

87th Medical Group
Joint Base McGuire-Dix-Lakehurst



PATIENT HANDBOOK



[http://www.airforcemedicine.af.mil/MTF/
Joint-Base-McGuire-Dix-Lakehurst/About-Us/](http://www.airforcemedicine.af.mil/MTF/Joint-Base-McGuire-Dix-Lakehurst/About-Us/)

<https://www.facebook.com/87mdg>

Appointment Line

1 (866) DRS-APPT (377-2778)

3458 Neely Road
JB MDL, NJ 08641

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Dear Patient,

Welcome to your 87th Medical Group! We are honored to serve you with a range of primary and specialty care services at Joint Base McGuire-Dix-Lakehurst (JB MDL). This handbook is intended to help you understand and access the high-quality healthcare services we provide throughout our clinic.

Our 87th Medical Group professionals continuously strive to exceed your healthcare expectations and provide you with the means to achieve your health and performance goals. We are a patient-centered, learning organization dedicated to “continuous improvement”—we welcome your suggestions. If there is any aspect of our service that can be improved, please let us know!

For information not provided within this guide, please ask any staff member or contact our Medical Group Patient Advocate at (609) 754- 9607. Each of our clinics and support services also have designated section Patient Advocates to assist you.

TRICARE is the Department of Defense’s program for high quality, cost-effective, and accessible healthcare. As a member of TRICARE Prime, you are guaranteed access to our healthcare system and you will be assigned to a primary care management team to provide and coordinate your healthcare.

Again, I welcome you to the 87th Medical Group and thank you for choosing us to be your trusted medical home.



JASON J. LENNEN, Colonel, USAF
Commander, 87th Medical Group

Motto, Mission, and Priorities

Motto

Joint Base Medics... Innovative, Mission Focused &
Ready... Health Yeah!

Mission

Ready Medics Delivering a Medically Fit Joint Force...
optimizing the health of all we serve

Priorities

A.M.C.

- Develop Airmen and Alliances
- Joint Mission Readiness
- High Reliability Care & Culture

Medical Group Directory

Appointment Line

1(866) DRS-APPT (377-2778)

Monday-Wednesday, Friday: 0645-1600
Thursday: 1200-1600

Medical Group Hours of Operation

Monday-Wednesday, Friday: 0730-1630
Thursday: 1200-1630

Limited Operations

During some holidays and family days, the clinic may operate on a limited operations schedule with reduced services and hours. Hours and services will be posted prior to each holiday or family day. The most up-to-date information can be found on our Facebook page (<https://www.facebook.com/87mdg>).

Emergency Care

The 87th Medical Group does NOT have an emergency room and provides NO emergency medical services. Please go to the nearest emergency room or call 911 for emergency ambulance transport if you have a medical emergency that could result in loss of life, limb, or eyesight. The 87th Medical Group does provide 24-hour basic life support ambulance services to the Dix and McGuire housing areas, including Falcon Courts North. The ambulance services for the Lakehurst portion of the base are contracted through 87th Civil Engineering.

After Hours Urgent Care

If you have a healthcare need outside of regular duty hours call (866) DRS-APPT (377-2778). The Nurse Advice Line (NAL) will assist in getting the care you need to include scheduling appointments or providing self-care recommendations. If you are seen by another healthcare organization for urgent care issues, please schedule a follow-up appointment with your Primary Care Manager (PCM) within 72 hours to update profiles, medication refills, etc. The 87th Medical Group should be your initial option for urgent and routine care needs. The NAL can offer care advice over the phone, as well as authorize after hours urgent care. Active Duty personnel require pre-authorization to use network urgent care clinics. All other TRICARE Prime beneficiaries can obtain network urgent care without a pre-authorization.

Advance Directives

The Living Will (Directive to Physician) and Durable Power of Attorney expand your rights to make future healthcare decisions in the event you become unable to do so. The Living Will allows you to specify types of healthcare services you do not want, for instance, life support. The Durable Power of Attorney allows you to assign responsibility for making healthcare decisions to another person. If you are interested in completing an advance directive, please discuss it with your PCM, then contact the Legal office at (609) 754-8020 or your personal attorney. Please ensure the outpatient records office receives a copy of the completed document to file in your medical record.

Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law designed to increase the protection of personal health information and entitles you to additional rights regarding the oversight of your health information. When you enroll to the 87th Medical Group, a Notice of Privacy Practices is made available which describes in detail how the 87th Medical Group may use your health information and what rights you have regarding your information. If you would like a copy of our privacy practices, please visit the Privacy Officer located in the TRICARE Operations and Patient Administration / Medical Records section of the clinic.

How To Access Care

You must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) to receive care in this facility. Both active and retired military sponsors and family members must be entered into the DEERS system to be eligible for TRICARE benefits. Newborns should be enrolled in DEERS as soon as possible after birth in order to ensure full TRICARE Prime coverage for care. It is the sponsor's responsibility to make sure all family members are enrolled in DEERS through the nearest military personnel office. All military sponsors must ensure that the status of their family (marriage, new child, divorce, etc.), residential address, and telephone numbers are current in both DEERS and the Composite Healthcare System (CHCS). This information can be updated by accessing the MilConnect website <https://milconnect.dmdc.osd.mil/milconnect/>. Once you are enrolled in DEERS, please visit the medical records section to be registered into CHCS. Upon the completion of registration you will be able to make an appointment and receive other clinic services.

Guard/Reserve: If you are on active military orders for 30 days or less and/or have a line of duty determination, you must present your line of duty paperwork and/or written orders to the patient administration area located in the medical records section to be registered for care. You must then call the Appointment Line 1-(866) DRS-APPT (377-2778) to schedule an appointment.

Retirement: Once you retire, make sure DEERS reflects your change in status from active duty to retiree. If you (or your family) were TRICARE Prime while active duty and you wish to continue your PRIME benefits, you must re-enroll in TRICARE Prime as a

Adult Student: If you have a child, over age 21 and under the age 23, who is a full-time student, you need to enter his/her status as a student into DEERS. This will ensure TRICARE eligibility is not interrupted and access to healthcare is not lost.

Young Adult Coverage: If you have a child up to age 26 who is not a full-time student, not married, and not eligible for their own employer-sponsored coverage, you can enroll them in the TRICARE Young Adult (TYA) Program. Eligible young adults can enroll by submitting the TYA enrollment form at www.tricare.mil or by calling (877) TRI-CARE (874-2273).

TRICARE Online (TOL) Patient Portal

www.tricareonline.com

The TOL Patient Portal (also referred to as "TRICARE Online" or "TOL") is the current secure patient portal that gives registered users access to online health care information and services at military hospitals and clinics. When you register for TOL at **www.tricareonline.com**, you can:

- Review and download personal health information
- Schedule, change, view, or cancel appointments at your military hospital or clinic
- Refill and check status of your prescriptions at your military hospital or clinic
- Get information and services when separating from active duty or reserves
- Access TOL Patient Portal through your mobile device
- Receive secure email and text message appointment reminders

TRICARE Online Secure Messaging

TRICARE Online Secure Messaging is an online application that allows you to securely communicate with our medical staff. Only you, the patient, and your healthcare team have access to these messages. Do not use this service for acute needs or emergencies.

You can access secure messaging at www.tricareonline.com by selecting the orange "Secure Messaging" tab or directly at <https://app.tolsecuremessaging.com/>

Air Force Medical Home

The 87th Medical Group follows the Air Force Medical Home (AFMH) model. AFMH is team-based care led by a Primary Care Manager (PCM) who ensures continuous and coordinated care to maximize your health outcomes. This approach is designed to provide consistency with your healthcare team and allow for greater flexibility when scheduling appointments.

How does this affect you?

- Your healthcare team will know you and your health history
- Allows greater focus on your wellness and clinical preventive services
- Improved access to care and continuity of care
- Family Health teams work hand-in-hand with the Disease Management team for those with chronic illnesses

Benefits of having a Primary Care Manager

Continuity of Care: Your PCM leads your care team. When your provider is not available, you will be seen by another provider on the same team. This improves continuity of care with a provider familiar with your past medical history.

Preventive Care: Your PCM team performs regularly scheduled checkups, screenings and examinations to ensure early detection of disease.

Communication: “One-on-one” communication with your PCM team will keep you involved with options and decisions related to your healthcare needs.

To request a change of PCM: Patients must stop by the outpatient records office to complete a civilian PCM request form. Once the patient’s request is approved, the patient must call Humana Military at 1-800-444-5445 to request a PCM change. Non-active duty patients requesting an off-base PCM may change their health care plan to TRICARE Select.

Appointments: We encourage you to log-on to www.tricareonline.com to book appointments from your own computer 24/7 (depending on appointment type). You may also call our appointment line at (866) DRS-APPT (377- 2778).

Canceling an Appointment: Appointments must be cancelled 24 hours in advance. Call (866) DRS APPT (377-2778) to cancel.

87 MDG Services

Medical & Specialty

- Total Force (AD Primary Care)
- Flight Medicine
- Family Health
- Pediatrics
- Women's Health
- Physical Therapy
- Chiropractic Services
- Optometry
- Mental Health
- ADAPT
- Family Advocacy
- Public Health
- Bioenvironmental Engineering
- Immunizations
- Audiology
- Health Promotions
- Aerospace Physiology

Diagnostic

- Clinical Laboratory
- Radiology
- Pharmacy

Dental Services

- Comprehensive Dentistry
- Endodontics
- Prosthodontics
- Periodontics

Total Force Clinic

Active duty members, or guard/reserve members on greater than 30 days of orders, not on fly or controlling status, are assigned to the Total Force Clinic. To schedule an appointment, leave a message regarding refills or referrals, call (866)DRS-APPT (377-2778). Hours of operation are Monday through Wednesday and Friday from 0730-1630, Thursdays from 1200-1630.

Sick call services are offered for acute illness or injuries. There services are offered from 0730-0830 Monday through Wednesday and Friday, and from 1230-1330 on Thursday. Patients with chronic pain or illness should utilize the appointment line at (866) DRS-APPT (377-2778) to schedule an appointment with their PCM or leave a message with the nurse.

Flight Medicine

If you are on flying or controlling status, you will be assigned to Flight Medicine. To schedule an appointment, leave a message regarding refills or referrals call (866) DRS-APPT (377-2778). Hours of operation are Monday through Wednesday and Friday from 0730-1630, Thursdays from 1200-1630.

Sick call services are offered for “Return to Flying Status” and acute issues that have occurred within 24-48 hours. These services are offered from 0730-0830 Monday through Wednesday, and Friday, and from 1300-1330 Monday through Wednesday and Friday, and from 1230-1330 on Thursday for Flyers only.

Shaving Clinic check-in hours are from 0730-0740 every Wednesday at the Flight Medicine front desk.

Joint / Sister Service PHA

For Soldiers, Sailors, Marines, or Coast Guardsmen in need of a non-fly PHA, please present to Kiosk 3, or contact the Base Operational Medicine Cell (BOMC) via email AFTER completing your online annual questionnaire.

Email: usaf.jbmdl.87-mdg.mbx.87-amds-med-standards@mail.mil

Hearing Tests: (609) 754-9329

Vision Screening: Rm 2C01 (Optometry) Walk-in Hours on Tuesdays and Fridays from 0730-0800 ONLY or, by appointment at (609) 754-9685.

Personnel Reliability Program (PRP)/Arming Use of Force

If you are on **PRP status**, report to the Flight Medicine front desk to check in and receive your red badge prior to your appointment. If you are on **Arming Use of Force status**, ensure you receive a yellow badge prior to your appointment at the check-in kiosk.

Dental Services

The dental clinic is located in building 2417 on McGuire Blvd. Hours of operations are Monday-Wednesday, Friday: 0730-1630 Thursday: 1200-1630.

Routine exams are scheduled by Unit Health Monitors (UHMs). Urgent dental needs may be seen for an evaluation by the dental triage provider during duty hours. Active duty are eligible for comprehensive dental care to include: diagnostic, preventive, restorative, periodontal, endodontic, prosthodontic, and oral surgical care. Services not available at the clinic due to access to care, may be referred to off-base providers via the Active Duty Dental Program on a case by case basis.

For emergent dental needs after duty hours, on weekends, and holidays, the on-call dentist can be reached by calling (866) DRS-APPT (377-2778).

Family members and retired members are encouraged to register for the TRICARE Dental Program or Federal Employees Dental and Vision and Insurance Program (FEDVIP) at www.tricare.mil/bwe or call United Concordia at (844 653-4061).

Family Health

The Family Health Clinic provides non-Active Duty primary care to eligible enrolled TRICARE beneficiaries. Referrals from the provider are required for any specialty services not offered at the clinic. Please call (866) DRS- APPT (377-2778) to schedule a visit with your PCM or to place a telephone consult (t-cons). All routine t-cons will be answered within 3 duty days. For your added convenience, you may also use Secure Messaging which can be accessed via <https://www.tricareonline.com> to communicate with your health care team.

Pediatric Clinic

The Pediatric Clinic promotes wellness, provides treatment, evaluation and referral services for pediatric patients from newborn to 18 years. We recognize that our patients from birth to 24 months require more frequent well child visits. We ask that parents/guardians call to schedule well visits at least one month in advance. For patients 3 years and over, please schedule the annual health exams or school/sport physical within their respective birth month. Please note, all minors presenting to our clinic to receive care or treatment must be escorted by a parent, legal guardian or individual with power of attorney (specifications must be clearly listed), unless authorized by state or federal law.

Other services include Kids Clinic, which is available by calling the appointment line. This expedited services is for beneficiaries to be seen by a Registered Nurse or Medical Technician for treatment of warts (after being diagnosed by a PCM), throat culture or suture removal. Kids Clinic is held during normal clinic hours.

To ensure the highest quality of care can be delivered, the staff respectfully requests:

- All patients arrive on time for their appointment
- Food, drinks, electronics or any items that may possibly be a distraction during the appointment will not be used in the exam room

Documentation that requires a provider's attention or signature (i.e., Child Development Center forms, medication for school administration, sports/school/camp physicals, Women/Infant/Children papers), should be brought to your appointment. School, camp, sports physicals, and yearly well checks are all equivalent and are valid for one year. If you need paperwork completed, and have had a well visit within the last year, a new appointment is not required and paperwork can be dropped off at the Information/Patient Check-in Desk. Please allow 3 duty to ensure proper and safe processing completion.

If you have not heard from us within 3 duty days, please contact (866) DRS-APPT (377-2778) for further assistance. You can also submit (routine/non-urgent) paperwork or questions to your PCM using TRICARE Online Secure Messaging

Pediatric Clinic (continued)

For any administrative concerns that require immediate action (i.e. medication renewal or referrals) please call (866) DRS-APPT (377-2778) to leave a message for our medical staff.

Women's Health Clinic (WHC)

The WHC provides routine gynecologic services to eligible female TRICARE Prime enrollees who are empaneled to the 87th Medical Group. Referrals are required for WHC appointments.

Patients requiring mammography and breast ultrasound are given a paper prescription to be used off-base at a TRICARE participating provider. Routine obstetrical care, which includes labor and delivery, are provided by TRICARE network providers (off base).

Women may request pregnancy testing by visiting the centralized check-in desk. Once laboratory confirmation of pregnancy is obtained, a referral for obstetric care is entered. Prenatal vitamins will also be prescribed. You should receive an authorization letter from TRICARE within seven to ten days and may schedule your initial obstetric visit with a network provider.

Physical Therapy Clinic

Physical therapy services are provided to our active duty members during normal duty hours Monday through Wednesday, and Friday 0730-1630 and Thursday, 1200-1630. Available services include a wide spectrum of orthopedic and sports physical therapy interventions. We require referrals and appointments for an initial physical therapy evaluation. A handwritten prescription from the PCM is acceptable for walk-in services, such as issuing crutches/ canes and braces (no evaluation).

Referrals beyond our scope of care or our access capacity will be sent to an off-base provider by the Referral Management Center. To make an appointment please call (866) DRS-APPT (377-2778).

Chiropractic Clinic

The chiropractic clinic provides treatment for active duty patients only. All appointments require a referral generated by a clinic

Chiropractic Services (continued)

physician before service is given or exam is scheduled. Services include, but are not limited to, 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. Off-base prescriptions are not accepted and must be routed to the patient's PCM for a referral. For all other inquiries, please call the chiropractic clinic at (609) 754-9166.

Optometry Clinic

We serve active duty members from all branches. Services include routine eye exams, contact lens prescription renewals, flight line driver's license color vision testing, initial flying class exams (coordinated with flight medicine), glasses/gas mask insert ordering, corneal refractive surgery pre-operative and post-operative evaluations, urgent eye care, and MEDPROS vision screenings.

Dependents age 5-65 can schedule routine eye exams at the clinic on a space available basis. Retirees are eligible to order glasses at the clinic with a valid prescription.

All routine eye exams are scheduled through the appointment line at (866) DRS-APPT (377-2778). For other appointments, contact the Optometry Clinic at (609) 754-9685.

Health Promotion

Health promotion is the art and science of helping individuals, commands, and the military community improve their health-related behaviors and outcomes. We provide a range of evidence-based interventions via programs and services that facilitate healthy living as the default lifestyle choice and social norm. Health Promotion fosters a culture and environment that values health and wellness; empowers individuals and organizations to lead healthy lives and improves the health, mission readiness and productivity of the military community.

For more information, please contact Health Promotion at usaf.jbmdl.87-mdg.mbx.87-omrs-sgpz-health-promotions@mail.mil.

Public Health

The Public Health flight is responsible for preventing and controlling the spread of diseases and illnesses. The following public health services are available at the 87th Medical Group.

Deployment Medicine

Pre-deployment processing is initiated by the Unit Deployment Manager (UDM). Once tasked, individuals must report to Public Health to begin medical clearance. Required items can be completed within 120 days of departure. Members returning from deployment must check-in with Public Health as soon as possible to complete post-deployment health requirements. To contact deployment medicine, please call (609) 754-9356.

Travel Medicine

Globalization facilitates the spread of disease and increases exposure to different health environments. 87 MDG beneficiaries can receive pre-travel counseling, vaccinations and disease/illness prevention medication depending on their proposed travel locations. To contact travel medicine, please call (609) 754-9356.

Occupational Health

The purpose of the Occupational and Environmental Health (OEH) Program is to protect health while enhancing combat and operational capabilities. It seeks to identify, assess and eliminate or control health hazards associated with day-to-day operations. Service members who are part of the OEH program are eligible for medical surveillance examinations and follow-up care. To contact Occupational Health, please call (609) 754-9329.

Community Health

The Community Health Program strives to protect the military, dependents and beneficiary populations from infectious and communicable diseases, food-borne illnesses, and environmental hazards that may adversely impact the health of the community and degrade operational performance. Focus areas and services include: communicable diseases, food protection, sanitation and medical entomology. To contact Community Health, please call (609) 754-9753 or (609) 754-9701.

Mental Health Clinic

The Mental Health Clinic is located on the 2nd floor and is open during MDG duty hours. Our clinic offers routine, individual therapy, psychoeducational classes, and psychiatry services. Walk-in evaluations are available during duty hours for urgent needs, including suicidal or homicidal ideation or significant distress. After duty hours or during clinic closures, patients who need emergency care should be evaluated in the nearest emergency room or by calling 911. Active Duty patients treated off-base for mental health emergencies should follow up in the mental health clinic the next duty day. Routine appointments can be booked via the Appointment Line or by calling the Mental Health Clinic directly at (609) 754-9324.

Alcohol & Drug Abuse Prevention & Treatment Services (ADAPT)

The primary objective of the ADAPT program is to provide active duty service members with readiness, health, and wellness through the prevention and treatment of substance abuse to minimize negative consequences to the individual, family, and the organization. We provide comprehensive education and treatment to individuals who experience problems attributed to substance abuse. Referrals may come from the commander, PCM or from the member. ADAPT is co-located with the Mental Health Clinic and can be reached at (609) 754-9324.

Family Advocacy Program

The Family Advocacy Program (FAP) is located on the second floor of the MDG (suite 2B31), and has a satellite office on Lakehurst, located inside the MFSC building (bldg. 488).

FAP's mission is to build healthier families and create more resilient and responsive communities. Our program centers upon prevention, outreach, treatment and victim advocacy.

Prevention services are voluntary and include the New Parent Support Program (NPSP) and Family Advocacy Strength-Based Therapy (FAST). NPSP is for families with at least one child under the age of 3 or expectant parents, and includes home visitation services with a Registered Nurse. NPSP also offers pregnancy-related classes. FAST provides brief, short-term therapy and/or supportive interventions focused on agreed upon goals/objectives to individuals, couples and families.

Family Advocacy Program (continued)

Outreach offers classes in areas such as parenting, relationship enhancement, anger management and resiliency boosting.

Treatment services are available when there are concerns of domestic abuse/family and violence and include evaluation and treatment, safety planning and victim advocacy. Restricted and unrestricted reporting options are available. A Domestic Abuse Victim Advocate is available 24/7 at (609) 283-5015.

FAP is open during MDG duty hours. All services are free to military members and their beneficiaries. To get more information or sign up for classes, please call (609) 754-9680 or (732) 323-5330 for Lakehurst.

Laboratory Services

Laboratory services are provided on a walk-in basis. Appointments not are required. An order from your medical provider is required for all laboratory tests performed at the clinic.

Pregnancy Testing: You must have an order from your provider for pregnancy testing. Please report to Kiosk 3 or call (866) DRS-APPT to have the test ordered.

Cholesterol/Lipid Testing: You must fast 12 hours prior to testing. You may drink water and take medication during this time. Do not consume any other food or beverages during the 12 hours.

We currently accept prescriptions for laboratory testing from off-base providers. It is not necessary to have your provider order the tests. You must fill out a release form (available at the Laboratory) for the staff to release test results to the doctor that ordered the test. Some specialty tests are sent to reference laboratories. Please allow 10-14 business days for results to be available. To determine if your test will be sent to a reference laboratory, please ask the Laboratory staff during your visit. For any additional information, please contact the Laboratory at (609) 754-9091.

If you experience fainting or are nervous about your blood draw, please notify the staff immediately.

Immunizations

The Immunizations Clinic provides and monitors immunizations for assigned active duty, retired and dependent beneficiaries. We provide immunization instructions for routine, deployment, and leisure travel in accordance with the Advisory Committee of Immunization Practices. We are open during MDG duty hours, except for Wednesdays, when Immunizations Clinic closes normal services at 1530 to provide smallpox vaccinations.

Smallpox Briefing: Wednesdays @ 1530

Smallpox and Yellow Fever are live vaccines and may be administered together or 30 days apart (if choosing not to receive them together in the same visit.) Smallpox, Anthrax, Yellow Fever and Tetanus can be given 60 days prior to deployment. Tuberculosis testing (IPPD) is provided every day except Thursday. When notified of a deployment or TDY, please visit or call the Immunizations Clinic at (609) 754-9209.

Pharmacy

Hours of Operation

Monday-Friday: 0730-1700, except Thursday: 1200-1700
Call (609) 754-9470 for refill requests or select option 4 for questions.

For Online Formulary inquiries

(type **EXACTLY** as seen below):

<https://online.lexi.com/lco/splashes/files/pdf/McGuire-AFB.pdf>

<http://online.lexi.com/lco/splashes/files/pdf/McGuire-AFB-Index.pdf>

All new prescriptions will only be filled after checking in at the pharmacy mobile kiosk in the lobby.

IMPORTANT

If you have already called in your refill or activated your prescription by checking in at the Pharmacy mobile kiosk, you may enter the pick-up line directly to pick up your prescriptions.

Refills

Patients may request medication refills by using www.tricareonline.com, or by calling 609-754-9470 (Option 1), or 1-888-223-2448. You may request a refill after 75% of the

Pharmacy (continued)

medication is completed. We recommend requesting refills approximately 7 days ahead of your due date. Refills called in BEFORE 1000 hrs on any duty day will be ready for pick-up in 2 duty days after 1000 hrs.

Prescription Pick-Up

Prescriptions must be picked up within 7 duty days. If more time is needed, please contact the Pharmacy.

E-Prescriptions

Prescriptions should be E-scribed (excluding controlled substances) by your prescriber to our pharmacy at: "DoD McGuire ePhcy" or using NCPDP: 3148752

Self Initiated Care Kit (SICK) Program

Patients currently seeing a provider in the clinic are eligible to utilize the SICK Program. The program provides a maximum of three over-the-counter medications per calendar month to manage mild symptoms. Patients who are pregnant/breastfeeding, Arming/Use of Force, PRP, flyers, or not empaneled to the clinic are ineligible to utilize this service.

Naloxone Program

Beneficiaries using opiate pain medications, or taking care of someone using these medications, may request naloxone as an antidote for overdosing. Please see a pharmacy staff member for more information.

Radiology Services

For all examinations, an order must be generated by a provider within the clinic or you must bring (or have your provider fax) an order to the radiology department prior to scheduling an exam or receiving a service. Ultrasound examinations must be scheduled while routine x-rays are performed on a walk-in basis. Reports are typically available to in-house and off-base physicians within one duty day. Patients needing reports can pick them up at the Medical Records section. If pregnancy is suspected, contact your provider to have a pregnancy test done at the lab before your exam. The radiology department performs all x-ray exams except ankle stress-views or scoliosis stress-views.

Ultrasound

All ultrasound exams are scheduled procedures. Exam instructions will be given at time of scheduling. We do not perform OB, neonatal heads, breast, renal artery stenosis, transplant kidney, MSK (Musculoskeletal) or pediatric hip ultrasounds. Ultrasounds from off-base providers must be brought in or faxed to the radiology department before scheduling. For all other inquiries, please call the radiology department at (609) 754-9524 or fax (609) 754-9403.

Treatment of Minors

The Medical Group treats anyone under the age of 18 as a minor. Minors cannot consent for medical/dental care.

Exceptions to this rule exist if:

- An emergency exists.
- The minor patient is in the military.
- The minor patient is married.
- The minor patient seeks care for a crime-related injury.
- The minor patient has his/her disabilities reviewed by a court and the court order is available for review.
- The minor patient is examined or treated for alcohol/ drug addiction, alcohol/drug dependency, or any other condition directly related to drug use. This applies to minors 13 years of age or older.
- The minor patient seeks mental health services, pregnancy and contraceptive services, testing and treatment of any contagious or communicable disease that are required to be reported.

If the patient is under the age of 18 and meets none of the above criteria, treatment may only be rendered when a parent or legal guardian is present and consents.

Note: All children of active duty who are over 10 years of age must have an identification card. Any children eligible for care who are not currently living with the sponsor must have an identification card. Dependents of Reserve or National Guard personnel on active duty for more than 30 days are entitled to medical care; however, a copy of the sponsor's orders is required at time of service.

Third Party Collection (TPC) Program

The TPC Program obligates DoD Medical Treatment Facilities (MTFs) to bill private health insurance carriers such as Aetna, Blue Cross/Blue Shield, etc., for the cost of medical care furnished to retirees and family members covered by their own health insurance policies. We gather insurance information using a DD Form 2569, Third Party Collection Program - Insurance Information. Patients need to complete this form every year or as instructed by the MDG staff. Insurance companies will not charge patients a deductible or co-payment for services received at military medical facilities.

Referral Management

Your PCM may refer you to another medical facility for evaluation and treatment if the specialty is not available at the 87th Medical Group. You will receive a notification in the mail within 10 business days or you can call 1-800-444-5445 after 3 business days for your referral authorization information. If you would like to view your authorization online sooner, please visit **www.humanamilitary.com/beneficiary** to access your referral information.

Seeking care from a civilian provider without prior authorization can result in significant out-of-pocket costs to you. Please ensure that you have the proper authorization before seeing any off base provider. If you do not receive a letter by mail or have any questions regarding your referral, please call 1-800-444-5445.

IMPORTANT

Your authorized off-base specialist will need copies of all pertinent medical history related to the care referral.

AFTER you have scheduled your off-base appointment, stop by the 87th Medical Group medical records section to request a copy of your medical documentation that is pertinent for your referral appointment (e.g., lab results, x-ray reports, medication list and encounter notes) OR access your medical records anytime online at www.tricareonline.com.

For more information regarding referral management please call the 87th Medical Group's referral managers at (609) 754-9048.

TRICARE Benefits

A Beneficiary Counseling and Assistance Coordinator (BCAC) serves as a beneficiary advocate and problem solver, providing dedicated services to all Military Health System (MHS) beneficiaries. The BCAC ensures TRICARE information and assistance with accessing healthcare services is available across the TRICARE system for eligible beneficiaries.

BCACs are the primary customer service resource for beneficiaries and can be reached at (609) 754-9005 or (609) 754-9067. You may also visit the clinic to speak with a BCAC directly. Simply sign in at the computer in the TRICARE waiting area.

TRICARE For Life

TRICARE For Life (TFL) is the Medicare-wraparound coverage for TRICARE beneficiaries who have Medicare Part A and Medicare Part B, regardless of age or place of residence. TFL provides comprehensive health care coverage. You have the freedom to seek care from any Medicare participating or nonparticipating provider, or military treatment facility on a space-available basis. Medicare participating providers file your claims with Medicare.

After paying its portion, Medicare automatically forwards the claim to TRICARE for processing, unless you have other health insurance (OHI). TRICARE pays after Medicare and OHI for covered health care services.

TFL is available to TRICARE beneficiaries, regardless of age and place of residence if you have Medicare Part A and Medicare Part B. You are eligible for TFL on the first date that you have both Medicare Part A and Medicare Part B. All of our enrolled patients turning 65 will be required to transfer from their MDG provider to a civilian Medicare provider. You may choose any Medicare provider as your primary care physician. TFL patients may continue to use the ancillary services at the MDG including Laboratory, Radiology, Immunizations, and Pharmacy.

TRICARE For Life Contractor: (866) 773-0404

TRICARE For Life Web Site: www.TRICARE4u.com

Bills/Debt Collection Issues

The Debt Collection Assistance Officer (DCAO) assists customers with debt collection problems regarding medical, dental, and pharmacy bills. If you receive a notice from a collection agency or a negative credit report because of a medical, dental, or pharmacy issue, you should contact our DCAO.

The DCAOs at the Medical Group can be reached at (609) 754-9005 or (609) 754-9067 or you may visit the clinic to speak with a DCAO directly. Simply sign in at the computer in the TRICARE waiting area. To ensure efficient handling of your problem, please be sure to bring any debt collection letters or a copy of your credit report.

Medical Records

Health records are the property of the U.S. Government. Their maintenance and availability at the MDG is the key to appropriate medical care. As our valued patients, your medical documentation will only be released to the individual to whom they pertain, or to a parent/guardian of children under 18 years of age, unless approved written authorization has been filed in the record.

- Military members and dependents are no longer eligible to hand carry medical records.
- Medical records will be mailed to your next duty station.

Requesting Medical Records for an Off-base Appointment

Requests for fewer than 10 pages will be provided by the clinical staff. You may also visit the Medical Records section 3 days prior to your off base appointment to receive a copy of your medical information pertaining to that appointment. Otherwise, the off-base provider's office is required to fax a request to the Release of Information (ROI) office.

Obtaining Medical Records for PCS, Retirement or Separation

Please report to the outpatient records customer service window no earlier than five duty days prior to your final out processing appointment date. Separating or retiring members will need to bring 4 copies of orders. AF member's medical records will be requested by AFPC 30 days after your retirement or separation date. If the member intends to file a VA claim, then AFPC will forward your medical records to the VA Regional Office.

Requesting Copies of Medical Records for Personal Use

For personal copies of medical records, please complete a medical record copy request form located at the outpatient records window. The first copy of your medical records is complimentary. Additional copies will be billed in accordance with AFI 41-210. When copies are complete, patients will be notified by phone/e-mail. If your wait time exceeds 30 calendar days, please follow up with the Release of Information Office at (609) 754-9048.

Outpatient Records

(609)754-9056 or (609)754-9048

Mailing Address

**3458 Neely Road, JB MDL, NJ 08641-5312
Attn: Release of Medical Information**

Exceptional Family Member Program (EFMP)

EFMP is a mandatory enrollment program for all active duty personnel who have family members with special needs. The goal of EFMP is to assist military families in managing the dual demands of a military career and the special needs of a family member. For more information about the EFMP program, please contact (609) 754-9752 or (609) 754-9290.

Exceptional Family Members are enrolled in DEERS and possess a diagnosed physical, intellectual, or emotional need that requires specialized medical or educational services. Enrollment in the EFMP program is designed to assist the sponsor with assignment to a duty station where appropriate services necessary to support family members are available.

The program screens all families with an overseas assignment to ensure all necessary services are available at the gaining base. Continuity of care is provided through referrals to local base and community agencies.

General Clinic Policies

- For safety and infection control, we do not permit children who are not patients in exam rooms. Children ages 12 and above may remain in the lobby. You must coordinate childcare arrangements for all younger children prior to your appointment time.
- Maintain a neat and presentable appearance in accordance with military standards and courtesies while in the facility.
- Do not drink or carry alcoholic beverages in the clinic.
- Do not gamble, carry illegal drugs, or use boisterous or profane behavior or language in the clinic.
- No tobacco use in the clinic or on the campus
- Do not carry firearms into the clinic (except when performing official law enforcement duties)
- The Americans with Disabilities Act (ADA) requires reasonable accommodation of persons with disabilities including the use of service animals.

As a Patient, You Have the Right To:

- Quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.
- Considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
- Reasonable safeguards for the confidentiality, integrity, and availability of your protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form, including the right to be informed when breaches of privacy occur, to the extent required by Federal law.
- Be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

Patient Rights (continued)

- Receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The MTF will inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.
- An explanation concerning your diagnosis, treatment options, procedures, and prognosis in terms that are easily understood by the patient or responsible caregiver. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision-making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.
- Any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available. Patients will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: www.tricare.mil.
- Make recommendations, ask questions, or file grievances to the MTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) at 1-800-994-6610, or by submitting a concern or complaint online at https://www.jointcommission.org/report_a_complaint.aspx.
- Know if the MTF proposes to engage in or perform research associated with your care or treatment. The patient has the right to refuse to participate in any research projects and withdraw consent for participation at any time.
- Care and treatment in a safe environment.

Patient Rights (continued)

- Be informed of the MTF rules and regulations that relate to patient or visitor conduct.
- When medically permissible, a patient may be transferred to another MTF or private sector facility/provider only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.
- Understand the charges for your care and obligation for payment.
- Make sure your wishes regarding your healthcare are known even if you are no longer able to communicate or make decisions for yourself.
- Be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

As Our Patient, You Are Responsible For:

- Providing accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. Patients are responsible for advising their healthcare provider that they understand the diagnosis, treatment plan, and prognosis.
- Being considerate of the rights of other patients and MTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF.
- Adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.
- Returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.
- Following MTF rules and regulations affecting patient care and conduct.
- Your actions if you refuse treatment, or do not follow the practitioner's instructions.
- Meeting financial obligations incurred for their healthcare as promptly as possible.

Patient Advocates

Our patient advocates serve as a link between you and the clinic. The patient advocates seek solutions to problems, concerns and needs of beneficiaries. They also clarify, direct, and coordinate information about the clinic. The 87th Medical Group strives for excellence in patient care. We value our patients' feedback, as it helps us to identify problems, and implement improvements. If during any visit to the 87th Medical Group, you have a safety concern or we have not succeeded in meeting your expectations, let us know and we will work to address the issue immediately. You may also provide feedback after you have left the clinic. Please contact the section patient advocate where you were serviced at the numbers below.

Section Patient Advocate Contact Information

Dental Clinic:	754-3788
Family Advocacy:	754-9286
Family Health:	754-9332
Flight Medicine:	754-9595/754-9253
Immunizations:	754-9209/754-9719
Laboratory:	754-9091/754-9106
Medical Records:	754-9056
Mental Health:	754-9289/754-9324
Optometry:	754-9163-754-9685
Pediatrics:	754-9719
Pharmacy:	754-9464/754-9715
Physical Therapy:	754-9479/754-9212
Public Health:	754-9508/754-9766
Radiology:	754-9616
Women's Health:	754-9717

If section patient advocates are unavailable or unable to address your concerns, please contact the Medical Group Patient Advocate at (609) 754- 9607.

The Joint Commission

If your concerns cannot be resolved by the 87 MDG, then patients, staff, and families may contact The Joint Commission in writing to report these patient safety and quality of care concerns using one of the following methods:

The Joint Commission's Website

https://www.jointcommission.org/report_a_complaint.aspx

By fax

(630) 792-5636

By mail

**The Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181**



