

Raymond W. Bliss Army Health Center

PCMH PATIENT'S GUIDE TO CARE



2240 E. Winrow Avenue
BLDG 45001
Fort Huachuca, AZ 85613

Appointment Line: 520-533-9200
(Call between 6 a.m.-3 p.m.)

WELCOME!

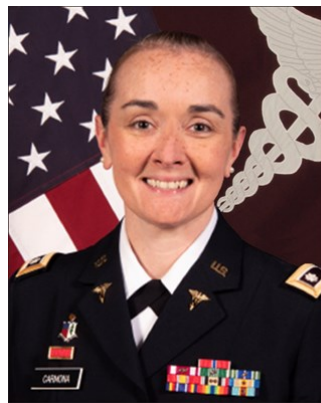
Thank you for choosing Raymond W. Bliss Army Health Center (RWBAHC) for your health care home. We are dedicated to providing quality primary and preventive health care, assuring the readiness of the Warfighter and the wellness of our family members, retirees and veterans of the Armed Forces.

Located at Fort Huachuca, Arizona, RWBAHC provides care to over 11,000 patients, including permanent-party Soldiers, students, foreign soldiers, family members, as well as retirees and their family members.

We believe it is essential for our patients to be actively involved in their health care and are committed to providing you with excellent care. Because of our commitment, we must emphasize how important it is for you to take responsibility for your health care needs.

We look forward to serving you!

COMMAND TEAM



LTC Marie Cammona
Commander



SGM Joel Farrens, Jr.
Sergeant Major



PATIENT-CENTERED MEDICAL HOME

The PCMH Model is a framework of care that places the patient at the center of care and emphasizes care coordination and communication.

PCMH is an accredited care standard that focuses on care coordination, access to care, and effective primary care manager and team work in partnership with the patient and their family.

We focus on education and self-management by the patient and with the patient. We track and coordinate your care and use health information technology to support your care.

The PCMH Team consists of the PCM, the Team RN, the LPN or 68W Medic, the Medical Support Assistant, the Nurse Case Manager, Integrated Behavioral Health Consultants, Clinical Pharmacists, and Dietitian.

The PCMH Model of Care focuses on these core functions:

- **Patient-Centered Care:** Relationship-based care focused on the whole person and understanding and respecting each patient's unique needs, culture, values and preferences. The practice actively supports the patients in learning to manage and organize their own care at the level they choose.

This includes the patient's responsibility to participate in self-management activities and/or goals. We recognize family members are core members of the care team and are included in establish-



ing goals and care plans.

- **Comprehensive Care:** A team of providers who work to meet each patient's physical and mental health care needs, including

prevention and wellness, acute and chronic care.

- **Coordinated Care:** Care is coordinated across the healthcare spectrum to include specialty care, hospitals, homecare and community services and support.

- **Access to Care:** Our goal is that patients have shorter wait times for urgent needs, enhanced in-person hours, around the clock telephone or electronic access to the team. Our standards are:

- a. Acute/Urgent Need:* Seen within 24 hours

- b. Routine Need:* Seen within 7 days

- c. Specialty Care:* Seen within 28 days

- d. Wellness Need:* Seen within 28 days

- e. Emergency Care:* If you require emergency care, go to your nearest emergency room or call 9-1-1.

- **Systems-based approach to quality and safety:** We use evidence-based medicine and clinical decision tools to engage in process improvement and performance measurement. We respond to patient experience and satisfaction feedback.

We practice population health management and share quality and safety data and improvement activities.



INDIVIDUAL RIGHTS & RESPONSIBILITIES

This portion focuses on the patient's rights and responsibilities in their own care, by knowing their rights and making decisions affecting their care. RWBAHC respects and demonstrates support for patients' rights as follows:

Confidentiality: Federal Health Insurance Portability and Accountability (HIPAA) and Army regulations address the requirement to protect the confidentiality of patient information

Privacy: The RWBAHC Team protects our patients' privacy:

- Knock on the door before entering
- Use privacy curtains
- Shut doors when an exam/test is being performed
- Provide gown/robe to patients
- Do not talk about patients in public areas such as the café, in hallways or the elevators
- Use privacy screens on computers

Before releasing patient information, the patient must consent

Security: Patients have the right to feel safe and secure at RWBAHC. Our Security staff is always on duty during business hours and will respond quickly to situations where patients or staff feel at risk.

Communication: RWBAHC respects the patient's right to and need for effective communication. For example, patients have a right to know who is providing their care. Team members wear picture identification tags and will introduce themselves to patients.

Non-English Communication:

Patient who have difficulty communicating in English can utilize our language interpretation line at 1-866-874-3972 (MTF Code 544127). Your care team will assist you with reaching the interpreter you need to ensure full understanding of any care provided.

HEARING IMPAIRED

For hearing impaired patients, please notify your healthcare team of your need and your team will provide you with access to the sign language iPad that is maintained in the Pharmacy.



MISSION

*Provide ready and sustained health services support and force health protection in support of the Total Force to enable readiness and to conserve the fighting strength while caring for our People and their Families.
Ready Soldiers, Ready Families, Ready Community ...
Always out front!*

AVAILABLE SERVICES

- | | |
|-----------------------|--------------------------------|
| ◇ Primary Care | ◇ Preventive Medicine |
| ◇ Physicals | ◇ Behavioral Health |
| ◇ Immunizations | ◇ Family Advocacy |
| ◇ Pharmacy | ◇ Army Substance Abuse Program |
| ◇ Radiology | ◇ Army Wellness Center |
| ◇ Laboratory | ◇ Audiology |
| ◇ Physical Therapy | ◇ Nutrition Care |
| ◇ Occupational Health | ◇ EFMP |
| ◇ Optometry | |



FREQUENTLY ASKED QUESTIONS

Q: How do I check the status of my referral?

A: Health Net Federal Services is the managed care support contractor for the TRICARE West Region. In order for you to see your referral, you must set up an account online at www.tricare-west.com.

*** You must set up an online account to see your referrals or call HealthNet @844-866-WEST to request a hard copy.***

Q: How long are referrals good for?

A: Referrals are good for 6-months from the date they are issued.

Q: Can I request care from a different Primary Care Manager?

A: Yes, you can change your Primary Care Manager at any time. To change your PCM, please call Health Net at 1-844-866-9378 or visit the Health Net Federal Services website at www.tricare-west.com. Your request must comply with guidelines at the local military clinic. The change may take up to six days to confirm.

Q: How do I find a Tricare Network Specialty Provider?

A: Call Health Net at 1-844-866-9378 or visit their website at www.tricare-west.com and search the provider directory.

Q: Is there a TRICARE Handbook?

A: No, but you can find information on all Tricare programs at: www.tricare-west.com

Q: What is the late policy?

A: We ask that our patients arrive 20 minutes prior to their scheduled appointment time. If you arrive more than 10 minutes after your scheduled appointment time, the Provider will do their best to see you during the remainder of the clinic day.

Q: Can I request a second opinion?

A: Yes. You, your primary care manager (PCM) or your regional contractor may request a second opinion. Active duty service members and TRICARE Prime beneficiaries should request their second opinion through their PCM.

Q: Can I request care from specialty provider?

A: Yes. However, some TRICARE plans require a referral before you visit a specialist. These are: TRICARE Prime, TRICARE Prime Overseas, TRICARE Prime Remote, TRICARE Prime Remote Overseas, TRICARE Young Adult Prime, US Family Health Plan.



Q: How do I get a copy of my medical records?

A: You can stop by the Medical Records office, sign a release of information (DD2870) and request copies of your medical records. You can also request that the PAD/Medical Records office send copies of your records to outside specialists by following the same process. Call 520-533-2507 for more information and assistance.

Q: How do I get care if I'm TDY or not permanent party?

A: Bring a copy of your orders with ID card and complete a quick registration with a receptionist at the RWBAHC main entrance front desk.

Q: What are Advanced Directives?

A: Advanced Directives are legal documents that allow you to make decisions about your healthcare and medical treatment in case you become unable to communicate for yourself. There are different types of advance directives, such as: medical power of attorney, living will, and do not resuscitate (DNR) order.

Military personnel who would like to make Advance Directives need to visit the post JAG office at 2387 Hatfield Road, Bldg 51102, Ft. Huachuca, AZ 85613. All other beneficiaries should seek legal assistance.

Non

EMERGENCY/URGENT CARE

SEEKING CARE FOR AN EMERGENCY OR AFTER HOURS CARE: LIFE, LIMB OR EYESIGHT, CALL 911 or go to the nearest Emergency Room.

The nearest Emergency Room is Canyon Vista Medical Center located at 5700 Highway 90. Their Emergency Room is open 24/7 for emergency service. Other area Emergency Rooms include the Copper Queen Community Hospital in Bisbee and the Benson Hospital in Benson.

Soldiers Do NOT need a referral for ER visits. However, Active Duty personnel, wishing to utilize an Urgent Care Center instead of an Emergency Room, will need a to acquire a pre-authorization with a referral placed to the Urgent Care Center in order to avoid being billed for the visit. Call the TRICARE Nurse Advise Line at 1-800-874-2273 to get a referral.

Dependents & retirees do **NOT** need a referral to go to Urgent Care.



EDUCATION & DEVELOPMENTAL INTERVENTION SERVICES

Why would a family need EDIS?

- Your baby starts learning the day he or she is born. This learning happens through everyday activities and interactions, such as getting dressed, eating meals, playing with toys and being part of family activities.
- During the first three years, your baby will learn many important skills needed for future learning and getting ready for school.
- Every child learns differently. Some will reach certain milestones faster than others. Some will need a little help.
- Because you know your child best, you may notice that he or she is growing or developing differently than other children the same age.
- If you have questions, concerns or think your baby needs a little help to learn, it is very important to ask for it as early as possible to be sure your baby has the best outcome. For additional information, log in to:

www.EDIS.army.mil

Who is eligible?

- The Army EDIS provides early intervention services to military and civilian families in the DoD who:
- Have a child less than 3 years of age who has a developmental delay or a diagnosed medical condition placing the child at high risk for developmental delay.
- Live on a military installation in the United States with a DoD elementary and/or secondary school.

What Services does EDIS provide?

- Developmental Screenings to assist you with determining if your child is meeting his/her developmental milestones.
- Developmental Evaluations
- Individualized Family Service Plan for eligible children to identify goals and needs with regard to your child's development
- Early Intervention Services
- Transition assistance to help you and your child move on to another program as he/she turns three years of age. Or to help you access services at your next duty location.

How do families access services?

- Families may request developmental screening or evaluations directly from EDIS
- Health Care Providers in military treatment facilities may refer families directly to EDIS
- All services the EDIS teams provide are free of charge to eligible fami-



EXCEPTIONAL FAMILY MEMBER PROGRAM

Exceptional Family Member Program (EFMP) is a Department of Defense (DoD) Program assisting family members of active duty Soldiers, DA civilians, National Guard, and Reserves. It is designed to identify any special education or medical need and to facilitate consideration of these needs in the personnel assignment process.

*Enrollment of eligible families is **MANDATORY**.*

EFMP Enrollment: AR 608-75 mandates enrollment for qualified family members. Army personnel with a family member who meets the criteria for enrollment have a responsibility to see that the enrollment takes place. Family members enrolled in the EFMP program are enrolled permanently unless medical and/or special education needs warrant case closure or the Soldier separates from the Army. Enrollment information should be updated when there is a significant change or at least every three years.

Enrollment Facts: Commanders are authorized to take appropriate action against any Soldier who knowingly provides false information or who knowingly fails or refuses to enroll in EFMP or disregards the three year anniversary to update information. Enrollment is not a guarantee for concurrent travel or automatic grounds for deletion or deferment of military service. Enrollment is not a guarantee that the sponsor will not serve an unaccompanied tour. Enrollment does not mean the families will not be separated and does not guarantee a command sponsorship for family members.

The Army Privacy Program AR 340-12 protects the names of exceptional family members and information about their enrollment in the program. Such information is not available to schools and promotion boards.

Disenrollment in EFMP: A family member may be disenrolled from EFMP when the enrollment condition no longer exists. Asthma and Behavioral Health diagnosis require enrollment for a minimum of five years.

Website: <https://efmp.army.mil/enterpriseEFMP/> for more information

Common conditions that require EFMP enrollment



MHS GENESIS PATIENT PORTAL



MHS GENESIS is the new Electronic Health Record (EHR) that provides you and your doctor's enhanced, secure technology to manage your health information. When fully deployed, MHS GENESIS will be the single health record for service members, veterans, and their families.

Along with the new EHR, the MHS GENESIS Patient Portal is a secure website available 24/7 that gives you access to your health information. Through the MHS GENESIS Patient Portal, you can:

- View your health information
- Communicate securely with providers
- Schedule appointments
- Request prescription refills

If you have a current prescription with remaining refills, use the RWBAHC automated prescription refill line, as usual, until those refills run out. You'll need to have your prescription number ready when calling 520-533-1551.

MHS GENESIS and the MHS GENESIS Patient Portal have replaced TRICARE Online, including the patient portal and secure messaging at this facility.

- ◇ If you had a current TRICARE Online account, prior to April 24, 2021, it was migrated to MHS GENESIS. No action is necessary from you.
- ◇ If you don't already have a TRICARE Online account, you can log onto: <https://patientportal.mhsgenesis.health.mil> using your DS Logon Premium Account.
- ◇ If don't have a DS Logon Premium Account or if you have questions about DS Logon, visit the milConnect website: <http://www.dmdc.osd.mil/milconnect> or call 1-800-538-9552.

**Please note: The process of completing the online application to establish a DS logon account takes approximately 10 minutes and some of questions may seem intrusive, but it's to protect your information. The intent of asking for this level of information is to eliminate the chance of unauthorized access to your health information. This application only needs to be done once to establish your account. Active duty and any other personnel with a common access card, or CAC, may use that to login through the DS Logon*



DEPARTMENTS, HOURS & CONTACT NUMBERS

Appointment Line: 520-533-9200 (option # 2) M-F: 6 a.m.-3 p.m.

Apache Ridge Clinic: 520-533-9033

M-F: 7 a.m.-4 p.m. (Closed 11:45 a.m.-12:45 p.m.)

Coyote Creek Clinic: 520-533-9034

M-F: 7 a.m.-4 p.m. (Closed 11:45 a.m.-12:45 p.m.)

Military Intelligence Student Clinic (MISC): 520-533-6709

M-F: 5 a.m.-2 pm.

Physical Therapy: 520-533-9102

M-F: 6 a.m.-1:15 p.m.

Behavioral Health (BH): 520-533-5161 M-F: 7:30 a.m.-4 p.m.

Triage and walk-in hours M-F: 7:30 a.m.-3:30 p.m.

Optometry: 520-533-9197

M-F: 6:30 a.m.-3:30 p.m. (closed 11 a.m.-noon);

Walk-ins: M-F: 7 a.m.-10 a.m. & 12:30 p.m.-2 p.m.

Audiology: 520-533-9139

M-F: 7 a.m.-11 a.m. (call Appt. Line 533-9200)

Radiology: 520-533-2555

M-F: 6:30 a.m.-3:30 p.m.

Army Wellness Center (AWC): 520-533-5311

M-Th: 5:30 a.m.-3 p.m.; Friday: 5:30 a.m.-10 a.m.

Pharmacy: 520-533-2520

Refills: 520-533-1551

M-F: 8 a.m.-4:45 p.m.

Laboratory: 520-533-2918 M-F: 6:30 a.m.-3:30 p.m.

(closed for lunch 1200-1300)



SERVICE WITH A SMILE!

Your health and safety
are our TOP priority!

Please come prepared with your full
health history and current list of medi-
cations to EACH visit!



We are here to help you manage your goals for your health.

Our goals are to improve health outcomes with the
continuity, quality and efficiency of the health care services
we provide.

Have a concern?

Call our Patient Advocate at 520-533-2313

Feedback is a gift!

Following a visit to our clinics, you may receive a Joint Outpatient
Experience Survey (JOES) in the mail.

Please take the time to fill these out
as they provide us valuable infor-
mation as to how we can improve
the care and services we provide to you.

Joint
Outpatient
Experience
Survey



Please help us, help you!