

Clinic Walk-in Hours:

8:00am – 11:00am and 1:00pm – 3:00pm

Must have a prior order from your PCM

- Blood pressure check
- Shots such as; B12, Depo & testosterone
- Suture/staple removal
- Wart treatment

Do not need a prior order from your PCM

- Pregnancy tests
- Urinary tract infections
- Strep test (throat culture)

Please note: There are exclusion criteria for these services. If your situation falls outside our protocol, we will make an appointment for you with your PCM for further evaluation. To clarify any questions, please MiCare your PCM.

Medication Refills:

- Need a refill? Visit www.tricareonline.com or call the CARE appt line.
- Need a Rx renewal? Send a MiCare message request to your PCM.
- All medications expire after 365 days (controlled substances expire sooner)

Laboratory and Radiology:

Request orders for lab/rad by:

- Sending a MiCare message to your PCM, or
- Call CARE appt line

Request lab/rad results by:

- Sending a MiCare message to your PCM, or
- Go to www.tricareonline.com and select the “Blue Button” one week after your labs are drawn, or
- Call CARE appt line

Inclement Weather:

- Check closure status via the clinic Facebook site or call (719) 567-SNOW.
- In case of inclement weather/base closure, all clinic services will be closed.
- For 2hr base delay, Schriever Clinic will open at 10:00am.
- If your appointment is cancelled, you will automatically receive a call to reschedule.



Helpful Contact Info

CARE (Appointment) line:
719-524-2273

United Healthcare:
877-988-9378

Medicare Referrals:
719-333-5672 or -5752

Schriever Records Department:
719-567-5115 (fax requests)
719-567-5536 (phone)

Express Scripts:
877-363-1303

Helpful Websites

MiCare:

<https://app.relayhealth.com/>

Tricare Online:

www.tricareonline.com

Referral Authorizations

www.MyTricare.com

<https://www.uhcmilitarywest.com>

21 MDS Website

<http://www.schriever.af.mil/units/baseclinic.asp>

Schriever Clinic Facebook

AFMS—Schriever—21st Medical Squadron

Air Force Medical Home



21st Medical Squadron
220 Falcon Parkway
Schriever AFB, CO 80912

719-524-CARE (2273)

FOR EMERGENCIES DIAL 911

Clinic hours

M-F 7:30am-4:30pm

Wed 7:30am – 3:30pm
(Doors open at 0715)

Clinic is closed on all federal holidays, wing down days, & training days. Sick after hours? Call 524-2273 for the Nurse Advice Line. An RN will direct you to a local urgent care facility or ER if needed

My PCM _____

21st Medical Group Goals:

- Serve as the “Medical Home” for all enrollees
- Provide world-class safe medical care for patients based on the most current guidelines
- Ensure available access / minimize unnecessary urgent care referrals
- Empower patients to complete preventive healthcare screenings
- Maintain PCM / patient continuity
- Provide excellent customer service
- Use standard processes / continuously improve

Our Mission and Vision:

- **Mission:** “Drive the optimal health for those who serve at home and abroad”
- **Vision:** “Trusted leaders in health...serving with compassion”

Services at Schriever Clinic:

- Family Health
- Flight Medicine
- Mental Health (AD only)
- Limited Alcohol & Drug Counseling Services (AD only)
- Allergy and Immunizations
- Bioenvironmental Engineering
- Dental
- Laboratory
- Pharmacy
- Public Health
- Medical Records Management (TOPA)
- Radiology

Referrals:

Please note: Patients will first be referred to a local Military Treatment Facility (MTF). If there is no availability, patients will be sent a TRICARE referral authorization to be seen off-base.

- **MTF referral**
 - The CARE line will call patient w/in 3 business days for specialty care at Peterson, Fort Carson, or USAFA.
 - If you have not been contacted w/in 3 business days, please call 524-2273 (opt 5) to schedule an appt.
 - *Note: The CARE line will make 3 attempts to call the patient to book an appt. After the 3rd failed attempt, the patient will automatically be booked an appointment. A letter will be sent in the mail to the patient informing them of the appointment date, time, and location.*
- **TRICARE referral (off-base)**
 - Within 14 business days, a referral authorization letter with instructions will be sent to your home address. Patient schedules the appointment.
- **Status of referrals**
 - Patients may check the status of referrals on the MyTricare and UHCmilitarywest.com websites. Questions/issues? Call UHC at 877-988-9378
- **Need an updated referral?**
 - Send a MiCare message to your PCM team. *Please note: Some referrals require an office visit to update labs, etc. before the referral can be updated.*

Your Healthcare Team:

Front Desk:

- Verifies patient insurance and information
- Assists patients and staff as needed

Provider (PCM):

Note: Your PCM may be a MD, DO, PA or NP

- Clinical team leaders
- Responsible for the care of patients to include determining currency of preventive services
- Develops strategies for care

Medical Technician:

- Assists in care
- Gathers patient info for provider review
- Assists with admin and nursing functions
- Answers MiCare messages with team

Team Nurse:

- Coordinates day-to-day patient care
- Answers questions/concerns that are called into the CARE appointment line
- Coordinates same-day care of sore throats, bladder infections, and injections
- Answers MiCare messages with team

Case Manager:

- Develops an individual plan with patients who require complex care
- Provides management of patients until needs and goals are met
- Assists in timely access to appropriate services, including specialty care
- Communicates with team to maximize care

Patient advocate:

- Offers non-bias 3rd party solutions to a problem that a patient may have with their care or customer service

Medical Management:

- Partners with patients with chronic conditions and those at risk for those conditions
- One-on-one counseling for disease conditions