

**FLIGHT AND OPERATIONAL
MEDICINE**
Hours of Operation 0730-1630 M-F
556-1260

Walk-in Services:

Hours: 0800-1100 and 1300-1500

- Must have a prior order from your PCM
 - Blood pressure checks
 - B12, Depo & testosterone injections
 - Wart treatments
- Do not need a prior order from your PCM
 - Pregnancy tests
 - Urinary tract infections
 - Throat Cultures
 - Suture/Staple removal
 - Return to Flying Status

PHA scheduling procedures

- Call 556-7053 and leave a detailed message if no one answers.
- ****Please ensure your WebHA is complete prior to calling for an appointment.**

Specialty Care (Family Health Clinic)

- Acupuncture
- Osteopathic Manipulation (OMT)
- *For either of these Specialty services please book an appointment with your PCM to see if these treatments could be right for you and your health.*
- BHOP services within Family Health Clinic (short-term counseling) do NOT require a referral from your PCM. Call 524-2273 to schedule an appointment.

Inclement Weather Guide:

- In case of inclement weather/base closure, all clinic services will be closed.
- For base delayed reporting with 0930 show time, the clinic will open at 0930.

Appointments prior to 0930 will be cancelled.

- If your appointment is cancelled, you will automatically receive a call to reschedule.
- Check closure status via the clinic Facebook site or call (719) 556-SNOW.



Helpful Contact Info

CARE (Appointment) line:

719-524-2273

United Healthcare:

877-988-9378

Records Department:

719-556-1056 (fax requests)

719-556-1223 (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 MDG Website

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

Peterson Clinic Facebook

AFMS—Peterson—21st Medical Group

Air Force Medical Home



21st Medical Group, Bldg 959

559 Vincent St.

Peterson AFB, CO 80914

719-524-CARE (2273)

FOR EMERGENCIES DIAL 911

Clinic hours

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

(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 _____

Your Healthcare Team

Front Desk:

- Greets and verifies patient insurance and information
- Answers phones, transfers calls, assists patients and staff as needed
- Assists Office Manager with documents

Provider (PCM):

(Your PCM may be an MD or DO)

- Clinical team leaders
- Responsible for the care of their patients to include determining currency of preventive services
- Develops strategies for care
- Plans/attends care management meetings

Technician:

- Assists in care in accordance with training
- 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 line
- Coordinates same-day care of sore throats, bladder infections, and injections
- Answers MiCare messages with team

Case Manager:

- Develops an individual plan of care with patients who require a case manager to determine goals
- 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

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”

Additional Services:

- ADAPT (Alcohol & Drug Counseling)
- Allergy and Immunizations
- Bioenvironmental Engineering
- BHOP (counseling in Family Health)
- Dental
- Disease Management
- Exceptional Family Member Program
- Family Advocacy
- Health and Wellness Center (HAWC)
- Nutritional Medicine
- Laboratory
- Mental Health
- Nurse Advice Line (available 24/7)
- Optometry
- Pharmacy
- Physical Therapy
- Public Health
- Records Management (TOPA)
- Radiology
- Women’s Health

Medical Management:

- Proactively partner with patients with chronic conditions and those at risk for those conditions
- One-on-one counseling for disease conditions
- Notify beneficiaries and healthcare team of recommended preventive services
- Various group classes

Laboratory and Radiology:

- Annual labs are not automatically ordered; contact the clinic 72 hours before your visit if you are due so we can get them ordered
- Request lab orders by:
 - Calling the 524-2273, option 1
 - Sending a message via MiCare (**Preferred method**)
- Request lab/rad results by:
 - Sending a message via MiCare (**Preferred method**)
 - Checking TriCare Online “Blue Button” one week after your labs were drawn
 - We will contact you with a plan of care for abnormal results

Referrals:

****REMEMBER**:** If a local MTF has the room to accommodate your needs, you will be referred to that MTF even if you were previously sent off base.

- If you can be seen at a military facility, you will be called in 2-3 days to schedule the visit
- If you are referred to a civilian provider, you will receive a letter in the mail within 10 days with specific instructions. You can also check your referral status on the MyTricare and UHCmilitarywest.com websites. Questions/issues about going downtown? Call UHC at 877-988-9378
- For referral questions, call 524-2273 (opt 5)
- Need an updated referral? Send a MiCare message. ****Take note that some conditions require an office visit to update labs/etc before the new referral can be placed****

Medication Refills:

- Most medications are ordered with 3 refills
- All medications expire after 365 days (controlled substances expire sooner)
- Have refills left on your medication bottle AND your Rx is < 365 days old? Call 524-2273, option 2 or use TricareOnline to activate refill
- Have no refills left or the prescription is expired? Call 524-2273, option 1 or send a MiCare message. Your PCM may need to see you before refilling the Rx so please plan ahead