

Patient Handbook



Buckley Air Force Base

October 2016

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Dear 460th Medical Group Patient,

On behalf of the Mile High Medics, welcome to the 460th Medical Group at Buckley Air Force, Colorado. This is an exciting and historic time for the Medical Group! We are bringing more medics, more services and new clinics to Buckley over the next year. In fact, the Medical Group is on track to completely move onto Buckley no later than January, 2018. We want to keep you informed of these changes and meet your expectations for communication. I encourage you to follow our Facebook page for weekly updates, enroll in the MiCare secure messaging system to engage with your healthcare provider and take advantage of the 24/7 appointing capabilities of TRICARE On-Line. If you still have questions and concerns, we are only a phone call away at 720-847-9355 (WELL). Call us to make or cancel an appointment, get an update on clinic hours or talk to a nurse after hours.

Again, welcome to the 460 Medical Group. We look forward to providing trusted health services to you and your family.

A handwritten signature in black ink, appearing to read "M. Hanson", is written over the printed name and title.

MATTHEW P. HANSON, Colonel, USAF, MC, FS
Commander

460th Medical Group Buckley Air Force Base

Mission

*Ready medics providing
trusted health services to forces & families*

Vision

*World's Finest Medics...
Leading the Way to
Trusted Care in AFSPC*

Goals

Readiness, Better Care, Better Health & Best Value

ACCREDITATION:



PATIENT RIGHTS

- 1. Medical and Dental Care:** You have the right to quality care and treatment consistent with available resources and accepted standards. You also have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal.
- 2. Privacy, Confidentiality and Security:** You have the right, within the law and military instructions and under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to have case discussions, consultation, examination, and treatment conducted in a confidential and discreet manner, protecting patient privacy and confidentiality. Your privacy rights are detailed in the TRICARE Management Activity (TMA) Notice of Privacy Practices.
- 3. Emergency Care:** You have a right to receive emergency care without preauthorization where and when acute symptoms are so severe that a “sensible layperson” would want emergency care to prevent serious harm to life, limb or eyesight or death.
- 4. Choice of Plans:** You have the right to accurate information about TRICARE programs to include covered health benefits plans options.
- 5. Discrimination:** You have the right to quality care and treatment without regard to sex, cultural background, economic status, education, religion, disability, or the source of payment.
- 6. Respectful Treatment:** You have the right to have care that is considerate and respectful, with recognition of your personal dignity.
- 7. Medical Record:** You have the right to review and request a copy of your medical record. All medical records documenting care provided by any uniformed services medical treatment facility or dental treatment facility are the property of the U.S. Government. You will be asked to sign an authorization form before your medical records can be made available to anyone outside of treatment, payment or healthcare operations. TMA Notice of Privacy Practices provides information about when we may use your protected health information (PHI) without authorization. The notice also advises you of other rights provided to you under HIPPA. Your medical records are required to be maintained at the medical treatment facility (MTF).
- 8. Identity:** You have the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care. You have the right to accurate information, healthcare benefit option. You have the right to choose your primary care manager, either within TRICARE Prime Network or the MTF.
- 9. Explanation of Care:** You have the right to have explained to you: Your illness, course of treatment, procedures, and prognosis of illness in terms you can understand.
- 10. Informed Consent:** You have the right to be advised in non-clinical terms on information needed in order to make knowledgeable decisions on recommended treatment and for refusal of treatments. Such information should include significant complications, risks, benefits, and alternative treatment available.
- 11. Research Projects:** You have the right to be advised if the facility proposes to engage in or perform research, investigation, and clinical trials associated with your treatment. You have the right to refuse to participate in any research project.

PATIENT RIGHTS (CON'T)

12. Safe Environment: You have the right to care and treatment in a safe environment. The 460 MDG is concerned about you and your family's safety while in our facilities. Please inform a medical staff member directly, or complete a customer comment card, to bring to our attention any unsafe situation that comes to your attention. Each duty section has an identified patient advocate. Please address your concerns with them as needed. We value your involvement as an active, involved and informed participant of the health care team.

13. Facility Rules and Regulations: You have the right to be informed of the 460 MDG's rules and regulations that relate to patient or visitor conduct.

14. Patient Concerns: You have the right to information about the 460 MDG's patient rights policy and mechanism for the initiation, review and resolution of patient concerns or complaints. You have the right to access advocacy and protective services.

15. Advance Directives: You have the right to participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatment and the right to formulate an advance directive (living will) and/or durable power of attorney to request to withhold resuscitative services, and to forgo or withdraw life-sustaining treatment for healthcare; and to have the directive made a part of your permanent medical record. Base Legal can help you establish these documents. Call 720-847-6444 for an appointment.

16. Timeliness of Care: You have the right to the most timely access and treatment that medical facility resources and medical circumstances allow.

17. Pain Management: You have the right to have pain assessment and appropriate treatment.

18. Against Medical Advice: You have the right to refuse care, treatment, or services in accordance with law and regulation, even against the advice of the healthcare providers.

19. Health Care Proxy: You have the right to have a family member or person of your choice to be a member of your medical team who may have legal responsibility to make decisions regarding medical care on your behalf.

20. Patients with Disabilities: If you encounter physical or communication barriers in the clinic, please ask a staff member for assistance. The clinic can provide you with assistance including wheelchairs for use in the clinic, interpreters/translators, assistance reading or filling out forms.

21. Appeals and Complaints: You have the right to a fair and efficient process to appeal medical necessity decisions by the 460 MDG or TRICARE.

22. To Question These Rights: You have the right to question any/all of these rights by contacting a patient advocate.

23. Copy of These Rights: You have the right to be given a copy of these rights and responsibilities while under this organization's care.

PATIENT RESPONSIBILITIES

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

- 1. Providing Information:** You have the responsibility to provide, to the best of your knowledge, accurate and complete information about symptoms, past illness, hospitalizations, medications and other matters relating to your health. You have the responsibility to let your health care provider know whether or not you understand the treatment and what is expected of you.
- 2. Financial Responsibility:** You are responsible to accept personal financial responsibility for any charges not covered by your insurance.
- 3. Respect and Consideration:** You are responsible for being considerate of the rights of others (patients and staff). You are responsible for being respectful of the property of other persons and of the medical facility.
- 4. Following Instructions:** You are responsible for following the care, service, or treatment plan developed. You should express any concerns you have in following and complying with the proposed care plan or course of treatment. This includes keeping appointments on time and notifying the medical or dental treatment facility when appointments cannot be kept.
- 5. Asking Questions:** You are responsible for asking questions when you do not understand recommended treatments or plan. Not following your recommended treatment plan, could have a negative impact on your health. You are a vital member of the treatment team.
- 6. Transportation/Observation:** You are responsible to provide an adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- 7. Facility Rules and Instructions:** You have the responsibility for following the 460 MDG's rules and instructions affecting patient conduct.
- 8. Reporting of Patient Concerns:** You have the responsibility for helping the 460 MDG's commander provide the best possible care to all beneficiaries. Grievances and recommended changes in policy and service may be reported to the customer service representative, patient advocate and chain of command without reprisal.

Patient Advocate Contacts:

Dental Services: (720) 847-6543

Aerospace Medicine: (720) 847-6486

Primary Care (VA/Bldg 600/Immunizations): (720) 847-6034

Health and Wellness Center: (720) 847-6864

Laboratory: (720) 847-6066

Mental Health: (720) 847-6451

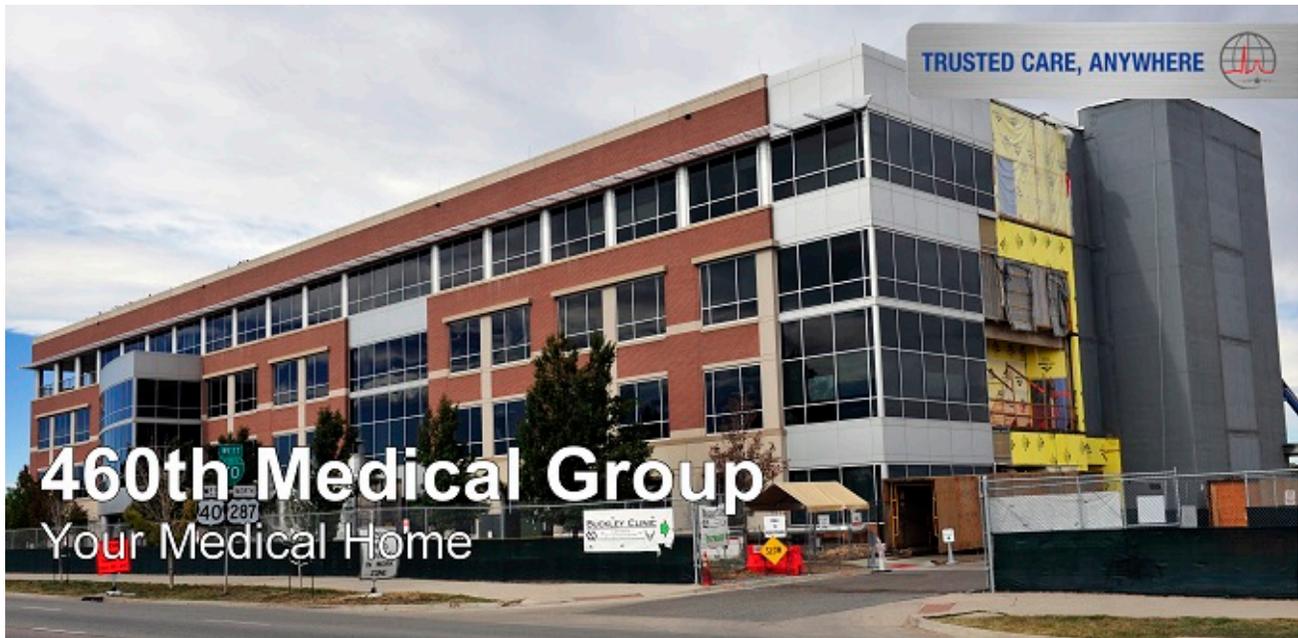
Optometry: (720) 847-6092

Pharmacy: (720) 847-5647

Physical Therapy: (720) 847-6880

TRICARE/Records: (720) 847-6113

VA Joint Venture Buckley Clinic Parking



Location: 13611 E. Colfax Ave., 4th Floor, Aurora, CO 80045

To access the clinic (highlighted in blue), from Colfax, after passing under the I-225 bridge, stay in the right lane to turn right onto N Wheeling St. After turning, continue north through the stop light and take the next right turn onto the gravel drive (highlighted in yellow). A shuttle is available for transport to and from the clinic.

*Allow an additional 20 minutes of travel time before your appointment.



**SCAN QR CODE WITH YOUR
SMARTPHONE**



MiCare (Secure Messaging System)

MiCare is a Department of Defense (DoD) sponsored web site where beneficiaries (AD, Dependents, Retiree's and Reservists) can sign up to securely communicate with their primary care team for routine issues. With MiCare, you can avoid lengthy telephone calls, and message your provider or your child's provider, whenever you need to. To get enrolled for your MiCare account today, register at: <http://www.relayhealth.com>.

TRICARE ONLINE (TOL)

TOL provides secure access to online features for Department of Defense (DoD) beneficiaries receiving care through a military hospital or clinic. TRICARE Prime patients can schedule/cancel appointments 24 hours a day, 7 days a week by going to: <https://www.tricare.mil/>

MiCare vs TOL

	MiCare	TOL
Securely message PCM team	X	
Appointment Scheduling		
Schedule available appt yourself (faster compared to MiCare scheduling)		X
Request appt via secure messaging thru PCM (can take 24-72 hrs for response)	X	
Track claims/deductibles & obtain proof of insurance		X
Access to education materials based on your medical condition	X	
Validate medication lists	X	X
Obtain test/lab results	X	X
Request medication refills	X	X
Request medication renewal	X	
Receive appointment reminders via <u>text</u> and <u>email</u>		X

ACCESS TO CARE & TRICARE FACT SHEET

Access to Care Standards: Access standards are defined in Air Force Instruction 44-176, *Access to Care Continuum*. There are three types of appointments (appts): acute, routine, and established.

- **Acute** - designed for patients who require non-emergent, urgent care; scheduled within 24 hours.
- **Routine** – designed for patients who require an office visit with their Primary Care Manager (PCM) for a new health care problem that is not considered urgent; scheduled within 7 days.
- **Established** – designed for patients who require preventive, health maintenance; scheduled within 28 days.

Care During Duty Hours:

General Hours: Monday, Tuesday, Wednesday, Friday 7:30a.m.- 4:30 p.m. Thursday: 7:30 a.m. to 3:00 p.m.
First Wednesday of the month: 1:00 p.m. to 4:30 p.m.

For an appointment with your PCM, call 720-847-WELL (9355). If registered in MiCare, non-acute appointments can be scheduled online by going to www.relayhealth.com and requesting an appointment with your provider team. Also, you can go to www.tricareonline.com and book an appointment online after you register.

If you have an acute need and cannot get an appointment with your PCM within 24 hours, you can contact the 24 hour nurse advise line (NAL) or leave a telephone consult for your PCM team to contact you regarding your care needs.

Per AFI 41-210 para. 4.14.6, AD members, if approved by their supervisors, may be placed on 24-hr quarters without an appointment if they are too sick to work. Beyond 24 hrs, AD patients must schedule an appointment with their PCM.

Nurse Advice Line (NAL): Available 24/7. Call 720-847-9355 (WELL) or 1-800-874-2273 (TRICARE) and select the NAL option to speak to a registered nurse concerning the level of care you need for your specific medical situation.

Care After-Duty Hours: Call 720-847-WELL (9355) and you will be able to speak to the NAL. Depending on the nature of the issue, the nurse will instruct you to go to the nearest ER, Urgent Care Center, offer a next-day appointment, or will provide you with home care instructions. **NOTE: ALL Urgent Care Clinic visits must be authorized by the NAL before you seek care or you risk incurring a bill.**

Out of Area Urgent Care Authorizations: Patients outside the local area **must** contact the NAL or United Healthcare at 1-877-988-9378, if they feel they need urgent care (within 24 hours). Failure to do so may result in the patient incurring a bill.

Emergency Care Anywhere: Emergency care does **NOT** require a pre-authorization if the patient feels a risk to life, limb, or eyesight. Call 911 or to go the nearest emergency department.

TRICARE ENROLLMENT/DENTAL INFORMATION

460 MDG TRICARE Prime Enrollment Policy: Active Duty members assigned to Buckley AFB will receive primary care at the 460 MDG. Family members must also receive care at the 460 MDG, unless they live outside the local area or request permission to be enrolled elsewhere.

To enroll at the Buckley AFB Clinic, you may call **877-988-9378**. It will take approximately 7 days for the completion of the enrollment process and reflect in the medical appointment system.

Changing Your Primary Care Manager (PCM): If for any reason, you wish to change your PCM, you may complete a PCM change request at the 460 MDG information desk.

Durable Powers of Attorney for Health Care and Living Wills: Many people wish to maintain control over the extent to which technology is utilized during their medical care. This can be done with a Living Will (also known as advance directives) or a Durable Power of Attorney for Health Care. You are not required to have an advance directive to receive care. If you have questions, please address them with your health care team or contact the base Legal Office at (720) 847-6444.

MiCARE/Relay Health: MiCare Secure Messaging is an online service that allows patients to take command of their health care by offering efficient electronic exchange between patients and their health care team. It allows for a more secure exchange of health information compared to using a personal email account. The healthcare team also uses the MiCare Portal to send out appointment reminders, give medical test/referral results, and communicate clinic closures. To protect you and your medical information, we require you to enroll in person to verify identity. See your clinic representative to enroll today!

TRICARE Dental Program: Buckley AFB does **NOT** have a Dental Clinic currently. **The new Dental Clinic on Buckley AFB is scheduled for operation November 2016.** Active Duty service members, to include the Active Guard and Reserve Members on orders for more than 30 days, are eligible for care through the Active Duty Dental Program (ADDP) administered by United Concordia Companies, Inc. (UCCI). For information regarding ADDP benefits, eligibility requirements, and to ensure you are reflected as being in remote status, visit the UCCI website at www.addp-ucci.com or call toll-free 1-866-984-2337 Mon-Fri. All dental care will require prior approval and authorization before the care is received. Dental emergencies do not require an authorization (Appointment Control Number). Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment may be needed to relieve pain and infection, and is considered emergency dental care.

To enroll your eligible dependents in MetLife (TRICARE Dependent Dental Program), call 1-855-638-8371 or go to <http://www.tricare.mil/dental/tdp.aspx> for additional information.

REFERRALS

You will need to see or contact, via telephone consult or MiCare, your PCM to obtain a referral for specialty care. With the exception of obstetric referrals, ALL referrals need to be renewed by your PCM after 6 months, if continued care is needed.

Once your PCM enters the referral, it is electronically forwarded to United Healthcare for processing. In approximately 10 days you will receive the authorization letter from United Healthcare. You can also check the status of your authorization by registering online at www.unitedhealthcare.com. If you do not receive the authorization letter, call 877-988-9378. When you receive the authorization letter from UHC, the letter should contain the specialist's name and a phone number to call to make your appointment. *The Buckley Clinic is not responsible for appointment availability with network/non-network specialists.* If you would like to chose a different **network** specialist, rather than who is listed in your referral authorization, you are entitled to do so. However, you **must** call 1-877-988-9378 to do so **prior** to utilizing the referral/ authorization for the first time. Before you receive care, do the following:

- Ensure your telephone number(s) and mailing address are correct in DEERS.
- Prior to making your appointment you **must** have an authorization number for the referral. If the appointment is booked and the visit is completed prior to the authorization, you will be responsible for the bill.
- Any changes to a referral after initial approval need to be made by calling 1-877-988-9378, (United Healthcare-UHC. If you wish to change the provider/specialist listed on your referral, you must contact UHC before seeing your provider.)
- If your network specialist/provider refers you to another specialist, make sure you ask if the second specialist is a TRICARE Prime **network** provider. If not, you may incur out of pocket expenses.
- Keep your scheduled specialty appointment. If you wish to change the date of the specialty appointment, call the specialist directly to reschedule.
- Bring a copy of your authorization letter to your appointment or confirm receipt of the authorization with the provider before arriving.
- If United Healthcare (UHC) has indicated your referral has **not** been processed, please call the 460 MDG Referral Management Center (RMC) at 720-847-9355 and select the referral option.
- If your specialist needs your records, they can send a request to FAX # 720-847-7474. 20 days after you receive your referral, our Audio Care system will call to remind you of a pending referral.
- If you have booked an appointment with a specialist, please utilize the Audio Care system prompts to notify us: (1) when your appointment is, (2) who you are scheduled with, and (3) at what facility. This information is necessary in order for your PCM to retrieve your referral result(s) in a timely manner, as well as ensure continuity of future medical care.
- If you have issues connecting through Audio Care, please contact the Referral Management Center at 720-847-9355 and provide them with the requested information.
- If you encounter billing issues/problems, please contact our Beneficiary Counseling and Assistance Coordinator (BCAC)/Debt Collection Assistance Officer (DCAO) at 720-847- 6137.

PHARMACY INFORMATION

Location: On base next to the BX/Commissary

Hours of Operation: Monday, Tuesday, Wednesday, Friday: 8 a.m. to 5 p.m.

Except First Wednesday of the month: 1 to 5 p.m.

For latest closure information, please call Buckley refill line at 720-847-7455.

The Pharmacy provides prescription services for all eligible beneficiaries. The patient's valid ID card must be presented to pick up prescriptions. Prescriptions may be filled (up to a 90-day supply for most medications) free of charge. Prescription refills must be done through the call-in refill system. Requests received by 12:00, Mon-Thurs, are ready for pick up after 2 business days after 13:00. Prescriptions called in after 12:00 on Friday, are ready for pick up on the following Wed after 13:00. For your convenience, the Pharmacy offers a drive-thru window and a dispensing machine located in the BX. You may also visit the Express Scripts Web site at: www.express-scripts.com/TRICARE.

TRICARE Mail Order Pharmacy (TMOP)

TMOP is available for prescriptions that beneficiaries take on a regular basis. You may receive up to a 90-day supply for most medications. Express Scripts, Inc. administers TMOP through this program. Beneficiaries mail their health care provider's written prescription, along with the appropriate co-pay to TMOP. The medications will then be sent directly to the beneficiary. Prescriptions may be refilled by mail, phone, or online. For more information about how to use TMOP, contact TMOP member services at 877-363-1303 or visit www.express-scripts.com/TRICARE.

MEDICATION REFILLS/RENEWALS & TMOP

To refill your medications call (720) 847-7455. You will need the prescription number to input into the system. Follow the prompts on pharmacy hours and where to pick up your medications.

To speak to a pharmacy staff member from 0730-1630 M-F, call (720) 847-WELL (9355) and select the pharmacy option.

PATIENT SERVICES

Alcohol and Drug Abuse Prevention & Treatment Program (ADAPT)

Location: VA Clinic on Colfax

The ADAPT Program is located within the Mental Health Clinic and consists of three proactive areas of service: substance abuse prevention, education, and treatment. The emphasis is on prevention of and early intervention with substance abuse problems. A comprehensive treatment approach is utilized in addressing the patient's needs and level of care indicated. Services include evaluation, treatment planning, and counseling (individual, family, and/or group).

Behavioral Health Optimization Program (BHOP)

Location: VA Clinic on Colfax M-W, F and Bldg 600 Thursdays

A program in which trained behavioral health (BH) providers are integrated into primary care clinics with the goal of providing "the right care at the right time in the right place." Integrated BH care allows substantially increased access to timely BH services among both active duty and family members. It also provides a mechanism for improving recognition and early intervention for BH problems such as anxiety, depression, insomnia, and PTSD which, if left untreated, diminishes quality of life/overall health status.

Dental Clinic (Scheduled Opening: November 2016)

Location: On Base, Bldg 600

Provides comprehensive dental care for active duty personnel only. Active duty personnel in Dental Readiness Class 3&4, flying status and mobility personnel have first priority for appointments to maintain readiness status.

Exceptional Family Member Program (EFMP)

Location: VA Clinic on Colfax

Sponsors who have family members that meet the criteria for specific medical or educational needs are mandated to be enrolled in the EFMP/Special Needs Program. The active duty member is "Q-coded" for future assignments to ensure needed medical or educational services are available at the gaining base and/or local area.

Family Advocacy Program (FAP)

Location: VA Clinic on Colfax

Family Advocacy: The focus of Family Advocacy is to prevent family violence and to provide intervention services when family violence has occurred. Suspected abuse should be reported to the Family Advocacy Program at 720-847-6453. Treatment managers provide assessment, treatment, and referral services to families experiencing domestic violence or child abuse and neglect; they also provide prevention counseling services to include marital counseling. A Domestic Abuse Victim Advocate is available 24/7 to assist victims in safety planning at 303-214-0956. Family Advocacy Program offers: Parenting, Couple's Communication, and Anger Management classes as well as other skill building classes. Family Advocacy also offers briefings, seminars and consultation services to assist the Buckley community.

New Parent Support Program: A Registered Nurse will provide prenatal education prevention services to new parents through home visits and classes, as well as services for families with children under age 3.

The Family Advocacy Lending Library: Provides parents with DVDs and books for checkout.

Family Health/Pediatric Clinic

Location: VA Clinic

The Family Health Clinic is comprised of three Patient Centered Medical Home (PCMH) teams. The teams are designed to manage all of your basic health care needs. While staff will always attempt to book you with your assigned Primary Care Manager (PCM), it may not be possible due to leave, deployment, etc. In the event your PCM is not available, staff will offer to book your appointment with the other provider on your PCMH Team.

Flight Medicine Clinic

Location: On Base, Bldg 600

Provides services to active duty members on flight status, selected non-flying personnel, and family members. The Flight Medicine Clinic is also part of the PCMH Program.

Health And Wellness Center (HAWC)

Location: On Base, Bldg 35 (next to the gym), Room 1032 and 1043

The Health Promotion Program offers a variety services that contribute to a healthy mind, body and spirit. Services include: Nutrition & Tobacco Cessation counseling for individuals and groups, Body Fat and VO2 analysis using state of the art testing equipment and education presentations at Commander's Calls and other military functions. Please call to get full details on the programs and services.

Immunization Clinic

Location: VA Clinic on Colfax (0730-1615 M-F, except Wednesdays when it opens at 10:00)

The Immunization Clinic is a walk-in clinic, no appointments required. **Immunizations for patients traveling to countries outside CONUS, your first stop is Public Health!** There you will be provided a list of required immunizations. Once you have the requirements for the country you are visiting, you can receive your immunizations.

Laboratory Services

Location: VA Clinic on Colfax (0730-1630 M-F except for Wed, when it opens at 1000)

Provides diagnostic testing services for such laboratory services such as hematology, urinalysis, chemistry, serology, microbiology and pathology. The patient must present with a valid DoD ID card at the time service is rendered.

Mental Health Clinic

Location: VA Clinic on Colfax

AD Members: The clinic is currently only seeing AD members. Services include evaluations for emotional and behavioral concerns, treatment and follow-up services through counseling (individual, group, marital, and family), psychological testing, and case management provided for downtown inpatient mental health admissions and telepsychiatry medication therapy. Programs are available for coping with stress, post-deployment services, anger management and parenting workshops. Mental health staff also brief base units on suicide prevention/violence in the workplace, depression, alcohol/drug abuse, and stress.

Dependents: Obtain care with a referral from their PCM or by calling United Healthcare at **1-877-988-9378**. Dependents can also contact Military One Source at **800-342-9647** for up to 8 visits without a referral from their PCM.

Public Health

Location: On Base, Bldg 35 (next to the gym)

Programs: Public Health offers a variety of programs and services that promotes the goals of the 460th SW. Programs include: Communicable Diseases Surveillance/Control, Food Safety and Sanitation, Force Health Management, Occupational Health and Safety and Periodic Health Assessments (PHAs). Please call to get full details on the programs and services.

Optometry Clinic

Location: VA Clinic on Colfax

Optometrists provide diagnosis and treatment for vision and ocular disorders. The optometrist can update contact lens prescription, if the patient has contact lenses and any **one** of the following: the contact vials/boxes, a copy of the prescription, or the contact lens information that is already documented in their medical records. We can also provide initial assessment for PRK and LASIK for AD members only.

Physical Therapy

Location: On Base, Bldg 35

Clinic provides a variety of care for musculoskeletal dysfunction, trauma, post-operative rehabilitation, and nerve injuries. Appointments are available by referral from your PCM.

Public Health

Location: On Base, Bldg 600

Communicable Diseases Surveillance/Control: Provides information and counseling on communicable diseases upon request or referral from a health care provider. Conducts investigations of infectious diseases to determine source and/or possible preventive measures required to limit the spread of infection. Conducts evaluation of positive TB skin tests and sexually transmitted disease interviews are conducted on a walk-in basis upon referral. Animal bites occurring on base are also tracked and monitored in this office.

Food Safety and Sanitation: Works closely with the commissary and other food facilities on base to ensure food products meet stringent safety requirements. Public Health also directs on-base investigations of potential food and water borne illness outbreaks.

Force Health Management - Travel Medicine/Deployment Briefings: Personnel planning foreign travel can receive immunization and preventive medicine information regarding their destination on a walk-in basis.

Occupational Health and Safety: Provides assessment of health hazards and guidance on how to reduce hazards in the work area. Pregnant active duty members and DoD employees are seen on a walk-in basis to initiate evaluations of potential fetal hazards in the members' work environment. Pregnancy profiles will be accomplished.

Periodic Health Assessments (PHAs): Screening tool used by the United States Armed Forces to evaluate the individual medical readiness (IMR) of their service members. These are mandatory appointments completed yearly for all service members. These appointments are scheduled through the appointment line. To access your individual record, go to <https://imr.afms.mil/imr/MyIMR.aspx>.

Release of Information/Medical Records

Location: VA Clinic on Colfax

These records are the property of the United States government and must be maintained at the clinic. If you need a copy of your entire medical record, you must fill out a release of information request at the Colfax Clinic. Please allow **30 days** to have this completed. **NOTE:** *Only one copy per year can be provided free of charge.*

HELPFUL NUMBERS & WEB SITES

Comm (720-847-xxxx)/DSN (94-847-xxxx)

**Clinic Hours: M-F, 0730-1630,
EXCEPT First Wednesday of the month: 1300-1630
Closed for All Federal Holidays and Family Days**

Alcohol & Drug Abuse Prevention & Treatment Program (ADAPT).....	847-6451
Appointment Line.....	847-WELL (9355)
Beneficiary Counseling and Assistance Coordinator (BCAC).....	847-6137
Customer Service/Patient Advocate.....	847-9292
Debt Collection Assistance Officer (DCAO).....	847-6137
DEERS.....	1-800-538-9552
Dental Admin Office.....	847-6011/6133
Dietary.....	847-6865
Exceptional Family Member & Special Needs Programs (EFMP).....	847-7667
Family Advocacy	847-6453
Family Health/Pediatric/BHOP Clinics (For appointments contact your primary care manager/team).....	847-WELL (9355)
Flight Medicine Clinic.....	847-6486
Health and Wellness Center (HAWC).....	847-6864
Immunization Clinic.....	847-6553
Laboratory Services	847-7675
Mental Health.....	847-6451
Optometry Clinic	847-6092

Patient Administration.....	847-6113/6498
Pharmacy (Main)	847-9355
Refills.....	847-7455
Physical Therapy.....	847-6884
Records – Outpatient.....	847-7138
Release of Information.....	847-7235
Special Needs Coordinator.....	847-7787
United Healthcare.....	1-877-988-9378

HELPFUL WEBSITES

460 MDG: <http://www.buckley.af.mil/units/medical.asp>

460 MDG Facebook: https://www.facebook.com/460thMedicalGroup?ref=br_tf

Express Scripts Web site: www.express-scripts.com.

MICARE/Relay Health: www.relayhealth.com

Self-Help: <http://Familydoctor.org>

TRICARE: www.mytricare.com

TRICARE on Facebook: www.facebook.com/tricare

TRICARE Online: <https://www.tricareonline.com/welcome.do>

TRICARE AD Dental Program: www.ucci.com

TRICARE Retiree Dental Program: www.trdp.org

TRICARE Mail Order Pharmacy: www.tricare.osd.mil/pharmacy/tmop.cfm.

United Healthcare: <https://www.uhcilitarywest.com>