imr/MyIMR.aspx>.

All active duty must in-process through the immunizations clinic upon arrival.

Allergy Shot Clinic: Allergy injections will be given by appointment only. Mon & Wed: 1300-1500, Tues & Thurs: 0730-1100. To schedule an appointment, call 556-1118. For the safety of our allergy patients, each patient must wait in the clinic for 30 minutes after receiving allergy injections to ensure there is no adverse reaction .

### **LABORATORY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Phone: 556-0169

Patient Advocate: 556-0169

Services are provided to active duty, retirees, and their dependents. All lab tests must be ordered by a provider. The lab staff cannot provide results directly to patients. All results will be sent to your provider who will then interpret them and notify you of the results. You can access your lab records directly via MiCare or TRICARE Online.

### **MENTAL HEALTH**

Location: 110 West Ent Ave, Bldg 725

Hours: 0730-1530, Mon & Wed

0730-1630 Tues, Thur & Fri

Appointments: 556-7804

Patient Advocate: 556-7804

The Mental Health Clinic provides services for active duty members who have issues with anxiety, depression, stress,

psychological or occupational problems, substance abuse, and family advocacy.

### **OPTOMETRY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-CARE (2273)

Patient Advocate: 556-1065

The Optometry Clinic provides services to TRICARE Prime enrollees by appointment only. The clinic provides both prescription eyeglass services and management of ocular disease. If you need a routine eye exam for new glasses, please call 524-CARE. You do not need a referral. If you wear contact lenses, please wear them to your appointment and bring your contact lens prescription and your glasses. Your eyes may be dilated during the exam.

### **PEDIATRICS**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Fri

Appointments: 524-CARE (2273)

Patient Advocate: 556-1197

The Pediatrics Clinic provides services by appointment only to enrolled patients, newborn to 18 years.

Walk-in services are limited to throat cultures, suture removals, and follow-up wart treatment: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider during these visits.

Forms/Notes: Forms or notes needing a physician's signature for school or daycare can be left at the front desk of the pediatrics clinic. You may pick up your paperwork after 3 business days. To avoid a trip from home, scan the form and send via MiCare instead.

Newborn Checks: Please call 524-CARE (2273) to make an appointment for your new baby within 24 hours after discharge from the hospital.

You may request a telephone consultation from your provider or nurse by calling 524-CARE (2273). Based on the time and acuity of your telephone request, the nurse will attempt to contact you within 24-72 hours depending upon prioritization of medical needs. For non-urgent issues, send your team a message directly via MiCare.

### **PHARMACY**

**Main Pharmacy Location:** 559 Vincent St, Bldg 959

[Pick up all MTF provider-ordered Rx's here!](#)

Hours: 0730-1630, Mon-Fri

Phone: 556-1109 Option #1

**Satellite (BX) Pharmacy Location:** Bldg 2017

[Pick up all refills& all Civilian e-Rx/Written Rx's here!](#)

Hours: 0730-1700, Mon-Fri

Refill Call-in system: 524-4081 Option #4

Refills can also be activated using TRICARE Online

To serve our patients in an orderly fashion, the pharmacy uses the Q-matic system to monitor each patient entering the pharmacy system and to process his/her medication. Prescriptions will not be processed until the patient checks in at the pharmacy.

**E-Rx now available!** Civilian providers may now send a computer-generated prescription directly to our pharmacy. When you arrive at the pharmacy, please let the pharmacy staff know that your provider has submitted an e-Rx for you. **Paper prescriptions are required for all controlled substances.** Have your provider select: "DoD Pete East AFB e-Pharmacy" or "DoD Schriever e-Pharmacy." The e-Rx's are generally ready for pick-up the next duty day.

**Out of refills?** Please contact your provider via MiCare or a telephone consult (via 524-CARE) for prescription renewals. Allow up to 72 hours for your provider to enter your prescription. Remember that prescriptions are not processed (ie filled) until the patient checks in at the pharmacy.

**Wondering if a drug is on formulary?** Go to <http://online.lexi.com/lco/splashes/files/pdf/Evans-Army.pdf>

An Over-The-Counter (OTC) self-care program is not available at this facility. However, your provider can prescribe OTC medications per formulary.

Non-Formulary medications are now available via special order (Non-Formulary drug request). Allow 5 to 7 days for approval and prescription pick up.

Refills can be requested by using the 24-hour automated telephone refill system or via TRICARE Online. If called in before noon, prescriptions will then be ready for pick up in 3 working days at the Pete East/Bx Pharmacy site (up to 4 to 5 working days for special order items). Please allow extra time in cases of a holiday, family day, training day or snow delays.

### **PHYSICAL THERAPY**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1145 & 1300-1630, Mon-Fri  
except Wed open at 0830

Appointments: 524-CARE (2273)

Patient Advocate: 556-1075

Appointments in this clinic are booked by referral only.

Please dress appropriately for your appointment. Patient needs to bring or wear shorts for knee or hip evaluation. You may request a chaperone at any time for your appointment. Minors (under 18 years old) must have a parent or legal guardian present during the appointment.

### **PUBLIC HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1600, Mon-Fri

Phone: 556-1225

Patient Advocate: 556-1220

Public Health provides: Administrators for Aeromedical Service Information Management Systems (ASIMS)/Individual Medical Readiness (IMR), Preventive Health Assessments (PHAs), deployment health, travel medicine, food facility and sanitation inspections, temporary food booth review and

approval, communicable disease education and reporting, occupational health program, hearing conservation program, Separation History & Physical Exam (SHPE) Audiograms.

### **TRICARE OPERATIONS AND PATIENT ADMINISTRATION (TOPA)**

Location: 110 W ENT Ave, Bldg 725 (Medical Annex)

Hours: 0730-1630, Mon-Fri

Phone: 556-1014

Beneficiary Counseling/Assistance: 0730-1530, Mon-Fri

Patient Advocate: 556-1240

The TOPA office provides assistance to beneficiaries in the following areas: referral management, health benefits and dental plan information, TRICARE for Life, medical claims and debt collection, medical evaluation boards, copies of medical records, release of information requests, and patient travel.

The "I want to..." section at [www.tricare.mil](http://www.tricare.mil) is your gateway to:

- Enroll in or Purchase a Plan
- File or Check a Claim
- View Referrals and Prior Authorizations
- Find a Doctor
- Change Your Primary Care Manager
- See What's Covered
- Compare Plans
- Manage Prescriptions
- Book Appointments

Enrollment assistance and answers to common TRICARE questions can also be answered by: United Healthcare Military & Veterans (WEST REGION) 1-877-988-9378 (WEST) or [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com).

## **WOMEN'S HEALTH**

Location: 559 Vincent St, Bldg 959

Hours: 0730-1630, Mon-Wed & Fri; 0730-1500, Thurs

Closed for lunch 1145-1245

Appointments: 524-CARE (2273)

Patient Advocate: 556-0510

The women's health team provides gynecological services to female patients from adolescents to geriatrics by appointment. Services include routine gynecological exams, pre- and postpartum care, family planning, contraceptive counseling, and some procedures. Obstetrics services are also available in our clinic with Evans Army Community Hospital providers.

Per law, patients under the age of 18 may be seen in the clinic without a parent or legal guardian for birth control, STI testing, pregnancy testing, and prenatal care.

Walk-in Services: 0800-1100 & 1300-1500, Mon-Fri for contraceptive injections (Depo-Provera) and pregnancy testing.

## **CHEYENNE MOUNTAIN SERVICES**

### **CHEYENNE MOUNTAIN AIR FORCE STATION MEDICAL AID STATION**

Building: 1 Norad Road, Suite 1205

Hours: 0800-1500, Mon-Fri

Phone: 474-3597, 474-3596

Dental Appointments: 556-1333

Patient Advocate: 474-3597, 474-3862

Provides and supports health care services to promote a fit, ready force and healthy community within the Cheyenne Mountain complex. Services include active duty sick call, routine dental care (monthly) and emergency medical response.

## **SCHRIEVER AFB CLINICS/SERVICES**

### **BIOENVIRONMENTAL ENGINEERING (BE)**

Location: 500 O'Malley Ave (Bldg 500) Suite 106

Hours: 0730-1630 Mon, Thurs, Fri

0930-1630 Tues

0730-1600 Wed

Fit Testing 0800-1530 Thurs

Phone: 567-3948

BE provides health risk assessment expertise to improve the health of Airmen. It ensures that the Air Force is in compliance with Environmental Safety & Occupational Health (ESOH) requirements by providing public awareness/concern/disclosure and the recognition of risk analysis/communication/management. The 4 general areas it uses: industrial hygiene, environmental protection, radiation and emergency response. Concerns can include: air quality, biological/chemical hazards, chemical protection, confined space hazards, drinking water, environmental sampling, industrial hygiene, musculoskeletal disorders, noise hazards, and Occupational Safety and Health Administration (OSHA) health standards.

### **DENTAL**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1630 Mon-Fri, closed Wed at 1530

Appointments: 524-CARE (2273)

Patient Advocate: 567-3832

The dental clinic provides comprehensive dental care for active duty personnel only. Active duty sick call is by appointment only 0730-1630 Mon-Fri. Active duty personnel in dental readiness class 3 & 4, flying status and mobility personnel have first priority for appointments.

### **FAMILY HEALTH**

Location: 220 Falcon Parkway, Bldg 220

Hours: 0730-1630 Mon-Fri, closed Wed at 1530

Appointments: 524-CARE (2273)

Patient Advocate: 567-3232

The Family Health clinic provides primary care services to TRICARE Prime beneficiaries enrolled to Schriever clinic by appointment only. For safety reasons, please bring only children who are scheduled for an appointment to the clinic.

Walk-in Services (No Sick Call): 5-day blood pressure checks, throat cultures, suture removals, B-12 or testosterone injections, follow-up wart freezes, and pregnancy testing: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider unless clinically indicated by screening protocols.

You may contact your provider team via MiCare or request a telephone consultation from your provider/nurse by calling 524-CARE (2273), and select option #1. Based on the time and acuity of your telephone request the nurse will attempt to contact you by the end of the duty day or prior to noon the next duty day.

### **FLIGHT MEDICINE**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1630 Mon-Fri, closed Wed at 1530  
Appointments: 524-CARE (2273)  
Patient Advocate: 567-3232

Services available to TRICARE Prime enrollees and dependents by appointment: Services include physicals/ PHAs, flight physicals, pap smears, returns to duty/controlling status, pregnancy tests, and general health needs.

For acute needs, patients may request a same-day appointment via the appointment line. For routine needs, patients can message their provider directly via MiCare.

Walk-in Services (No Sick Call): 5-day blood pressure checks, throat cultures, suture removals, B-12 or testosterone injections, follow-up wart freezes, and pregnancy testing: 0800-1100 & 1300-1500, Mon-Fri. The patient will not see a provider unless clinically indicated by screening protocols.

### **HEALTH PROMOTIONS**

Location: 500 Navstar, Suite 62  
Hours: 0730-1630, Mon-Fri  
Appointments: 567-4292  
Patient Advocate: 567-3232

Health promotions is dedicated to education, disease prevention and health performance. Health promotions services are open to active duty, retirees, reservists, family members and base civilian and contractor employees, however, some programs are limited to TRICARE covered beneficiaries only. Medical nutrition therapy evaluation and education, tobacco cessation, cancer/cardiovascular disease prevention, injury screening and prevention.

### **IMMUNIZATIONS**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1200 & 1300-1600, Mon-Fri  
Phone: 567-5877  
Patient Advocate: 567-3232

Services are provided to active duty, retirees, and their dependents to include all pediatric immunizations.

Immunizations are given on a walk-in basis, Mon-Fri. TB tests are only administered on Mon-Wed and Fri as TB tests must be read within 48-72 hrs after placement. Please bring vaccination records if you or your child have never received vaccines from the immunizations clinic.

The clinic can print shot records for school/daycare. Active duty members can print vaccine records at their own desk (for them/their kids) at <https://imr.afms.mil/imr/MyIMR.aspx>. All active duty must in-process through the immunizations clinic upon arrival.

### **LABORATORY**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1130 & 1230-1530 Mon, Wed & Fri  
0730-1130 & 1230-1630 Tues, & Thurs  
Phone: 567-5027  
Patient Advocate: 567-3232

Schriever laboratory offers routine lab and urinalysis testing. Some patients may need to be seen at the Peterson lab.

### **MENTAL HEALTH**

Location: 220 Falcon Parkway, Bldg 210  
Hours: 0730-1630, Mon-Fri, closes at 1530 on Wed  
Appointments: 567-4619  
Patient Advocate: 567-3232

The Mental Health Clinic provides a variety of services to help active duty members thru stressful life circumstances. Services include individual therapy for anxiety, depression, stress, and PTSD. Group classes and resiliency training are also available. The team partners with the Peterson Mental Health Clinic for Family Advocacy Services and more extensive alcohol & substance abuse treatment services.

### **PHARMACY**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1530 Mon, Wed & Fri  
0730-1630 Tues & Thurs  
Refills: 524-4081 Opt 5  
Phone: 567-4423  
Patient Advocate: 567-3232

Full pharmacy services are provided. New and refill prescriptions for formulary medications are filled including prescriptions written by both on and off base prescribers. Review the formulary at <http://online.lexi.com/lco/splashes/files/pdf/Evans-Army.pdf>

### **PUBLIC HEALTH**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1630 Mon-Fri, closed Wed at 1530  
Phone: 567-3138  
Patient Advocate: 567-3232

Public health provides: Administrators for Aeromedical Service Information Management Systems (ASIMS)/Individual Medical Readiness (IMR), Preventive Health Assessments (PHAs), deployment medicine, travel medicine briefs, food facility and sanitation inspections, temporary food booth

review and approval, communicable disease education and reporting, occupational health program, hearing conservation program, Separation History & Physical Exam (SHPE) Audiograms.

### **RADIOLOGY**

Location: 220 Falcon Parkway, Bldg 220  
Hours: 0730-1630, Mon & Tues 0730-1530 Wed-Fri  
Closed for lunch: 1200-1300  
Phone: 567-4819  
Patient Advocate: 567-3232

Routine X-rays are available via walk-in. Mammography and ultrasound are available at the Peterson Radiology Clinic. CT and MRI are available at USAFA and Evans.

## **COMMUNITY RESOURCES:**

Evans Army Community Hospital, Fort Carson  
Address: 1650 Cochrane Circle, Fort Carson,  
CO 80913

Information: 526-7000  
<http://www.evans.amedd.army.mil>

**ER SERVICES AVAILABLE**

10th Medical Group, US Air Force Academy  
Address: 4102 Pinion Drive, USAF Academy,  
CO 80840

Information Line: 333-5111  
<http://www.usafa.af.mil/Units/MedicalGroup.aspx>

**NO EMERGENCY SERVICES AVAILABLE**

## 21 MDG PATIENT RIGHTS & RESPONSIBILITIES:

### **Patient Rights:**

*Medical and Dental Care:* The patient has the right to quality care and treatment consistent with available resources and generally accepted standards. The patient also has the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of his or her refusal.

*Respectful Treatment:* The patient has the right to considerate and respectful care, with recognition of his or her personal dignity without discrimination based on his or her race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, or genetic information.

*Privacy and Confidentiality:* The patient has the right, within the law and military regulations, to privacy and confidentiality concerning medical care.

*Medical Record:* The patient has the right to review and request a copy of his or her (and his or her child's) medical record. All medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the US Government.

*Identity:* The patient has the right to know, at all times, the identity, professional status, and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for his or her care.

*Explanation of Care:* The patient has the right to an explanation concerning his or her diagnosis, treatment, procedures and prognosis of illness in terms the patient can be expected to understand.

*Informed Consent:* The patient has the right to be advised in nonclinical 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 treatment available.

*Research Projects:* The patient has the right to be advised if

the facility proposes to engage in or perform research associated with his or her care or treatment. The patient has the right to refuse to participate in any research project.

*Safe Environment:* The patient has the right to care and treatment in a safe environment.

*Facility Rules and Regulations:* The patient has the right to be informed of the 21 MDG's rules and regulations that relate to patient or visitor conduct.

*Patient Concerns:* The patient has the right to information about the 21 MDG Patient Rights and Responsibilities and how to report a concern, including the process for reviewing and resolving patient concerns or complaints.

*Advance Directives:* The patient has the right to formulate Advance Directives and appoint a surrogate to make healthcare decisions on his or her behalf to the extent permitted by law.

*Pain Management:* The patient has the right to receive appropriate pain assessment and management and to know that healthcare professionals will take all reports of pain seriously and will respond to patient questions and concerns.

*Timeliness of Care:* The patient has the right to the timely access and treatment which the medical facility resources and medical circumstances allow.

### **Patient Responsibilities:**

Providing quality healthcare is a complex task that requires close cooperation between patients and healthcare personnel. Patients can help the medical team give the best possible care by taking responsibility for their care. These responsibilities are:

*Providing Information:* The patient has the responsibility to provide accurate and complete information about complaints, past illness, hospitalizations, medications, and other matters relating to his or her health. The patient has the

responsibility to let his or her healthcare provider know whether or not he or she understands the treatment and what is expected of him or her. The patient has the responsibility to notify the clinic as soon as possible if they cannot keep a scheduled appointment.

*Respect and Consideration:* The patient has the responsibility for being considerate of the rights of others (patient and staff). The patient is responsible for being respectful of the property of other persons and of the medical facility.

*Compliance with Medical Care:* The patient has the responsibility for complying with the medical and nursing treatment plans, including follow-up care recommended by healthcare providers. This includes keeping appointments on time and notifying the medical or dental treatment facility when appointments cannot be kept.

*Medical Records:* The patient has the responsibility to understand that all medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the US Government, and are required to be maintained at the medical or dental treatment facility.

*Facility Rules and Regulations:* The patient has the responsibility for following the 21 MDG rules and regulations affecting patient conduct. Smoking is prohibited in all 21 MDG facilities and is restricted to designated smoking areas on base.

*Reporting Patient Concerns:* The patient has the responsibility to report grievances and concerns to the attending physician, any clinic supervisor, the section patient advocate, the 21 MDG Patient Advocate, or the Chief of the Medical Staff without restraint or interference and without discrimination or reprisal.