

6th Medical Group



Patient Information Handbook



2010

**6th Medical Group
2450 Zemke Avenue
MacDill AFB FL 33621-5205**

Patient Information Handbook

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**DEPARTMENT OF THE AIR FORCE
6TH AIR MOBILITY WING (AMC)
MACDILL AIR FORCE BASE, FLORIDA**

6th Medical Group Commander's Welcome

On behalf of the entire 6th Medical Group Team, it is my pleasure to welcome you to MacDill AFB and to acquaint you with the exceptional health care services provided by the 6th Medical Group. Our mission is to provide comprehensive health care services to America's Heroes and their families. Our vision is to be your first choice for outstanding health care. Our commitment to you is to provide the highest quality health care services possible. The 6th Medical Group's primary focus is on primary care, but we offer a wide range of specialty services. For those services we do not provide directly, we have the expertise to handle any referral needs you may have through a robust civilian medical network in the Tampa Bay area.

This handbook will explain all services available and provide information about our health care delivery system, as well as your rights and responsibilities as a patient. We invite your comments and welcome any suggestions to help us improve the quality of health care which we provide.

DENNIS L. BEATTY, Col, USAF, MSC
Commander

6th Medical Group Strategic Plan

VALUES

Integrity First: Promote an environment of honesty and trust. Actions and decisions reflect the highest medical ethics.

Service Before Self: Individuals are equally valued and treated with dignity and compassion. Collaboration and open communication are essential for team success.

Excellence in All We Do: Exceed quality and service expectations through continuous process improvement. Patient and staff safety is a top priority. Innovation and creativity are encouraged.

MISSION

Deliver comprehensive health services to America's heroes and their families

VISION

First Choice for World-Class Health Services: Reliable, Responsive, Renowned

GOALS

- Prepare and sustain a medically ready force
- Maximize effectiveness of all health care interactions
- Continue to exceed civilian and military accreditation standards
- Recruit and retain highly qualified professionals
- Allocate available resources and capabilities to effectively support mission demands

General Information

The 6th Medical Group (6 MDG) is located at MacDill AFB in Tampa, Florida, and provides medical care and health and wellness services to a population of more than 106,000 Department of Defense (DOD) beneficiaries throughout the greater Tampa Bay area.

The 6 MDG is fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). The AAAHC is a professional civilian accrediting body, which conducts periodic inspections of civilian and military health care facilities to ensure medical care and services rendered meet or exceed national standards. Accreditation assures you that the staff of this facility adheres to the highest standards of medical care and administration.

Medical Administration

Eligible Beneficiaries: Generally, active duty personnel and their family members, activated Air Reserve and Air National Guard members and their family members, retirees and their family members, American Red Cross employees, and certain categories of DOD, Non-Appropriated Funds, and Army and Air Force Exchange civilian employees and contractors (on a reimbursable basis, unless seen for a job-related injury or physical) are eligible for care.

Third Party Collections (Other Health Insurance): The Third Party Collection (TPC) program is a critical part of the 6 MDG's funding as well as being a DoD requirement. The program benefits you by taking care of private insurance deductibles with no "out-of-pocket" expenses. When asked by clinic personnel if you have Other Health Insurance (OHI), please help them help you by filling out the DD Form 2569, Third Party Collection Program – Record of Other Health Insurance or by showing them your current yellow OHI card if you've filled out the form within the last 12 months.

Policy on Minors: All minors brought to the clinic must be accompanied by an adult at all times. To receive medical care, a parent/legal guardian or another adult with a written Power of Attorney must accompany minors. The Power of Attorney should specify another individual of legal age who has the right to authorize medical care for the family member. Exceptions to the policy include enrolled family members under the age of 18 seeking treatment for sexually transmitted diseases or contraception. In an emergency, we will treat and/or transport the patient and will attempt to contact next of kin to obtain authorization for treatment. Powers of Attorney may be obtained from the 6 AMW Legal Office (813) 828-4425.

Health Insurance Portability and Accountability Act (HIPAA): As of April 2003, implementation of the Health Insurance Portability and Accountability Act (HIPAA) made significant changes to the US health-care industry. One purpose of the act is to prevent inappropriate use and disclosure of individuals' health information. It is more stringent than the Privacy Act and limits what information can be shared with non-medical personnel. As a patient, you have the right to expect medical and dental records will be maintained as confidential and that access to medical information will be limited to those legitimately involved in the care being provided or those otherwise authorized access to medical information. The 6 MDG HIPAA Privacy Officers can be reached at (813) 827-9951 or (813) 827-9465.

Outpatient Records: Medical records are the property of the United States Government and must be maintained at the 6 MDG. Per DoD regulations, patients are not authorized to hand carry records to their appointments. Outpatient medical records for Primary Care Clinics, Internal Medicine and Pediatrics are maintained in our central records office located on the 2nd floor of the main clinic. Records for patients enrolled at the Brandon, Aerospace/Flight Medicine or USSOCOM clinics are kept in those respective clinics. Mental Health records are maintained in the Mental Health clinic. Active duty members who are PCSing may pick up their records once they provide the records dept. with a copy of their orders; however, their dependent family member records will be mailed.

Emergency Services: The 6 MDG does not operate an Emergency Department (ED). Patients seeking emergent care should proceed to the nearest civilian Emergency Department/Emergency Room.

Care Beyond the Capability of the 6 MDG: The 6 MDG is fortunate to have extensive referral services within easy reach of the base through our local Tampa Bay area TRICARE network.

Other DoD Facilities: Active duty and their family members are eligible for Joint Federal Travel Regulations (JFTR)-funded travel via the Aeromedical Evacuation (AE) system or commercial air, if determined to be medically necessary. Retirees and their family members are eligible for AE; however they are not eligible for JFTR-funded travel and commercial travel is at the sponsor's expense. For more information please contact the Patient Administration element AE office at (813) 827-9997/9909.

Continuity of Care: In an effort to ensure continuity of care and to provide the best quality of care, we ask that you schedule a follow-up visit with your PCM if you received care from a provider outside the 6 MDG (ie: urgent care centers, emergency rooms, off-base providers). Please schedule a follow-up appointment through our appointment line at 828-CARE. You should bring any documentation to your follow-up appointment and be prepared to discuss any treatment that you received.

Safety Information: If fire is suspected, or anyone smells smoke, immediately activate a fire alarm and promptly exit the building. Do not use elevators.

Standards of Conduct: In an effort to ensure a pleasant environment, inappropriate behavior such as: consumption of alcoholic beverages, smoking, and foul language will not be tolerated in the facility. All patients and their guests are required to wear suitable, modest attire and footwear.

Translation Services: This service is available through our Patient Administration office at 827-9808.

Medical Operations

Hours of Operation: Routine medical and dental services are generally provided Monday through Friday from 0700 to 1630. Please refer to the clinics or services in this handbook for more specific information. The 6 MDG is closed on all federal holidays, down days, and other days as posted. The 6 MDG also closes at 1100 on readiness training days which normally occurs on the third Wednesday of every month.

Access to Care: All clinic services are by appointment only, unless otherwise specified. To make an appointment, contact the appointment line at (813) 828-CARE (2273). The appointment line may also be used to cancel an appointment, request a medication renewal or to leave a message for your provider regarding your care. The appointment lines are answered Monday through Friday 0700-1600. The appointment line does not operate on all federal holidays and down days as advertised. You may also book an appointment with your assigned PCM at www.tricareonline.com.

Primary Care Appointments: Primary Care Managers (PCMs) are assigned to the following clinics: Flight Medicine, Family Health, Internal Medicine, and Pediatrics. For primary care services, TRICARE Prime patients may expect provider access within 24 hours for same day appointments, within 7 days for routine appointments, and within 28 days for health maintenance (wellness) appointments. Patients needing to speak with their Primary Care Manager (PCM) after hours should call (813) 828-CARE (2273).

Specialty Clinic Appointments: Access to specialty clinics requires a referral from the patient's Primary Care Manager (PCM), unless otherwise specified. The Referral Management Center (RMC) manages patient referrals to specialty clinics available at the 6 MDG. The center is located in the TRICARE Service Center (TSC), on the second floor of the facility. To schedule an in-house referral appointment, visit the TSC or call the specialty/referral appointment line at (813) 827-8989, option 3. For specialty services, TRICARE Prime patients may expect an appointment within 28 days.

Occupational Health Services: These services will be provided to MacDill personnel by the health risk assessors and treatment professionals in the Aerospace Medicine Squadron. "Team Aerospace" is comprised of Bioenvironmental Engineering, Flight Medicine, Optometry and Public Health. The team evaluates workplace hazards across the base in accordance with Federal and DoD regulations. When hazards are detected, a health risk analysis is accomplished to identify preventive measures. These

comprehensive services allow us to prevent or minimize occupational health risks to maximize a safe and healthy working environment. Contact information: Bioenvironmental Engineering: 827-9570; Flight Medicine: 827-9805; Optometry: 827-9130; Public Health: 827-9601.

Appointment Cancellation/No-Shows: Please cancel any medical appointment which you cannot attend to avoid being recorded as a “No-Show.” Not showing for an appointment wastes valuable resources and each “no-show” is documented to monitor areas of improvement. We request cancellations be made at least 24 hours in advance so the appointment can be offered to another patient. Appointments can be cancelled by calling the appointment line at 828-CARE (2273) or the applicable clinic.

Customer Service

Self-Care: Answers to common health concerns or issues can often be found in the “*Taking Care of Your Self*” and “*Taking Care of Your Child*” self-care guides. You may request a copy at our Family Health Clinic and Pediatric Clinic (limited supply).

Chaplain Services: The Chaplain's office may be reached during duty hours at (813) 828-3621. After duty hours, the Command Post (813) 828-4361 can contact the on-call chaplain upon request.

Lost and Found: Lost and Found items will be turned in to the Commander's Support Staff office, located on the 2nd floor of the 6 MDG. Lost items are turned over to the Security Police on a weekly basis.

Patient Advocate: A Patient Advocate is available within each clinic. Concerns may be raised in person or in writing. If a satisfactory resolution is not achieved at the clinic level, please contact the 6 MDG Patient Advocate at (813) 827-9292.

Patient Self-Determination Act and Advance Directives: The Patient Self-Determination Act, passed by Congress in 1991, requires the 6 MDG to inform all adult patients of their right to make their own medical care decisions. Patients interested in executing an advance directive are requested to see an attorney at the 6 AMW Legal Office (813) 828-4425.

Patient Bill of Rights and Responsibilities

All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patients and facility personnel is vital to insuring that patient care and services are delivered in an appropriate and efficient manner.

AS OUR PATIENT, YOU HAVE THE RIGHT TO:

- Reasonable and impartial access to care regardless of race, creed, gender, national origin, religion, physical handicap, rank, or sources of payment for care
- Care that is considerate, appropriate, and respectful of your individual dignity and cultural, psychosocial, personal and spiritual values, beliefs and preferences
- Be informed of rules and regulations applicable to your conduct as a patient
- Be involved in decisions about your care, treatment and services provided
- Include family members in care decisions and any dilemmas or ethical issues that may arise in the course of your care, including formulating advance directives
- Designate a decision maker in case you are incapable of understanding a proposed treatment or procedure, or are unable to communicate your wishes regarding care
- Obtain complete and current information about your diagnosis and prognosis
- Receive appropriate and complete information necessary to give informed consent before a procedure or treatment
- Know the name and role of your healthcare providers
- Change your provider if other qualified providers are available
- Refuse any treatment plan to the extent permitted by law and to be informed of the consequence of that decision
- Be informed about outcomes of care and treatment services, including unanticipated outcomes
- Enable effective communication between you and your provider, including receiving information appropriate age, understanding and language
- Expect safe practices and an environment that reduces the risk of medical errors and prevents patient harm

- Receive information about the facility's mechanism for the initiation, review, and resolution of patient complaints (see patients advocate for additional information)
- Security, personal privacy, and confidentiality of information, and to expect the facility to abide by the 1996 Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy of your healthcare information from unauthorized disclosure or use
- Be protected from mental, physical, sexual, and verbal abuse, neglect, and exploitation
- Appropriate assessment and management of pain
- Be informed if medical treatment is for purposes of experimental research, investigation, or clinical trials and to consent or refuse without compromising your access to services
- Prompt and reasonable responses to questions and requests

AS OUR PATIENT YOU ARE RESPONSIBLE TO:

- Provide accurate, complete information about present complaints, past illnesses, hospitalizations, medications, including over-the-counter drugs/herbal supplements, and other health matters
- Participate in decisions regarding your health care
- Communicate changes in your health or condition to your caregivers
- Provide the organization feedback about your needs and expectations.
- Ask questions when you do not understand something about your care, treatment, or services, or what is expected from you
- Follow the care, services, and treatment plans developed for you and to accept the consequences of not following instructions
- Abide by the rules and regulations of the facility affecting patient care, conduct, and safety
- Be considerate of the staff and other patients and their property
- Work with your healthcare team to manage your pain effectively

- Inform provider about any living will, medical power of attorney, or other directive that could affect your care
- Report safety concerns with regards to your healthcare
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider
- Keep appointments and notify us as soon as possible if you must cancel an appointment, preferably at least 24 hours in advance
- Follow AF rules regarding your medical records. All documents provided by any medical or dental facility are the property of the US Government

CLINICS

AEROSPACE FLIGHT MEDICINE

827-9805

Hours of Operations: 0700-1600 hrs Monday, Tuesday, Thursday, & Friday; 0700-1200 hrs on Wednesday

The Aerospace Flight Medicine clinic provides primary care services to aircrew, air traffic controllers, special duty operators, and limited family members (children must be over two years old) as well as other designated personnel. Services offered include flight physicals, acute, routine, and wellness examinations, skin cancer prevention, annual female exams, and minor skin surgeries. To schedule an appointment, please call Aerospace Flight Medicine at 827-9805.

BRANDON FAMILY PRACTICE CLINIC

828-2273

220 Grand Regency Blvd-Brandon

Hours of Operations: 0700-2000 hrs Monday-Friday

Primarily for active duty family members, retirees, and their dependents. The clinic provides Family Medicine, Internal Medicine, Pediatric, and Women's Health services. Laboratory, basic radiology, immunizations, and pharmacy services are also available.

CARDIOPULMONARY

827-9082/9077

Check in at Specialty Clinic front desk

Hours: 0700-1600 hrs Monday-Friday

The Cardiopulmonary Clinic provides diagnostic testing procedures for the identification of cardiovascular and pulmonary diseases. Tests include: electrocardiograms (EKG or ECG, Exercise Treadmill Tests (ETT), 24/48 hour Holtermeters, 24-hour Ambulatory blood pressure monitors, Event monitors, Pulmonary Function Tests (PFT), Exercise induced asthma tests and Methacholine challenge tests. EKG's are performed on a walk-in basis with a consult or script from a provider. All other tests are scheduled with a consult or script from the provider. A referral from your Primary Care Manager is required. Patients coming in for care into the Cardiopulmonary clinic will check in at the Specialty clinic front counter located on the 2nd floor.

CHIROPRACTIC CLINIC

827-9691/9663

Check in at Specialty Clinic front desk

Hours: 0630 to 1500 hrs Monday-Friday

The Chiropractic clinic provides treatment of **active duty only** patients for conditions relating to the head, neck, shoulder, chest, arms, upper back, mid back, low back, sacral area, soft tissues of the buttock region, legs including upper and lower and feet. Our provider is also certified in treating active duty pregnant women. A referral from your Primary Care Manager is required.

DENTAL CLINIC

827-9400/9401

Hours: 0700 to 1600 hrs Monday-Friday

Active duty members assigned to MacDill AFB receive dental care at the Dental Clinic on the second floor of the main clinic. Family members of active duty personnel and military retirees are seen for emergencies only. To make a dental appointment or sick call appointment for active duty, please call the Dental Clinic directly. Patients requiring emergency dental treatment after duty hours and on weekends are asked to call

828-CARE and ask for dentist on call. Active duty members are scheduled for mandatory annual exams through their commander's support staff/unit health monitor. Active duty members are encouraged to enroll their family members in the United Concordia Dental Insurance Program by logging on to www.ucci.com or calling customer service at 1-800-866-8499. Military retired members are encouraged to enroll in TRICARE Retiree Dental Program at www.trdp.org or call 1-888-838-8737. Active duty family members and retired military contact their civilian providers for annual examination appointments.

DERMATOLOGY CLINIC**827-9372**

Hours: 0700 to 1600 hrs Monday-Friday

The Dermatology Clinic specializes in the evaluation and treatment (both medical and surgical) of the diseases of the skin, hair, and nails. A referral from your primary care manager is required.

EAR/NOSE/THROAT (ENT)**827-9955**

Check in at Specialty Clinic front desk

Hours: 0700-1600 hrs Monday-Friday

The ENT Clinic specializes in the evaluation and treatment of the diseases of the Ear, Nose and Throat. A referral from your primary care manager is required.

FAMILY HEALTH CLINIC**828-2273**

Hours: 0700-1600 hrs Monday-Friday

Family Health provides family-centered healthcare. Services offered include adult and pediatric general medicine, gynecology (including annual pap smears), minor surgery, immunizations, cardiopulmonary tests, short-term counseling and military-specific programs. Special emphasis is placed on health maintenance and preventative medical services. Primary Care appointments are booked by calling the appointment line at 828-CARE.

Sick call is available for active duty members; check in for sick call is between 0700-0730 M-F. Sick call is for the treatment of acute onset illnesses preventing a member from performing their duties.

Blood pressure checks, Depo-Provera and B-12 injections and pregnancy testing are provided on a walk-in basis Mon-Fri 0800-1030 hours and 1300-1500 hours.

INTERNAL MEDICINE CLINIC**827-9073**

Hours: 0700-1600 hrs Monday-Friday

The Internal Medicine Clinic specializes in non-surgical diseases in adult patients, including heart and lung disease, diabetes and its complications, digestive diseases, lipid disorders (lipid clinic run by a pharmacist), infectious diseases, and rheumatic disorders. Patients receive individual disease, procedure-specific, and health and wellness counseling from their physician and the nurse/case manager. Referrals are required for patients not enrolled in Internal Medicine. Patients coming in for care into the internal medicine clinic will check in at the Specialty Clinic front desk located on the second floor.

MENTAL HEALTH FLIGHT**827-9170**

The Mental Health Flight is composed of four different services: Mental Health Clinic (MHC), Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program, Drug Demand Reduction Program (DDRP),

and the Family Advocacy Program (FAP). Services are offered to active duty personnel, and to other beneficiaries on a space available basis. Duty hours for MHC, ADAPT, and FAP are Monday thru Friday from 0730 to 1630 hours. DDRP duty hours are Monday thru Friday, 0730 to 1130 and 1300 to 1600 hours.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program 827-9174

Hours: 0730-1630 hrs Monday-Friday

The Air Force recognizes alcoholism as a preventable, progressive, treatable, and non-compensable disease that affects the entire family. The ADAPT Program provides prevention, substance abuse education, assessments and outpatient rehabilitation.

Mental Health Clinic 827-9170

Hours: 0730-1630 hrs Monday-Friday

Services offered at the Mental Health Clinic include individual, group, and psycho educational treatment for stress, anxiety, depression, anger management, adjustment difficulties, Post Traumatic Stress Disorder, and other psychological concerns, psychotropic medication assessments/management, and Commander Directed Evaluations. Marital therapy is offered for dual military couples on a space available basis. Military evaluations for special clearances or duty are arranged as required by Air Force instruction or policy.

Drug Demand Reduction Program (DDRP) 828-3051

Hours: 0730 to 1130 and 1300 to 1600 hrs Monday-Friday

The Air Force Drug Demand Reduction Program is a consolidation of several programs, having similar goals in one office. The DDRP is responsible for the military and civilian urinalysis testing programs, to further deter our "Total Force" from drug use. This ensures a safe work environment and a healthy and ready force. Prevention services targeted to youth are performed through the Drug Education for Youth program.

Family Advocacy Program 827-9172

Hours: 0730-1630 hrs Monday-Friday

The Family Advocacy Program is designed to identify report, assess, and treat family maltreatment (child/spouse abuse) by providing clinical intervention for victims, offenders, and family members. Other programs within the clinic include: New Parent Support Program, and outreach and prevention services.

NUTRITIONAL MEDICINE CLINIC 827-9360/9357

Hours: 0700-1600 Monday-Friday

The Nutritional Medicine Clinic provides nutritional risk screening, assessment, and education. Outpatient group counseling is offered for weight management, cholesterol, and diabetes. Individual appointments are reserved for diagnoses that cannot be addressed in a group setting. Physician referrals are required for all individual appointments and outpatient disease management classes. Patients may self-refer for the weight management and heart care class. Patients coming in for care at the Nutritional Medicine Clinic will check in at the Specialty Clinic front counter located on the second floor.

OPHTHALMOLOGY CLINIC 827-9140

Hours: 0700-1600 Monday-Friday

Ophthalmology care (preventive care, eye surgery, and disease treatment) is available by referral to eligible active duty, retired military and family members 17 years and older. Those patients under the age of 17 are

referred to a pediatric ophthalmologist for specialty care. Routine yearly eye exams/glasses prescriptions and laser are not performed by the ophthalmology clinic; however, they are available through the optometry clinic and/or by utilizing TRICARE benefits. Patients are requested to arrive 15 minutes prior to their appointment for technician screening prior to seeing the physician. Referrals are required. The patient will be contacted by the referral management center to schedule an appointment, once the referral is received.

OPTOMETRY CLINIC

827-9130/9132

Hours: 0730-1630 Monday-Friday

The Optometry clinic provides routine eye exams for active duty members. Appointments for retirees and family members are limited. The clinic provides eyeglasses to active duty and retired members only. Routine contact lens exams are not available; however, contact lens prescription updates can be performed if the patient has their previous prescription and lenses. Screening exams for LASIK/PRK surgery are provided on a limited basis. Call the Optometry clinic for appointment.

ORTHOPEDIC CLINIC

827-9650

Hours: 0730-1630 Monday-Friday

The Orthopedic clinic provides evaluation and treatment of musculoskeletal injuries and illnesses in the active duty population. As space allows, the clinic is also available for active duty dependants, DoD retirees and their dependants. A referral from your primary care manager is required.

PEDIATRIC CLINIC

827-9260

Hours: 0730-1630 Monday-Friday

The Pediatric clinic provides primary care services for eligible children from newborn to adolescents through 17 years of age. Wellness examinations are scheduled for the following ages: 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 2, 4, and 6 years of age and every 2 years thereafter. If you have developmental concerns regarding your child, a yearly well exam is recommended. Please ensure your child's immunizations are up to date. Call the clinic for the latest recommended immunization schedule. Immunizations are provided in the Pediatric Clinic for children enrolled to the clinic, usually in conjunction with the child's wellness appointment. For children unable to obtain immunizations in conjunction with their wellness appointment, walk-in hours for this service are 0730-1030 and 1300-1530 M-F. Patients coming in for care at Pediatric Clinic will check in at the Pediatric Clinic's front desk.

*** If your child develops a rash, do not bring them to the clinic until you have called and spoken with a member of the staff. ***

PHYSICAL THERAPY CLINIC

827-9390

Hours: 0730-1630 Monday-Friday

The PT clinic provides assessment and treatment to, *active duty only*, of acute musculoskeletal injuries and other functional impairments and post-surgical orthopedic rehabilitation. Long-term or comprehensive rehabilitative services are not within the clinic's scope of care. Educational programs are offered in back care, proper body mechanics for activities of daily living, therapeutic exercise regimens, and a running clinic. Please bring or wear comfortable clothing for exercising. A referral from your primary care manager is required.

PREVENTIVE HEALTH ASSESSMENT (PHA) CLINIC

827-9270/71

Hours: 0700-1600 Monday-Friday

Active duty only. Located on the first floor. Provides annual preventive health assessments, deployment readiness processing, specialty military service physicals (part 1 completed with our medical technicians and part 2 to be completed by a provider at a later schedule time), and civilian pre-employment physicals (in coordination with the 6 FSS civilian personnel office).

SLEEP LAB

827-9073

Hours: 2000-0600 Monday-Thursday

Polysomnography is a comprehensive overnight procedure that evaluates sleep disorders. It generally includes monitoring of the patient's airflow through the nose and mouth, blood pressure, heartbeat as measured by an electrocardiograph, blood oxygen level, sleep wave patterns, eye movements, and the movements of respiratory muscles and limbs. Currently, only active duty patients are referred for sleep studies at the base MTF. Referral Management will contact the patient to an schedule appointment.

USSOCOM CLINIC

827-9870

Hours of Operations: 0730-1630 hrs Monday, Tuesday, Thursday, & Friday; 0730-1130 hrs on Wednesday

The USSOCOM Clinic provides prompt, high quality preventive, routine, and acute primary care services to active duty, reservists, active/reserve family members and personnel assigned to or retired from headquarters USSOCOM. Dependants must be at least 5 years or older. Services provided include flight/school/sports physicals, health screens, a comprehensive well woman program, minor procedures, disease management, and sick call for active duty/reservist members.

Sick call check-in is Monday through Friday from 0730-0745. Active duty and reserve members assigned to USSOCOM with an ***acute illness or injury that prevents them from performing duty that day*** are encouraged to report to sick call. To schedule all other appointments call 827-9870. The clinic is closed for training on Wednesday afternoons.

WOMEN'S HEALTH CLINIC

827-9336

Hours: 0700-1600 hrs Monday-Friday

The Women's Health Clinic provides gynecological care to adult females from child-bearing age to geriatrics. Priority is given to active duty members. As space allows, the clinic also provides care to active duty dependants, DoD retirees, and dependants of DoD retirees.

ANCILLARY SERVICES

DIAGNOSTIC IMAGING (RADIOLOGY)

827-9630/9631/9734

Hours: 0715-1630 hrs Monday-Friday

Diagnostic Imaging Flight offers a full range of imaging services to include routine x-ray, fluoroscopy, ultrasound, mammography, magnetic resonance imaging (MRI) and computerized tomography (CAT scan). Routine x-rays require no appointment and are performed during normal duty hours. All other imaging procedures require patient preparation. Therefore, appointments are required. To schedule an appointment, call or visit the Diagnostic Imaging Flight. We located on the second floor of the clinic. Diagnostic Imaging does honor radiology referrals from civilian providers within the local area.

IMMUNIZATIONS

827-9375

Hours: 0700-1600 hrs Monday-Wednesday and Friday

Immunizations' is a walk-in clinic and administers routine immunizations to active duty, retired, and family members. The clinic also provides information and immunizations for overseas travel. If traveling overseas, stop by Force Health prior to coming to immunizations. No appointment is necessary and the clinic is open through lunch. Please bring your shot record and your medical record if on the Personal Reliability Program (PRP).

**Smallpox vaccine offered Thursday at 1445 hours.*

**Yellow fever vaccine offered only on Monday and Thursdays from 0730-0830 hours.*

**No TB test given on Thursday or last day before a 3-day weekend.*

LABORATORY/PATHOLOGY

827-9440

Specimen collection: Hours: 0700-1630 hrs Monday-Friday

Lab tests are ordered by providers only. All written lab scripts must have a provider's signature. Lab reports are entered into the clinic computer system for the requesting providers review. Patients requiring copies of their test results can obtain them from their Primary Care Manager. Patients with a lab order for a 3 or 5 hour oral glucose tolerance test should come to the lab to receive instructions and schedule the test.

PHARMACEUTICAL SERVICES

Main Clinic Pharmacy

827-9300

Hours: 0730-1700 hrs Monday-Friday

The clinic pharmacy is for prescriptions entered into CHCS by the 6 MDG providers. Civilian prescriptions (paper-copy) not presented to pharmacy Active Duty are to be filled at the PharmaCARE Center next to Burger King. We provide up to a 90-day supply of medications at the providers' discretion. The pharmacy will transfers prescriptions filled at other military facilities, not civilian pharmacies. All patients must take a number and wait to be called to the window. A= all other; B= Haydee's special order; C= clinic staff; D= Active duty in uniform.

PharmaCARE

828-2226

Bldg 934 (next to Burger King)

Hours: 0830-1700 hrs Monday-Friday

The PharmaCARE center fills all civilian prescriptions as long as the medication is on formulary. The days supply and transfer policy is the same as that at the clinic pharmacy. All patients will obtain a number and will be called to the window. After the prescription is entered into the computer system, the patient will be given a claim check and given an estimated time for completion

Pharmacare Drive Thru Refill Center

828-2175

Bldg 934 (next to Burger King)

Hours: 0830-1700 hrs Monday-Friday and 0900-1200 hrs Saturday

This is the pick-up location for called-in refills and prescriptions not picked up at the PharmaCARE Center on the day they were left.

Brandon Clinic Pharmacy

827-9721

220 Grand Regency Blvd-Brandon

Hours of Operations: 0730-2000 hrs Monday-Friday, Closed from 1230-1330

The Brandon clinic pharmacy is for patients enrolled to the Brandon clinic only. Only prescriptions entered into the computer system by a provider assigned to the Brandon clinic will be filled. **Refills may be picked-up at the Brandon Clinic Pharmacy, however all prescriptions are called-in on the main pharmacy call-in line, select Brandon Clinic option and the prescription CAN BE picked-up at Brandon Pharmacy**

Pharmacy Refill Procedures

PharmaCARE Drive Thru/Brandon 828-5367 or 800-272-0210

To phone in a refill, please call either of the two numbers listed above 24/hrs per day. Listen carefully to the message and follow the prompts given by the computer. Enter the information as requested by the recording. Refills called-in before 1200 hours for Drive Thru can be picked-up 2 duty days later. Refills called in for Brandon Clinic will take an extra day for transport, your refill will be ready for pick-up 3 duty days later. **PLEASE PAY CLOSE ATTENTION TO THE PROMPTS AND ENSURE YOU SELECT THE LOCATION YOU WOULD LIKE TO PICK-UP YOUR REFILL.**

SOCOM

Refills will be delivered every Friday from 0900-1000. Please call either of the numbers listed above for Refill procedures, listen to the prompts and select the SOCOM option; the prescription will be delivered to the SOCOM Bldg (Bldg 501) on Friday from 0900 to 1000.

SUPPORT SERVICES

BIOENVIRONMENTAL ENGINEERING

827-9570

Hours: 0700-1600 hrs Monday-Friday

BEE provides industrial hygiene, environmental sampling, and radiation safety services for work areas and family housing units. BEE also provides training in respiratory protection and radiation safety and performs gas mask fit testing, walk-ins on Tuesdays 1300-1600. Industrial and N-95 respirator fit testing is conducted on Tuesdays and Thursdays from 0700-1000. Short notice deployers contact our office for fit-testing coordination.

HEALTH AND WELLNESS CENTER**828-4739***Bldg. 303 (in Fitness Center)**Hours: 0730-1630 hrs Monday-Friday*

The HAWC provides a “one-stop shop” for all prevention and wellness needs. Blood pressure, body-fat analysis, select exercise equipment, a private relaxation, and our resource library are available on a walk-in basis. Fasting cholesterol and bone health screenings are offered the last Friday of each month from 0800-1000 hours. Classes/services include: nutrition & weight management, fitness/exercise education (e.g., running clinic, healthy back, pregnancy), tobacco cessation, shoe analysis, and body composition assessment (via BodPod). Mandatory programs for USAF fitness program are also housed in the HAWC.

All of our services are available to active duty, family members, retirees, and DoD civilians. We are closed 1130-1230 for lunch. Referrals are not required. To enroll in our classes or to schedule an appointment, please call (813) 828-4739. For more information, please visit our website at <http://macdillafb.bestofhealth.com/Hawc/>

OVERSEAS CLEARANCES**827-9487**

The point of contact for overseas clearances is the Patient Administration Office. Please contact this office for further instructions on medical clearance of family members for overseas PCS moves.

PUBLIC HEALTH/FORCE HEALTH MANAGEMENT**827-9601***Hours: 0700-1600 hrs Monday-Friday*

The public health flight specializes in the following areas of care: medical entomology/vector surveillance, food facility sanitation inspection, public facility inspections, clinic employee health programs, occupational medicine including audiograms and education programs, deployment medicine (pre and post-deployment), medical intelligence, prime vendor, communicable disease epidemiology, and population health. Walk-in and scheduled appointments are available.

MEDICAL EVALUATION BOARD (MEB) OFFICE**827-9981/2/3***Hours: 0730-1630 hrs Monday-Friday*

The MEB Physical Evaluation Board Liaison Officers (PEBLO) assist active duty Air Force, Army, Navy and Marine active duty military members through the Physical Evaluation Board (PEB) process. Other services provided by the MEB Office include: Line of Duty Determination (LOD), Review-In-Lieu-Of (RILO) MEB, Temporary Disability Retirement List (TDRL), Assignment/Deployment Waiver Processing, Fitness for Duty Examinations, and Organ Donation/Elective Surgery. Please call to schedule an appointment.

CASE MANAGEMENT**827-9356***Hours: 0730-1630 hrs Monday-Friday*

Case Management involves a team of health care professionals who are available to assist you and your family with complicated medical concerns. A referral from your Primary Care Manager is required.

QUICK REFERENCE TELEPHONE DIRECTORY

<u>Administrator</u>	<u>827-9521</u>
<u>ADAPT</u>	<u>827-9174</u>
<u>Aerospace Flight Medicine</u>	<u>827-9805</u>
<u>Appointment Line</u>	<u>828-CARE</u>
<u>Mental Health</u>	<u>827-9170</u>
<u>Bioenvironmental Engineering</u>	<u>827-9570</u>
<u>Brandon Clinic</u>	<u>827-2273</u>
<u>Cardiopulmonary Clinic</u>	<u>827-9082/9077</u>
<u>Case Management</u>	<u>827-9356</u>
<u>Central Sterile Supply</u>	<u>827-9267</u>
<u>Chiropractic Clinic</u>	<u>827-9691</u>
<u>Commander</u>	<u>827-9521</u>
<u>DDRP</u>	<u>827-3051</u>
<u>Dental Clinic</u>	<u>827-9400</u>
<u>Dermatology Clinic</u>	<u>827-9372</u>
<u>Diagnostic Imaging (Radiology)</u>	<u>827-9630</u>
<u>ENT Clinic</u>	<u>827-9955</u>
<u>Family Advocacy</u>	<u>827-9172</u>
<u>HAWC</u>	<u>828-4739</u>
<u>Immunizations/Allergy Clinic</u>	<u>827-9325</u>
<u>Internal Medicine</u>	<u>827-9073</u>
<u>Laboratory</u>	<u>827-9440</u>
<u>Medical Evaluations Board</u>	<u>827-9981/9982/9983</u>
<u>Ophthalmology Clinic</u>	<u>827-9140</u>
<u>Optometry Clinic</u>	<u>827-9130/9132</u>
<u>Orthopedic Clinic</u>	<u>827-9650</u>
<u>Overseas Clearance</u>	<u>827-9487</u>
<u>Patient Advocate</u>	<u>827-9292</u>
<u>Pediatric Clinic</u>	<u>827-9260</u>
<u>Pharmacy (Main Clinic)</u>	<u>827-9300</u>
<u>Pharmacy (Brandon Clinic)</u>	<u>827-9721</u>
<u>Drive Thru Refill Center</u>	<u>828-2175</u>
<u>PharmaCARE Center</u>	<u>828-2226</u>
<u>Pharmacy Refill</u>	<u>828-5367 or 800-272-0210</u>
<u>Physical Therapy Clinic</u>	<u>827-9390/9391</u>
<u>Family Health Clinic</u>	<u>827-2273</u>
<u>Public Health/Force Health Management</u>	<u>827-9601</u>
<u>Referral Management Center</u>	<u>827-8989</u>
<u>TRICARE Referrals</u>	<u>827-8989</u>
<u>TRICARE Service Center</u>	<u>827-9900</u>
<u>USSOCOM Clinic</u>	<u>827-9870</u>
<u>Women's Health Clinic</u>	<u>827-9336</u>