

DAVID GRANT USAF MEDICAL CENTER

PATIENT HANDBOOK

**MDG Pamphlet 41-6
February 2004**

IMPORTANT TELEPHONE NUMBERS

Ambulance (Emergency) On & Off Base	911
Central Appointments Desk	423-3000
	Toll-Free 1-800-264-3462
Child Development Center	424-0341
Dental Clinic	423-7000
Diagnostic Imaging	423-7208
Emergency Department	423-3825
Family Practice Clinic	423-3792
Fisher House	423-7550
Flight Medicine	423-5446
GYN Clinic	423-5362
Beneficiary Counselor & Assistance Coordinator	423-7921/3472
Laboratory	423-7727
McClellan Satellite Clinic	916-561-7560
Internal Medicine Clinic	423-5053
North Information Desk –1 st Floor	423-7300
OB Clinic	423-5414
Patient Education Library	423-7867
Pediatric Clinic	423-5323
Poison Control Center	1-800-342-9293
Primary Care Clinic	423-3727
Primary Care Clinic (PCM on Call)	423-5000
South Information Desk –2 nd Floor	423-3687
Travis AFB Operator	424-1110
Commercial Area Code 707; DSN prefix 799-XXXX	424-1110

Dear Healthcare Beneficiary

Welcome to your David Grant USAF Medical Center (DGMC)! We are truly pleased to serve you! This handbook is intended to assist you in obtaining the best quality health care we can provide at DGMC.

Our medical center's staff is constantly striving to surpass your health care expectations and provide you the means to achieve a higher quality of life for you and your family. We recognize health care is fertile ground for "continuous improvement," and we welcome your suggestions. If there is some feature of our service that does not seem satisfactory, please let us know! I promise you we will address it and get back to you.

For information not provided within this brochure, please do not hesitate to ask a staff member or contact the North Information desk at 423-7300. All of our clinics and support services also have staff members designated as Patient Advocates to help you.

I hope you are one of our TRICARE Prime enrollees. As a member of TRICARE Prime you are guaranteed access to our health system here at the medical center or within our excellent civilian provider network. As a Prime member, you will have your own Primary Care Manager who will take care of your health care needs. TRICARE is military medicine's answer to the delivery of high-quality, cost-effective, and accessible care. Ask us about it by calling 423-7904.

Again, let me welcome you to David Grant USAF Medical Center, and thank you for choosing our staff to provide you with complete quality care.

Sincerely,

JAMES D. COLLIER
Colonel, USAF, MC, CFS
Commander

INFORMATION ASSISTANCE

David Grant USAF Medical Center operates two information desks to assist and guide patients, family, and friends. A **Lost and Found** service is also provided at the Admissions Office.

The **North Information Desk** is located on the first floor in the main entrance lobby; it is staffed 0800-2000, Monday through Friday. Information can be obtained 24 hours daily via telephone at 423-7300.

The **South Information Desk** is located on the second floor in the lobby of the main clinic entrance; it is staffed 0700-1600, Monday through Friday. The phone number is 423-3687.

Both information desks are primarily staffed with David Grant volunteers who donate their time to benefit us all.

Telephone numbers for David Grant clinics, inpatient units, and offices not listed in this brochure may be obtained by calling the North Information Desk.

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 = Check listing for special appt. phone number

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OTHER SERVICES

(The following services are located on the 1st Floor)

Automatic Teller Machine (ATM) - Open 24 Hours

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Closed Saturday & Sunday

Branch BX 423-7426

Hour: 0700-1700, Mon-Fri

Closed Saturday & Sunday

Dining Facility 423-2387

Hours: 0615-0815, Mon-Fri

Breakfast

0915-1030, Mon-Fri

Grab n' Go

1030-1300, Mon-Fri

Noon Meal

1630-1730, Mon-Fri

Evening Meal

Vending Machines - Open 24 Hours

Huva Java Do Coffee Cart – 0630-1630, Mon-Fri

BUILDING A HEALTHY COMMUNITY THROUGH POPULATION-BASED HEALTH CARE

David Grant USAF Medical Center is committed to building a healthy beneficiary community. We are actively partnering with the entire Travis Air Force Base community to bring you the best possible health care. This handbook outlines some of the wonderful services available within the medical center. We also encourage you to explore additional services available on Travis Air Force Base that may help you and your family toward healthier living by obtaining a copy of the Travis Community Resource Guide FY 2003-2004 at the Family Support Center.

We at David Grant are very excited about our Population Health Improvement (PHI) program. PHI encompasses healthcare of the entire beneficiary population and balances awareness, education, prevention and intervention activities required to improve the health of a specified population. Six factors are crucial to success:

- 1) Identify demographic needs and health status of the population;
- 2) Forecast and demand/capacity management;
- 3) Proactive delivery of preventive services to the enrolled population;
- 4) Monitoring of medical/disease conditions;
- 5) Continual population health status improvement and effectiveness/efficiency of delivery system; and
- 6) Energize community approach to population health

PHI provides you with health care information and screening for disease. It unites self-care, community-based public health activities, and medical interventions into a comprehensive plan centered on prevention to reduce complications and premature death. The goals are to modify personal disease and injury risk, effectively change behaviors to optimize health and enhance fitness, and allow health care providers to reduce unwarranted treatment differences.

For PHI to be effective, you and your health care team must work together. We strongly encourage you to be an active partner in managing your health. Ask your health care team for tips on how to get involved!

David Grant USAF Medical Center also has excellent programs for managing medical conditions such as asthma, breast care/cancer management, depression, diabetes, lipids management and women's health. You will find the most up-to-date information in our educational programs and a supportive, caring staff to help you and your family in learning to live with these and other conditions. Detailed information and a point of contact are listed in this handbook.

We are pleased you have chosen David Grant USAF Medical Center to meet your health care needs. Your health is our concern. Thank you for helping us build a healthy community.

HEALTH RECOMMENDATIONS FOR YOU AND YOUR FAMILY

The following recommendations are guidelines for people who are generally healthy. These guidelines are in accordance with your TRICARE Prime Benefits. Your personal or family history may indicate more frequent screenings or vaccinations. Discuss any questions or concerns you have with your healthcare provider.

Colon Examination

A sigmoidoscopy or proctosigmoidoscopy is recommended every 3-5 years beginning at age 50. Discuss other colon cancer screenings with your healthcare provider.

Cervical Pap Smear

Pap smears are recommended for women starting at age 18 or with onset of sexual activity. Women should have a pap smear yearly for 3 consecutive years, then every 1-3 years thereafter depending on risk factors.

Mammogram/Breast Exam

A baseline clinical breast exam and mammogram is recommended for all women at age 40, and should be conducted annually thereafter. Women of any age with a family history of breast cancer should discuss breast exams and mammograms with their healthcare provider.

Adult Immunizations

Discuss appropriate immunizations with your healthcare provider. Immunizations are provided in accordance with

Centers for Disease Control and Prevention (CDC) Recommendations.

Fecal Occult Blood Test

A fecal occult blood test is recommended annually beginning at age 50.

Prostate Exams

An annual exam for men over 50 years of age and for those 40-49 who have a family history of prostate cancer is recommended.

Cholesterol Test

A total blood cholesterol test is recommended every 5 years beginning at age 18.

Blood Pressure Check

A blood pressure check is recommended for all adults at least once every 2 years.

Childhood Immunizations and Screenings

All children should have immunizations started in infancy. Discuss these with your child's healthcare provider. Immunizations are provided in accordance with Centers for Disease Control and Prevention (CDC) Recommendations. Discuss age-appropriate screenings, such as blood pressure, hearing, lead level, etc. with your child's healthcare provider.

PATIENT BILL OF RIGHTS

The below listed rights are based upon the Patient Self-Determination Act, 42 USC 1396a(w) 42 CFR 489.100 et seq., and Title 22, California Code of Regulations, Section 70707.

All patients obtaining care in the medical/dental treatment facility are entitled to certain rights. The basic rights of human beings for independence of expression, decision, action and concern for personal dignity and human relationships are always paramount. If, at any time, you believe your rights are being compromised, please bring it to the attention of your health care provider, or ask to speak with a Patient Advocate. The following basic rights should be observed by both patients and facility personnel to ensure patient care is provided in an appropriate and efficient manner:

- 1. Exercise These Rights.** You have the right to exercise these rights without regard to gender, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, personal attributes, values/beliefs, nature of health problems and/or source of payment for care.
- 2. Considerate and Respectful Care.**
- 3. Identity of Health Care Personnel.** You have the right to know the name of the health care provider who has primary responsibility for coordinating your care and the

names and professional relationships of other physicians and non-physicians who will see you.

4. **Information.** You have the right to receive information about your illness, the course of treatment and prospects for recovery in terms that you can understand.

5. **Consent.** You have the right to receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information will include a description of the procedure or treatment, the medically significant risks involved in each, and to know the name of the person who will carry out the procedure or treatment.

6. **Participate in Care.** You have the right to participate actively in decisions regarding your medical care. To the extent permitted by law, you may refuse treatment. You have the right to complete an advance directive, which is a written declaration about the types of treatment you would want and would not desire in the event you are no longer able to actively communicate your wishes. You may raise questions about ethical dilemmas directly to the Biomedical Ethics Committee.

7. **Pain Management.** You have the right to pain relief.

8. **Privacy.** You have the right to full consideration of privacy concerning your medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You also have the right

to be advised as to the reason for the presence of any individual.

9. **Confidentiality.** You have the right to confidential treatment of all communications and records pertaining to your care and your stay in the hospital in accordance with the Privacy Act and applicable DOD and Air Force Regulations.

10. **Reasonable Requests and Responses.** You have the right to reasonable responses to any reasonable requests made for services.

11. **Continuity of Care.** You have the right to reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of persons providing the care.

12. **Research.** You have the right to be advised if the hospital or health care provider propose to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

13. **Explanation of Health Care Requirements.** You have the right to be informed of continuing health care requirements following your discharge from the hospital.

14. **Explanation of Hospital Charges.** You have the right to examine and receive an explanation of the bill regardless of the source of payment whenever the government seeks reimbursement for care.

15. **Explanation of Rules and Regulations.** You have the right to have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.

16. **Legal Responsibility.** If applicable, your legally authorized representative will have the same rights when making decisions regarding your medical care.

17. **Visitors.** You have the right to designate visitors, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:

- a. No visitors are allowed.
- b. The facility reasonably determines the presence of the particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitors to the health facility, or would significantly disrupt facility operations.
- c. You have indicated to the health facility staff that you no longer want this person to visit.
- d. The visitor has been barred from Travis AFB by the wing commander.

Visitors you may designate include available chaplains or other pastoral counselors of your choosing, without regard to ordination or certification. In addition, you have the right to have your wishes considered for purposes of determining who may visit if your lack of decision-making capacity is diminished and to have the method of the consideration disclosed in the hospital policy on visitation.

At a minimum, the hospital shall include any persons living in the household.

Lastly, this section may not be construed as a means to prohibit this health facility from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

PATIENT RESPONSIBILITIES

The below listed responsibilities are based upon DOD 6000.14 (30 July 1998) Patient Bill of Rights and Responsibilities in the Military Health Systems, Patient Self-Determination Act, 42 USC 1396a(w) 42 CFR 489.100 et seq.; and Title 22, California Code of Regulation, Section 70707.

Providing quality health care is a complex task that requires close cooperation between patients and medical facility personnel. In providing care, hospitals have the right to expect reasonable and responsible behavior upon the part of patients, their relatives, and friends. The following basic responsibilities of patients are considered applicable to this medical treatment facility.

- 1. Provision of Information.** You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters in relation to your health. You have the responsibility to

report unexpected changes in your condition to your health care provider. You are also responsible to provide information to your health care provider as to whether you clearly understand the proposed plan of care and what is expected of you.

2. Respect and Consideration. You are responsible for being considerate of the rights of other patients and hospital personnel. You are also responsible for being respectful of the property of other persons and of the medical facility.

3. Involvement with Medical Care. You are responsible for working collaboratively with health care provider(s) in developing and carrying out agreed upon treatment plans, including follow-up care. This includes arriving to appointments on time and notifying the medical facility when appointments cannot be kept. You are responsible to express any concerns, to the health care provider, regarding your ability to follow the proposed care of treatment. You are also responsible for your actions if you refuse treatment or do not follow the health care provider's instructions.

4. Understanding Maintenance of Medical Records. You are responsible to understand all medical records documenting care, provided by any DOD medical or dental treatment facility, are property of the U.S. Government. These records are to be maintained at the medical or dental treatment facility.

5. Compliance with Rules and Regulations. You are responsible for following the medical facility's rules and regulations regarding patient care and conduct.

6. Reporting of Patient Complaints/Concerns. You are responsible for helping the Medical Group Commander provide the best possible care to all beneficiaries. Patient's recommendations, questions, concerns, or complaints should be reported to the appropriate clinic patient advocate without restraint, interference, discrimination or reprisal. If you are not satisfied with the response you receive, you may contact the 60 MDG Patient Relations Monitor at 423-2388.

7. Awareness of Health Care Providers' Obligations. You are responsible to be aware of the health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.

PATIENT EDUCATION LIBRARY

Located on 2 East

Open: 0800-1630, Mon-Fri

Phone: 423-7867

Available services include; Books, Videos, Computer Programs and Brochures on a variety of topics.

APPOINTMENT SYSTEM

Appointments at David Grant USAF Medical Center are divided into two broad categories: **Direct Access and Referral.**

Direct Access. These are primary care type appointments that are scheduled directly with the clinic through the central appointment system. In most cases the main appointment phone number (707) 423-3000 is the only number you will need to call to make an appointment (the toll free number is 1-800-264-3462). However, there are some clinics and support services that have individual phone numbers, and these are indicated by a ☎ symbol in the table of contents. You will find these appointment numbers in the Clinics and Related Service section of this brochure. Appointments may be made Monday through Friday, 0700-1600.

TRICARE Prime, TRICARE Plus, & Empanelled Medicare can make the following appointments:

Acute, Routine, Follow-up, and Wellness Appointments.

After hours urgent appointments are also available for Pediatric and Primary Care Services.

Calling the 423-3000 appointment number will connect you with our automated telephone system. Follow the instructions to be connected to the appointment clerk that handles the clinic where you want to schedule an appointment. We recommend you do the following **BEFORE** calling to schedule an appointment.

- a. Have your sponsor's full social security number ready to give to the appointment clerk.
- b. Have a calendar or know dates the appointment will fit into your plans. This may avoid later rescheduling if you can't keep an appointment.
- c. Have a pen and paper to record the appointment information. After making the appointment, it is a good idea to repeat the date and time of the scheduled appointment to ensure accuracy.

Every effort will be made to schedule you to see your PCM, but if your PCM is unavailable, an appointment will be made with another provider.

Should you have any problems with the appointment system, please contact the DGMC Appointment Manager at 423-3000 or the Patient Relations Monitor at 423-2388.

TRICARE Prime and Plus beneficiaries can also book primary care appointments via the web by visiting the TRICARE Online website at: www.tricareonline.com. Beneficiaries are encouraged to register and utilize this service.

Active Duty Acute Appointments (replacing Active Duty Sick Call) are obtained in your primary care manager's clinic. Personnel on flying status should report to Flight Medicine. Primary Care patients should call 423-5351 (Nurse Triage Line) for a same day acute

appointment. Internal Medicine patients should call 423-5054 for a same day acute appointment. Family Practice patients should call 423-3792 for a same day acute appointment.

Referral Appointments. A number of clinics operate by referral only and in this handbook are indicated by a (R). Appointments in these clinics can be made when a DGMC or DGMC-sponsored provider recommends you be seen in that specific clinic. See Consult Management (CMO) section for additional information.

CASE MANAGEMENT/DISCHARGE PLANNING

Hours: 0730-1630, Mon-Fri
Telephone: (707) 423-3210
Toll Free: 1-800-264-3462 Option 6

Case management/discharge planning office coordinates care needed to transition from hospital to another level of care or to home. It also arranges for home healthcare services and for many of the medical equipment items needed on an outpatient basis and ordered by your provider.

CONSULT MANAGEMENT OFFICE (CMO)

Hours: 0730-1630, Mon-Fri
Telephone: (707) 423-7641
Toll Free: 1-800-264-3462
Location: 2nd floor, west wing

CMO provides scheduling and tracking of consults/referrals submitted to specialty clinics. Many clinics operate by referral only and appointments in these clinics are scheduled when your PCM submits a referral request to the specialty clinic. If you have any questions regarding your referral, you should contact our office by calling the above listed number and selecting option #3 after the recording.

Appointment Availability. Appointment times become available, as far in advance as possible, which is usually four weeks. New appointments become available on a weekly basis. On occasion, some specialty clinics will provide appointments only to active duty personnel. In the event that you require care that is unavailable in the MTF you may be referred to civilian care.

Canceling Appointments. Appointments made by calling the main appointment number can be canceled during normal duty hours by calling 423-3000. Appointments made directly with a clinic can be canceled by calling that clinic during normal operation hours (see clinic listing for hours). Please call as far in advance as possible so your appointment time can be made available for another patient.

ELIGIBILITY OF CARE

Patient eligibility for care at David Grant USAF Medical Center is verified through use of your military identification card and a military computer system known

as the Department of Defense Eligibility Enrollment Reporting System (DEERS). DEERS is used for verifying eligibility for health care services at military hospitals and clinics as well as for TRICARE benefits. To update DEERS you must go to the Military Personnel Flight.

To assist in verifying your eligibility, you are required to present your military identification card upon request. Not having a valid ID card may result in denial of treatment unless a verified emergency condition exists. Types of identification cards are:

- a. Active Duty: DD Form 2 (AF, A, N, or MC) (Active) green or white U.S. Armed Forces Identification Card.
- b. Reserve and National Guard: DD Form 2 (Reserve) red identification card. Additionally, a copy of your orders or proof of UTA/IDT participation is required to verify eligibility.
- c. Dependents: DD Form 1173, peach Uniformed Services Identification and Privileges Card.
 1. Children from a divorced marriage living with a nonmilitary guardian must have an identification card.
 2. Dependents of Reserve or National Guard personnel on active duty for more than 30 days are entitled to medical care. Sponsor's orders are required at time of service.
 3. Children 10 years of age and older must have an identification card.

- d. Retiree: DD Form 1173, gray or blue identification card, except retired members of the Commissioned Corps of the Public Health Service.

Beneficiary Counselor and Assistance Coordinator

Provides information and assistance regarding military and civilian health benefits, including the TRICARE program. This includes TRICARE eligibility and benefit determinations, issuance of Non-availability Statements (NAS), disengagements to TRICARE authorized civilian health providers, TRICARE Prime travel arrangements and assists with claims processing. Call 423-7921/3472 Mon – Fri, 0730-1630.

Additional information regarding the three TRICARE options (TRICARE Prime, TRICARE Standard and TRICARE Extra) can be obtained from the TRICARE Service Center located on the first floor, next to the north information desk. Call 1-888-874-9378, Mon – Fri, 0700-1700.

TRICARE: Benefits of Membership. David Grant USAF Medical Center is currently offering empanelment slots with individual providers to TRICARE Prime members. In addition to the financial protection which Prime membership offers eligible families, patients who request empanelment enjoy the benefit of assignment to a particular provider. After assignment takes place, patients frequently find the process of gaining an appointment much easier. Should they have a need for specialty care, their assigned provider or Primary Care Manager (PCM) will

issue an appropriate referral. Patients are also able to enjoy a relationship with their PCM very similar to the “family doctor” concept.

Clinics participating in the empanelment process include Family Practice, Primary Care, Internal Medicine, Pediatrics, and Flight Medicine. After hours access procedures are in place for patients empanelled to these clinics. There are many benefits derived from Prime membership—better access, better continuity of care, and financial protection, just to name a few. If you have questions about the program or benefits under Prime, your local TRICARE Service Center has a wealth of information to supply. Drop in to learn more or call 1-800-242-6788. The office is located in the medical center on the 1st floor, by the north information desk.

Medical Equipment. David Grant USAF Medical Center does not have an equipment loan program except in very rare cases for active duty personnel. Non-active duty patients who need medical equipment may cost share the purchase through TRICARE. The Benefits Counselor and Assistance Coordinator can provide you with additional information.

Treatment of Minors. Anyone under the age of 18 is a minor, and cannot consent for their own medical or dental care, therefore, they must be accompanied by an adult who is able to provide that consent. Those children brought to the medical center by person other than their parent(s) will need a Limited Power of Attorney, unless the medical

record shows the adult is the legal guardian. The only exceptions to this requirement are:

- a. The individual is in the military.
- b. The individual is married.
- c. The individual has a court order.
- d. The individual is 12 years or older and is to be examined or treated for a sexually transmitted disease (STD), drug addiction/dependency, or any condition directly related to drug use.
- e. The individual (at any age) is to receive birth control services such as counseling or prescriptions.
- f. The individual is unmarried and pregnant and consents to hospital, medical or surgical treatment, other than abortion, related to her pregnancy.

Limited Power of Attorney. The Medical Legal Office can provide you forms for occasions when one or both parents are going to be out of town for short periods. Once completed, the Limited Power of Attorney will allow someone else to bring your minor children to the medical center for treatment.

Advanced Directives: If you are interested in completing an advanced directive or living will, please see the Admissions Office located on the 1st Floor of David Grant USAF Medical Center. If you currently have an advanced directive or living will, please ensure we have a copy for your outpatient record.

HOSPITALIZATION/ADMISSION

Your health care practitioner may decide to hospitalize you after evaluating your medical condition. Your practitioner will assist you by explaining the medical center's procedures and care during hospitalization. Further information may be obtained from the Admission and Dispositions (A&D) Office located on the 1st Floor, 423-7923. An Inpatient Information Guide is also available from the A & D office.

OUTPATIENT MEDICAL RECORDS

Hours: 0700-1800, Mon-Fri

Telephone: 423-5352

Location: 2nd Floor (South Side)

Patient Advocate: 423-5354

For appointments made at least one day in advance, your medical records will be sent to the clinic prior to your appointment. As a reminder, outpatient medical records are the property of the US Government and patients are not authorized to keep their medical records.

Release of Information. One copy of your records can be provided to you at no charge. Release forms can be obtained at the Outpatient Records Section or the Release of Information Office (Inpatient Records) and must be signed in the presence of an authorized medical staff member. Only the patient (or a legal representative), or the parent if the patient is a minor, is authorized to sign the

release form. Requests normally take 10 duty days and can be mailed to an address of your choice. Contact the Medical Release of Information Office at 423-7839 for further information.

PATIENT RELATIONS PROGRAM

Patient Relations Representatives. While we hope you will seldom encounter a problem at David Grant USAF Medical Center, our Patient Relations Representatives will help you resolve problems should they occur. Each clinic NCOIC and/or Nurse Manager acts as the Patient Advocate for that service and their names and phone numbers are prominently displayed in each area. Please talk to this person first to resolve any concerns you have with the services the clinic provides.

If you are unable to locate the Patient Relations Representative or are not able to resolve the issue, please contact the Patient Relations Coordinator at 423-2388 (located on the 1st Floor across from the Medical Legal office). This individual will work with the medical center staff to resolve any concerns you have, and ultimately with the Medical Center Commander who is the final link in the Patient Relations Program.

Patient Questionnaires. Outpatient clinic questionnaires are now managed by a Department of Defense contractor. In addition, some clinics also have their own questionnaires. Questionnaires are mailed monthly by the contractor to a random number of patients seen in each

clinic. The results are reported to the Medical Center Commander. We encourage you to complete these surveys and let us know what you think, including the positive and the negative. Your opinions will help us put and keep our customers (that's you) first, and maintain the quality health care you deserve!

SIGN/FOREIGN LANGUAGE INTERPRETERS

We provide interpreter service for sign and 16 foreign languages within the facility. The languages available are: Arabic, Bisaya, Croatian, French, German, Hungarian, Ilocano, Italian, Polish, Russian, Serbian, Spanish, Tagalog, Thai, and Vietnamese.

SMOKING POLICY

Smoking is not permitted in David Grant USAF Medical Center; however, there is one outside area where smoking is allowed. This area is the gazebo, between the VA Clinic, Dental building and Life Skills Support Center, 1st Floor entrance (inpatient/flag side of hospital).

UNATTENDED CHILDREN

Please bring only those children scheduled to see a practitioner when you come to the medical center. If you are required to be with your child during his/her

examination or treatment, your other children will be left unattended. This can cause many problems for you and other patients or staff. Please use a baby-sitter or the Travis AFB Child Development Center. Contact the Child Development Center at 424-0341 for information regarding their hours of operation and child care policies.

CHAPLAIN'S OFFICE

Hours: 0730-1630, Mon-Fri

Telephone: 423-3652

Location: 2nd Floor

Chaplain services are available to all (including staff, patients and family members) during duty hours in the Chapel located on the 2nd Floor located between the Lab and the Command Section, or by calling 423-3650 or 423-3652. After duty hours, and on weekends, the Security Forces desk can reach a chaplain for emergencies (424-2227). The Chaplain's Office is a "quiet zone" and "safe haven" and free cookies, coffee and other "goodies" are often available. A chapel is located next door to the Chaplain's Office and is always open. A prayer box is available for prayer requests. A non-denominational worship service is conducted every Friday at 12 noon and weekly Bible Study is offered in the Lab Conference Room from 1200-1300 each Tuesday. Counseling, religious ceremonies and rites, and other pastoral services are also available.

VOLUNTEER SERVICES

The American Red Cross provides a wide variety of services within the medical center. These services are explained in a Volunteer Handbook that can be obtained at either of their offices (see below):

David Grant USAF Medical Center Office:

Hours: 0730-1630, Mon-Fri

Telephone: 423-3647, please call for assistance and leave a message.

Location: 2nd Floor

The Medical Retiree Activities Office (MRAO) was established to enhance the information flow between the military medical facility and the Travis AFB retired community. It's members staff the South Information Desk and provide other services within the medical center.

Hours: 0900-1600, Mon-Fri

Telephone: 423-2749/3649

Location: South Information Desk, 2nd Floor

CLINICS and RELATED SERVICES

AEROMEDICAL EVACUATION FLIGHT (ASF)

Hours: 24 Hours

Telephone: 423-3537 or 423-3470

Location: 1st Floor, West Wing

Patient Relations Rep: ASF Element Chief/ASF

Flight Superintendent

Your provider will complete AF Form 3899 for the use of the Aeromedical evacuation system. The use of this form enables you to receive the medical attention you need or to return home when your treatment is completed. Once the necessary paperwork is complete, please return to the 60th ASF for proper flight and travel arrangements or any additional information.

ALLERGY CLINIC (Referral required - R)

Hours: 0730-1630, Mon, Wed, Thurs & Fri

0900-1600 Tues

Telephone: 423-5107

Location: 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-5080

The Allergy Clinic offers consultative evaluation for all types of allergy problems, including asthma. No walk-ins

are accepted. Allergy injections are given on Monday and Thursday, 0730-1100 & 1300-1600.

BIOENVIRONMENTAL ENGINEERING FLIGHT

Hours: 0730-1630, Mon-Fri
Telephone: 423-5490
Location: Bldg 791

Provides comprehensive scientific analysis, engineering consultation, and monitoring services in occupational and community health. Offers quantitative gas mask fit testing on a walk-in basis. All other surveys conducted by appointment only.

CARDIOLOGY (R)

Hours: 0730-1630, Mon-Fri
Telephone: 423-3983
FAX: 423-7496
Location: 1st Floor, East Wing Clinic Side in the Internal Medicine Clinic
Patient Relations Rep: 423-3983

Refer to Internal Medicine section for further information.

Appointments to see a cardiologist or a pulmonologist are made by physician referral through Consult Management at 423-7641.

CARDIOLOGY LAB/PULMONARY FUNCTIONS LAB (R)

Hours: 0730-1630, Mon-Fri

Cardiology Telephone: 423-3983

Pulmonary Telephone: 423-5011

FAX: 423-7496

Location: 1st Floor, East Wing Clinic Side in the Internal
Medicine Clinic

Patient Relations Rep: 423-3983

Cardiology Lab provides electrocardiograms (ECG), signal averaged ECG, echocardiograms (stress, dobutamine, TEE), treadmill testing, Holter monitoring, event monitoring, and pacemaker surveillance. All procedures are by appointment only. Each procedure requires a physician referral.

Cardiology Post Procedure Clinic provides follow-up to cardiac interventional procedures performed at civilian medical facilities.

Pulmonary Functions Lab provides complete pulmonary diagnostic testing to include spirometry, pre- and post-bronchodilator studies, single breath diffusion tests, lung volume studies, and arterial blood gas punctures and analysis. All procedures are done by appointment. Special

procedures such as bronchoscopy, maximum oxygen uptake studies, home oxygen monitoring, exercise induced bronchospasm studies, and screening sleep apnea studies are done through pulmonary medicine consultation.

Appointments to see a cardiologist or a pulmonologist are made by physician referral through Consult Management (423-7641).

CHIROPRACTIC SERVICES (R)

Hours: 0800-1630, Mon-Fri

Telephone: 423-5244

Location: VA Clinic on DGMC Campus

The Chiropractic Clinic is part of the Chiropractic Health Care Demonstration Program that was mandated by Congress. The purpose of the program evaluation is to analyze the feasibility and advisability of offering chiropractic services at the MTFs.

Who is eligible to be seen in the Chiropractic Clinic?

On 1 Oct 01, the Chiropractic Clinic has been mandated by the U.S. Congress to see **Active Duty** only.

There will not be any space available openings for other beneficiaries.

How can I be seen in the Chiropractic Clinic?

Active Duty patients are referred by their primary care healthcare provider.

DENTAL SERVICES

Hours: 0730-1630, Mon-Fri

Telephone: 423-7000

Location: Dental Clinic 1st Floor, east of main hospital building

Patient Relations Rep: 423-7013

General dentistry and all recognized specialties in dentistry are available through the dental services of David Grant USAF Medical Center. Active-duty military personnel receive periodic dental examinations, usually once a year as scheduled via their unit health monitor, and follow-on treatment scheduled on an appointment basis. Reserve and Guard personnel on active duty (be sure to bring a copy of orders or other proof of eligibility) receive dental care per AF instructions and as professionally appropriate during their active duty period. Like all military dental treatment facilities, all other categories of beneficiaries may receive dental treatment on a space available basis (Which is extremely limited).

Family of active duty military members enrolled in the Family Member Dental Plan (FMDP) administered by United Concordia are required to use their insurance plan for any covered care. Extremely limited space available care is available for dependents not enrolled in the FMDP. Active duty family members are strongly encouraged to

enroll in the FMDP. Questions concerning covered benefits or enrollment in the FMDP should be directed to United Concordia via the internet at <http://www.ucci.com> or by telephone at 1-800-332-0366. Additional information about all dental insurance programs is available through the medical center's Beneficiary Counseling and Assistance Coordinator's Office.

Family members of active duty personnel not on the FMDP and alerted for overseas assignment with concurrent travel authorized, should be evaluated (on a standby basis) for dental clearance as part of the member's outprocessing. Referrals for this examination and clearance are made through the Overseas Clearance clerk in Outpatient Records at 423-3786.

Retired military members and their dependents may enroll in the TRICARE Retiree Dental Plan (TRDP) through Delta Dental. Enrollment in TRDP has no relationship to enrollment in TRICARE or vice versa. Eligible beneficiaries no matter what age may enroll in the TRDP. Enrollment packages are available in the Beneficiary Counseling and Assistance Coordinator's Office or you may enroll online at www.ddpdelta.org or by calling 1-888-838-8737.

Dental Sick Call for dentist screening and advice is available during normal duty hours by calling the dental clinic at 423-7000 for a screening appointment. Active duty military have priority for these appointments. Walk-ins for dental needs during normal duty hours will be evaluated for severity of the condition and treated,

appointed or in the case of non-active duty, referred to civilian dentists at the patient expense, as needed. Walk-in patients should anticipate significant waiting times for all but true (bleeding and swelling) emergency situations. After duty hours, weekends and holidays, the dental service maintains a dental officer of the day on call for evaluation of true dental emergencies. This officer may be contacted through the DGMC Emergency Department.

DERMATOLOGY CLINIC (R)

Hours: 0730-1630, Mon-Fri

Telephone: 423-5105

Location: 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-5095

Offers complete evaluation and treatment of all types of skin, hair and nail problems, both medical and minor. Other than the removal of small skin tumors and moles, cosmetic surgery is not performed. Mohs micrographic surgery and phototherapy light treatments are provided for all beneficiaries and Shaving Clinic for active duty military members only. No walk-ins are accepted.

DIAGNOSTIC IMAGING (Radiology) (R)

Hours: 0730-1700, Mon-Fri

Telephone: 423-7208

Location: 2nd Floor, down the hall and across from the
Laboratory

Patient Relations Rep: 423-7222

Routine radiology services (such as chest and extremities x-rays) are performed on a walk-in basis and require a radiology referral completed by your health care provider. Special radiology services require appointments to be made as indicated below.

Diagnostic Imaging Services

Includes mammogram, CT scan, ultrasound, and upper & lower GI)

Hours: 0730-1700, Mon-Fri

Appointments: 423-7208

Magnetic Resonance Imaging (MRI)

Hours: 0730-1630, Mon-Fri

Appointments: 423-7247

Location: 1st Floor, Medical Center entrance adjacent to the Dental Clinic

Nuclear Medicine

Hours: 0730-1630, Mon-Fri

Appointments: 423-7663

Location: 2nd Floor, behind Radiology

Women's Imaging Center (Mammography)

Hours: 0730-1600, Mon-Fri

Appointments: 423-7275

Location: 2nd Floor, South of the Radiology registration desk

EMERGENCY SERVICES

Hours: 24 Hours, Daily

Telephone: 423-3825

Location: 2nd Floor, West Wing Clinic Side

Patient Relations Rep: 423-3823

To reach Emergency Services by vehicle, follow the directional signs located on base and on Bodin Circle (the road encircling DGMC). The lighted "Emergency Entrance" signs are mounted near the Emergency Services Patient Entrance.

Emergency Ambulance Service (dial 911 on or off base) is provided by DGMC only for emergencies occurring on Travis AFB. Civilian ambulance companies provide this service for off base emergencies.

The Emergency Room (ER) at DGMC is open 24-hours a day for the emergency treatment of life-threatening illnesses and injuries that have occurred within the past 24 hours. If you believe your condition is a life, sight or limb-threatening problem you should report directly to the ER.

For non-emergent conditions during duty hours, please seek an acute/same-day appointment with your Primary Care Manager (PCM).

For non-emergent conditions after duty hours, call the after-hours Primary Care Manager Line at 423-5000 to get medical advice from an on-call PCM.

Upon your arrival at the ER, please report to the reception window for initial evaluation and registration. As in civilian ERs, treatment priority is based on the nature of the illness or injury---life-threatening conditions are treated before those with less critical problems.

ENDOCRINOLOGY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-3983

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information. Subspecialties are available through consult referral only. Patients check-in at the sub-specialty desk in the Internal Medicine Clinic.

FAMILY ADVOCACY PROGRAM (FAP)

Hours: 0730-1630, Mon-Fri

Telephone: 423-5168

Location: 1st Floor within the Life Skills Support

Center
Patient Relations Rep: 423-2388

The Family Advocacy Program provides prevention and therapeutic services for the family as a unit and for individuals who are offenders or victims of maltreatment. The programs include: Special Need Identification and Assignment Coordination (SNIAC) Program, the treatment of abusive/neglectful families, support for first time parents, support for at risk families, and an outreach prevention program. All active duty personnel and their dependents are eligible for the programs.

Special Need Identification and Assignment Coordination (SNIAC). This program offers consultation and referrals to military families that have a family member with special medical, educational or behavioral related needs. The program keeps track of the families on Travis AFB and assists in PCS clearances.

Outreach Program. This program offers various programs to prevent child and spouse maltreatment. It sponsors the Parent University, age appropriate playgroups, Couples Communication class and various other classes to support the family. The Nursing outreach program includes the New Parent Support Program for all expectant parents (birth to three years of age) and assistance for those needing breast pump rentals or assistance with child rearing information.

FAMILY PRACTICE CLINIC (FPC)

Hours: 0730-1630, Mon-Fri

Telephone: 423-3792

Location: 2nd Floor, West Wing Clinic Side

Patient Relations Rep: 423-3757

The Family Practice Clinic welcomes all patients empanelled to the clinic. Individuals or families with one or more members have a Health Care Optimization (HCO) Team that coordinates health care needs of all family members. The HCO team consists of a physician, a nurse, two medical technicians and a health services manager. When patients enroll in the clinic they will receive information with their HCO team member's names. Family Practice Clinic provides self-care books for all new and current patients. The entire family would be enrolled to the clinic except under special case-by-case circumstances.

Routine Appointments: We always attempt to schedule your appointment with your empanelled provider to provide the best possible care and ensure continuity of care. However, due to deployments, leaves and TDYs, your provider may not always be available. In these instances, you will be scheduled with another provider on your physician's team. Call 423-3792, 423-3000 or 1-800-264-3462 during the hours of 0800-1600, Mon-Fri.

Acute/Same-Day Appointments: If you have an acute health care problem which you feel needs to be addressed the same day or within 24 hours, call 423-3792, 423-3000 or 1-800-264-3462 during the hours of 0700-1600, Mon-

Fri. Acute Appointments are only booked from 0700-0800. A nurse will call your back to discuss your condition and make the appointment as necessary based on approved protocols. Depending on the number of calls, the call back time will vary. Our goal is to call you back within one hour, When you request an acute appointment, the appointments clerk will take your name and a nurse will call you back within one hour to access your health care concern and/or schedule an appointment.

After duty hours, weekends and holidays: Call 423-5000. Follow the instructions to activate the pager system for the Family Practice physician on call.

Emergencies: Call 911 or report to the nearest emergency department immediately.

Physician Message Line: Call 423-3787, 0700-1600, Mon-Fri, if you want to leave a message for your provider or nurse. They will return your call within 24 hours.

Nurse Advice Line: Call 423-7327. If you need health care advice, leave a message and a registered nurse will call you back within two hours to discuss your health care needs. The nurse will provide a telephone assessment to determine if you need an appointment or if you can treat yourself with home care advice.

Health Education Programs: The clinic has a variety of health prevention programs and condition management programs to include asthma, diabetes, hypertension, depression, and lipid management. The HCO teams

provide health prevention information and education on numerous other topics; please ask a team member for information to meet your health care or personal needs.

FLIGHT MEDICINE

Hours: 0730-1630, Mon-Wed & Fri
0730-1400 Thurs

Telephone: 423-5446

Location: 2nd Floor, West Wing Clinic Side

Patient Relations Rep: 423-5430

Serves military members on flying status and special operational duty personnel. The Flight Surgeon's Office will also see dependents of flyers and special operational duty personnel that are enrolled in TRICARE Prime, with Flight Medicine as their Primary Care Manager.

Active Duty Acute Care Clinic is from 0730-0830 & 1300-1345, Mon-Fri. Dependents may be seen by calling 423-5446, after 0730 Mon-Fri, for an appointment. If you are experiencing an acute care need **after duty** hours, you may call the **PCM line at 423-5000**; select the Flight Medicine Clinic option. If you are experiencing an emergency, then seek care through Emergency Services.

GASTROENTEROLOGY (R)

Hours: 0730-1630, Mon-Fri

Telephone: 423-5041

FAX: 423-7496

Location: 1st Floor, East Wing Clinic Side in the Internal Medicine Clinic

Patient Relations Rep: 423-5063

Gastroenterology Clinic provides outpatient consultative services for adult gastroenterologic and hepatic (liver) problems. Long-term management of chronic gastroenterologic conditions is offered when specialty care is necessary. With an ambulatory procedure unit setting, numerous procedures are offered within the clinic to include colonoscopy, esophagogastroduodenoscopy (EGD), flexible sigmoidoscopy, peg placement, 24-hour pH monitoring, esophageal manometry, liver biopsy, and endoscopic retrograde cholangiopancreatography (ERCP). All clinic evaluations and procedures are by referral only.

For patients undergoing procedures, a brief appointment with a nurse or medical technician is necessary for procedure planning and for patient education. Procedure results will be reviewed with the patient in a follow-up clinic visit or by telephone when appropriate.

For patients with chronic viral hepatitis, the GI Clinic nursing staff offers visits for patient education. The nursing staff also manages the frequent monitoring requirements of hepatitis patients under medical treatment.

GERIATRICS CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-5053

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information.
Subspecialties are available through consult referral only.

HEALTH AND WELLNESS CENTER (HAWC)

Hours: 0700-1700, Mon-Fri

Telephone: 424-HAWC (4292)

Location: Bldg. 434, Travis Blvd. (In Fitness Center)

The HAWC's mission is to help you achieve the benefits of higher level wellness. These benefits include feeling better, increased stamina, potentially increased longevity, decreased stress and increased readiness to rise to the challenges presented by military service or the sometimes heavy demands of your daily life. As a community centered program, the HAWC teams with many individuals and organizations to help improve the health of the entire community. We provide a variety of courses and services in conjunction with our partners.

Our primary emphasis is in the areas of tobacco cessation, improved nutrition, weight management, fitness, stress reduction, cardiovascular risk reduction and injury prevention and strengthening the community. Though new

programs are continually evolving we currently offer the following:

Tobacco Cessation – tobacco cessation classes, self help quit kits for smokers and also for dippers.

Fitness - multiple introduction to exercise classes on everything from exercising on the run to pilates and yoga, personal trainers, a course on exercising through and after pregnancy, and a walking program.

Stress management – Stress and anger management classes, and peak performance, a course that combines techniques involving stress management, spiritual fitness, exercise, nutrition, and relaxation for a holistic approach to wellness.

Weight management – a variety of weight management courses for adults and Shapedown, a weight management program for pediatrics.

Support Groups – The HAWC hosts support groups for breast cancer and prostate cancer.

Services - Video and heart rate monitor loan, body fat measurement, blood pressures, aerobic and strength assessments.

HEMATOLOGY CLINIC (R)

Hours: 0730-1600, Mon-Fri

Telephone: 423-5129

Location: 1st Floor

Patient Relations Rep: 423-3900

Children are not allowed in the clinic at any time. We are unable to take walk-in appointments, please call for an appointment. Acute care appointments are not available in the Oncology Clinic; therefore, please see your Primary Care Manager or go to the Emergency Department. Prescription refills should be called in at least 24 hours in advance; walk-in refills are not available.

HOLDSS CLINIC (Hypertension, Obesity, Lipidemia, Diabetes, Smoking, Stress)

Hours: 0800 –1630, Mon-Fri

Telephone: 423- 7867

Location: 2nd floor, across from the Medical Library

The HOLDSS Clinic addresses age-related disorders/diseases such as hypertension, obesity, lipidemia, diabetes, smoking and stress, which are known risk factors for the development of heart disease. The clinic works with a multidisciplinary team to reinforce lifestyle changes for chronic disease and performs the routine follow-up necessary to ensure that lifestyle changes made are maintained. The clinic's mission is to reduce or deter the progression of the HOLDSS disorders/diseases, reduce

morbidity and mortality due to their complications, and reduce the risk factors (inactivity, smoking, stress and poor nutritional habits) associated with cardiovascular disease by providing global treatment via classes for education, specialty consultation, and medical treatment.

HYPERBARIC MEDICINE FLIGHT (HBO) and WOUND CARE CLINIC (R)

Hours: 0730-1630 Mon-Fri

Telephone: 423-3987

Patient Relations Rep: 423-3987

In conjunction with the other medical care you are receiving, our department provides hyperbaric oxygen therapy (HBO) for referred patients from David Grant USAF Medical Center and surrounding hospitals that treat military beneficiaries. HBO is beneficial in the treatment of thermal burns, non-healing wounds, including skin ulcers and certain surgical wounds, also compromised skin grafts and flaps. In addition, HBO therapy is effective in enhancing the healing of radiated tissue, including oral soft tissues and bone, crush injuries, compartment syndrome and other acute traumatic ischemias. Emergency conditions treated with HBO include arterial gas embolism, carbon monoxide poisoning, decompression sickness (bends) and gas gangrene.

Wound Care Clinic. The Department of Hyperbaric Medicine conducts a wound care clinic during normal duty

hours, Mon-Fri. The purpose of this clinic is to assist in, manage, or provide input for the wound care of inpatients and outpatients with problem wounds. Most commonly referred are those patients with non-healing or slowly healing wounds or whose provider has questions or concerns about wound and lymphedema management. Perform diabetic screenings, educating referred patients, in proper foot care and possible complications of diabetes. Transcutaneous oxygen monitoring is also available to assess oxygen delivery to tissues surrounding wounds or other selected sites.

IMMUNIZATION SERVICES

Telephone: 423-5104

Location: 1st Floor next to Allergy

To receive your immunizations, you are now required to report to the clinic to which you are empanelled. This is where you normally receive routine medical care. If you are unsure as to which clinic you are empanelled, please contact the TRICARE Empanelment Office at 423-2326/3488/2324.

**** All patients requesting immunizations must present a valid ID card and Immunization Record. Immunizations are available during the hours listed below.**

Family Practice Clinic

Monday - Friday 0900-1100 and 1300-1600
Yellow Fever Immunizations will be given,
Wednesday and Friday from 0830-0930

Primary Care Clinic

Monday – Friday 0730-1500
Yellow Fever Immunizations will be given, Thursday
0900-1000

Flight Medicine Clinic

Monday, Tuesday, and Wednesday 0845-1030
and 1400-1500
Thursday and Friday from 0845-1030
Yellow Fever Immunizations will be given, Tuesday
from 0845-0945

Pediatric patients ages 18 and under will receive their immunizations at the Pediatric Clinic after being screened by their primary provider in Flight Medicine.

Internal Medicine Clinic

Monday - Friday 0800 - 1100 and 1300 - 1600
Yellow Fever Immunizations will be given, Wednesday
from 0800-0900

Pediatrics Clinic

Monday - Friday 0900 - 1230 and 1330 - 1600
Pediatric/Youth Immunizations Only

Immunization Clinic (*for non-empanelled patients*)
Monday, Wednesday, Thursday and Friday 0730 - 1000
and 1300 - 1500
Tuesday 0900 - 1100 and 1300 - 1500
Yellow Fever Immunizations will be given,
Wednesday and Friday 0730 to 0830

TB Testing in all clinics listed above will be available Monday, Tuesday, Wednesday, and Friday during the hours posted for routine immunizations. Exceptions are holidays, down days, mandatory training days, or on a Friday preceding a Monday holiday. TB tests require a return trip to the clinic at 48 to 72 hours after being placed. Test must be read on time or placed again.

For support of mobility lines or special interest items contact the NCOIC of Immunizations at 423-5104 or 5080.

INFECTIOUS DISEASES CLINIC (R)

Hours: 0730-1630, Mon-Fri

Telephone: 423-3983

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information.
Subspecialties are available through consult referral only.

INTERNAL MEDICINE CLINICS

Hours: 0800-1630 Mon-Fri

Telephone: 423-5053

Location: 1st Floor, East Wing Clinic Side

Patient Relations Rep: 423-3873

Appointments: Booked through Central Appointments at 423-3000 or 1-800-264-3462 Option #7

The Internal Medicine Clinic (IMC) is available through empanelment or consult referral.

Acute Medicine Clinic: Empanelled Internal Medicine patients only; when you have a problem, which you believe needs acute (same day or within 24 hours) attention. Appointments are available starting at 0800 for Active Duty and from 0900-1100 and 1330-1500, Mon-Fri for all other empanelled patients. Call IMC starting at 0800 for an appointment at 423-5054.

Emergencies: If you have a life-threatening emergency (shortness of breath, chest pain, uncontrolled bleeding, sudden or unexpected weakness or inability to move, poisoning, overdose call 911 immediately. Do not delay and do not attempt to drive yourself to the medical center.

Late Policy: Please arrive 15 minutes prior to your appointment time. This will allow us to complete required forms and vital signs prior to your appointment time. This will also allow you to spend the full time of your appointment with your PCM. If you are 20 minutes late for

your appointment, you may have to wait while the on time appointments are seen or you may be asked to reschedule.

Health Care Information Line: If you have a health care question, you may call the Health Care Information Line (HCIL) 24 hours a day at 1-800-611-2883 to speak with a RN and/or listen to a recorded message on health care topics of your choice. This is a free service provided by TRICARE. This service is not located at Davis Grant USAF Medical Center.

After duty hours, weekends and holidays:

If you need urgent medical advice after duty hours and cannot wait until the next day, you can talk to a physician after hours by calling the David Grant USAF Medical Center PCM on-call at 707-423-5000.

Medications: To assist your PCM with your care, please bring a list of your medication(s) to your appointment, along with dose and frequency you take each day. Please notify the clinic at 707-423-5053 when you begin your last refill or 7 days before you are out of your medication(s). Include the name and dosage of the medication(s) you need. Doing this will help your PCM to renew your prescription quickly. Renewals of expired medications will be filled within 2 duty days and can be available for pick-up at the 1st floor Pharmacy. Refills will be available for pick-up at the BX Refill Pharmacy and you will only receive a call from the Pharmacy if there is a problem.

Take Care of Yourself Class: This class is held monthly. See staff for scheduling. You will receive a free “Take Care

of Yourself” book, a valuable tool to assist you in becoming an informed and active health care consumer.

Health Education Programs: The clinic has a variety of health prevention programs to include clinic preventive services, walking awareness, hypertension, lipid management, diabetes, asthma, osteoporosis, and depression. The HCO teams provide health prevention information and education on numerous other topics; please ask a team member for information to meet your health care or personal needs.

Coumadin Clinic: Consult referral required for initial visit of patients on anticoagulation therapy.

LABORATORY (Pathology)

Hours: 0730-1630, Mon-Fri

Telephone: 423-7725

Location: 2nd Floor, between the Inpatient and ClinicWings

Patient Relations Rep: 423-7407

To receive services, your provider should order your laboratory tests directly into the computer. However, if you received a laboratory slip from your civilian provider, please report to the laboratory reception desk for instructions as to whether the test can be performed by DGMC. For special tests, you should telephone or report to the laboratory prior to the test for special instructions that might be required.

LIFE SKILLS SUPPORT CENTER

Hours: 0730-1630, Mon-Fri

Telephone: 423-5174

Location: 1st Floor

Patient Relations Rep: 423-5178

Provides a variety of behavioral health services including individual and group therapy, child therapy, family and marital therapy, pain management, psycho educational groups, psychological and neuropsychological testing. Special services included the Special Needs Identification and Assignment Coordination (SNIAC) and the Family Advocacy Program (FAP), both of which can be reached at 423-5168. For additional information, call the Life Skills Support Center. Life Skills Support Center professionals handle psychiatric emergencies 24 hours a day. After clinic hours, please contact the Emergency Department

MEDICAL EVALUATION BOARD (MEB) OFFICE

Hours: 0730-1630, Mon-Fri

Telephone: 423-3963/7857

Location: 2nd Floor, East Wing HOLDSS Clinic Area

Patient Relations Rep: 423-7855

TDRL-Temp Disability Retirement Listing: 423-2709

MEB office serves to assist the active duty members who have a medical condition that may preclude their continued

military service. They may also assist members who have been evaluated by a Medical Evaluation Board to ensure these individuals receive proper education on related administrative medical and disability processing.

NEPHROLOGY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-5053

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information. Subspecialties are available through consult referral only.

NEUROLOGY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-5029

Location: 1st Floor, East Wing Clinic Side

Provides diagnostic testing and treatment for diseases of the nervous system. Appointments by referral only.

NEUROSURGERY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-5252

Location: 3rd Floor, East Wing Clinic Side

Provides care and treatment of all neurosurgical problems such as head and spine injuries. Patients must have a consultation or referral from their Primary Care Manager or another specialist before evaluation by a neurosurgery provider. They will be notified by the Consult Management Office or by the Surgery Clinic personnel of the time and date of their appointment.

NUTRITIONAL MEDICINE SERVICE (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-3666 or 423-2387

Location: 1st Floor, Nutritional Medicine Flight

Patient Relations Rep: 423-2387/423-3672

The Nutritional Medicine Flight provides patient education regarding the role of nutrition and diet in the prevention and treatment of medical conditions and diseases in the inpatient, outpatient, and community settings. Inpatient nutrition consults are provided at bedside for patients found to be at nutritional risk. Outpatient nutrition appointments are referral based and scheduled through the Consult Management Office or by a dietitian/diet technician. Beneficiaries may self-refer for weight management education or for Healthy Living Workshops. Weight management referrals are seen at the Health and Wellness Center. All classes and individual appointments in our outpatient clinic are held on 2 East, the HOLDSS Clinic.

OBSTETRICS and GYNECOLOGY CLINIC (OB/GYN) (R)

Hours: 0730-1630, Mon-Fri

Telephone: OB 423-5414

GYN 423-5361

Location: 3rd Floor, West Wing Clinic Side

Patient Relations Rep: 423-5362 or 423-5410

This is a referral only clinic that provides annual female exams, family planning, birth control counseling and medication, pregnancy tests, maternal-fetal medicine, and sexually transmitted disease checks. The clinic also provides specialty care in GYN urology, infertility, genetic counseling, oncology, and GYN surgery. **Pap Smear Clinic** (annual female exam) appointments are made by calling Central Appointments (423-3000).

Acute Clinic is for problems existing for 48 hours or less. Appointments are booked by the OB/Gyn Clinic.

Pregnancy tests may be done on a walk-in basis 0800-1600 **only if you are 14 or more days late for your period.**

Birth control and hormone prescription refills for TRICARE Prime patients may be obtained on a walk-in basis any morning (except Thursday) by 0800 and any afternoon (except Friday) by 1300. Please bring your ID card. You must make a routine PAP Appointment first if you have been off the birth control pills for more than one

year, or if you are due for your annual Pap smear appointment.

** If your PCM is the Family Practice Clinic (FPC) you should be scheduling appointments for annual exams, receiving pill refills and Depo-Provera shots through the FPC.

ONCOLOGY CLINIC (R)

Hours: 0730-1600, Mon-Fri

Telephone: 423-5129

Location: 1st Floor

Patient Relations Rep: 423-3900

Children are not allowed in the clinic at any time. We are unable to take walk-in appointments, please call for an appointment. Acute care appointments are not available in the Oncology Clinic, therefore, please see your Primary Care Manager or go to the Emergency Department. Prescription refills should be called in at least 24 hours in advance; walk-in refills are not available.

OPHTHALMOLOGY CLINIC (R)

Hours: 0730-1630, Mon-Fri

Telephone: 423-7165

Location: 3rd Floor, East Wing Inpatient Side

Patient Relations Rep: 423-7165

Provides diagnosis and treatment for medical and surgical problems related to the eyes. New evaluations require a consult from a referring provider. Active duty, retirees, and dependents are eligible to be seen in this clinic. For follow-up appointments call the Central Appointments line at 423-3000 or 1-800-264-3462.

OPTOMETRY CLINIC

Hours: 0730-1630, Mon-Fri

Telephone: 423-7171

Location: 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-3071

For Appointments: 423-3000 or 1-800-264-3462

The ordering, fitting, adjustment, and repair of military-issued spectacles are done between 0800-1100 & 1300-1500, Mon-Fri; no appointment is necessary. Call Central Appointments to get an appointment for vision care and eye glass prescriptions.

ORAL & MAXILLOFACIAL SURGERY CLINIC (R)

Hours: 0730-1630, Mon-Fri

Telephone & Appointments: 423-7085

Location: 3rd Floor, next to OB/GYN Clinic

Patient Relations Rep: 423-3491

Appointments by referral only. Also, see Dental Services (page 36)

ORTHOPEDIC CLINIC (R)

Hours: 0800-1630, Mon-Fri

Telephone: 423-5269

Appointment Telephone: 423-7532

Location: 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-5244

Provides evaluation and treatment of the musculo-skeletal system. Please report to Emergency Services or Family Practice Clinic (if enrolled) for emergency treatment of broken bones and severe sprains. Minor injuries should be evaluated by your Primary Care Manager. Appointment is by referral only.

OTOLARYNGOLOGY/HEAD and NECK SURGERY CLINIC (ENT) (R)

Hours: 0730-1630, Mon-Fri

Telephone: 423-7163

Location: 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-7158

This clinic provides complete evaluation and treatment of diseases of the head and neck in both adults and children. This includes head and neck cancer, thyroid and

parathyroid disease, sinus and nasal problems, ear diseases, and facial reconstructive and plastic surgery. Appointments are open to all active duty personnel, dependents, retirees, and retiree dependents. Appointments are by referral only.

The Audiology Clinic is part of the Otolaryngology Clinic. This service provides diagnostic testing such as audiograms, Audio-Evoked Brainstem Response (ABR). Hearing aids are issued to active duty members as necessary following complete evaluation. Appointments are by referrals only.

SPEECH THERAPY

Hours: 0730-1630, Mon-Fri

Telephone & Appointments: 423-7860

Location: 1st Floor, Occupational Therapy Clinic

Patient Advocate: 423-7816

Speech Language Pathologists are professionals that provide services to help our patients regain vital functional aspects of and relating to communication to be successful in daily living. Those services included evaluations and very limited therapy for both the pediatric and adult population. For pediatrics, the services focus on speech/language, and swallowing problems due to neurological impairments. Vocal dysfunction evaluations and limited therapy are available on a limited basis.

All initial evaluations are available **ONLY** by physician referral.

PEDIATRICS/YOUTH CLINIC

Regular clinic hours: 0900-1630, Mon-Fri

Evening clinic hours: 1700-1930, Mon-Fri

Clinic front desk telephone: 423-5323

Location: 2nd Floor, East Wing Clinic Side

Patient Advocate: 423-3011

The Pediatric Clinic provides routine pediatric and subspecialty care for children from birth through adolescence. Subspecialists are available for cardiology, infectious disease, endocrinology, neurology, hematology/oncology, adolescent medicine, pediatric dentistry and developmental pediatrics.

Appointments: Please call the Central Appt desk (423-3000) during duty hours to schedule all appointments. For evening clinic care a pediatric provider will see acutely ill patients on a walk-in, first come, first serve basis.

Phone Consultation, Medication Refills, School Forms: Phone consultations and medication refills may be obtained by calling 423-5323. Your message will be forwarded to a provider who will return your call within 24 hours. School forms, WIC forms and other paperwork that requires a provider signature can be dropped off during clinic hours. In most cases, the provider will have the paperwork completed for pick-up within 3 duty days.

Pediatric Immunizations: This service is located within the Pediatric Clinic and provides routine immunizations to patients who are empanelled to a pediatric or youth clinic provider. Immunizations are given from 0900 -1230 and 1330 -1600, M-F.

Advice Lines: Health care questions can be directed to the Health Care Information Line (HCIL) at 800-611-2883. A registered nurse is available to answer all types of health care questions 24 hours a day. If the nurse is unable to answer your questions regarding an acute illness, the on-call pediatric physician may be contacted at 423-5000. The on-call physician is available from 1700 - 0700 M-F and 24 hours a day on weekends and holidays.

For more information please visit the Pediatric Department web site:

<http://public.travis.amc.af.mil/dgmc/pediatrics/index.htm>

PHARMACY SERVICES

1st Floor Pharmacy (DGMC)
(DGMC Computer Entered Prescriptions)

Hours: 0800-2100, Mon-Fri
0900-1700, Sat-Sun
Closed on holidays
Telephone: 423-7657

2nd Floor Pharmacy (DGMC)

(DGMC Computer Entered Prescriptions)

Hours: 0800-1700, Mon-Fri

Closed Holidays

Telephone: 423-7111

(Prescriptions from following areas only: Pediatrics/Youth Clinic, Flight Medicine, Primary Care Clinic, Emergency Services, Surgical Clinic Urology Clinic, and Ophthalmology Clinic)

BX Pharmacy (BX Mini-Mall)

(Civilian Prescriptions and Refills)

Hours: 0900-1800, Mon-Fri

0900-1600, Sat

Closed Sunday and all holidays

Telephone: 423-5346

423-7600 (Call In Refill Request Line)

Toll Free Telephone Line: 800-254-3462 #5

The Pharmacy provides prescription services for all eligible beneficiaries. Prescriptions from licensed civilian physicians are accepted for formulary-stocked medications and are filled at the Base Exchange Pharmacy. A list of medications carried at the DGMC pharmacy is available upon request. Medication orders from DGMC prescribers are sent through a computer order entry system to the first or second floor pharmacy, depending on the clinic. With some exceptions, the physician may prescribe maintenance medications up to a maximum 90-day supply with three (3) refills. Pharmacy personnel cannot dispense amounts greater than the quantity prescribed by prescribers. You

must present a valid ID card to pick up or receive prescriptions. Your prescription information is private and can only be released directly to you or to someone you designate in writing as authorized to receive your prescriptions. Current Air Force Policy permits you to have an “agent,” someone allowed to pick up your prescriptions. An agent is anyone other than yourself who is (16 years old or older). The agent must provide pharmacy personnel with your written authorization, your proof of eligibility (military ID card or a photocopy of the front and back of your ID card), and the agent must present their own photo ID. This policy was implemented to protect your privacy. An individual may act as an “agent” for this purpose for no more than one family at a time.

Prescription refills are done through the automated call-in refill system. Prescriptions and refills not picked up will be held for 7 days, after which they will be returned to stock.

PHYSICAL MEDICINE FLIGHT (R)

Physical Therapy Element

Hours: 0730-1630, Mon-Fri

Telephone & Appointments: 423-7899

For appointments call, Consult Management @423-3339

Location: 1st Floor

Patient Relations Rep: 423-7899

Physical Therapy is a dynamic health care profession. Physical therapists provide services to patients/clients who

have impairments, functional limitations, disabilities, or changes in physical function and health status resulting from injury, disease, or other causes. Upon evaluation of the patient's condition, a therapist will be able to plan and direct a program of rehabilitation. This will enable an individual to regain strength, flexibility, balance, endurance and coordination; he/she may also use various modalities to help relieve pain and improve functional abilities for daily living. Therapy may consist of exercise, use of modalities (such as ultrasound, electrical stimulation) traction devices, ambulation assistive devices (such as canes, crutches, etc.) and various hands on techniques, such as joint mobilizations and stretching procedures, wound care and wrapping/dressing. Physical therapists can provide you with valuable information on injury prevention for sports and other recreational activities; they often teach the "Back to School", pre/postnatal exercise programs, post-mastectomy lymphedema management, and perform work site ergonomic evaluations. Physical therapist work closely with other health care providers to assure appropriate and realistic therapeutic programs and goals are achieved in the shortest time possible. Once your physician writes you a consultation for Physical Therapy, you may call Consult Management Office @ 423-3339 or call us directly @ 423-7899 to make an appointment.

Occupational Therapy Element

Hours: 0730-1630, Mon-Fri

Telephone & Appointments: 423-7816

Location: 1st Floor

Patient Relations Rep: 423-7819

Occupational Therapy is a health care profession that uses occupation, meaning purposeful activity, as a means of preventing, reducing, or overcoming physical, social and emotional disabilities in people of all ages. Occupational therapists and occupational therapy assistants work with people of all ages who, because of physical, developmental, social or emotional problems, need specialized assistance to lead independent, productive and satisfying lives.

The patient will receive, as appropriated, the following: Analysis and training daily living skills necessary for self-maintenance, productivity, and leisure occupations; orthotic and prosthetic devices to assist with functional performance or to protect healing fractures; comprehensive evaluation and rehabilitation of the upper extremity, to included wound and fracture management; and adaptation of the physical environment to improve health, well being, and performance.

Occupational Therapy appointments are by referral only.
Consult Management Office @ 423-3339

Orthotic Element (Brace Shop)

Hours: 0730-1600, Mon-Fri

Telephone: 423-7172 or 423-7173

Location: 1st Floor, West Wing Clinic Side

Patient Advocate: 423-7084

The Orthotic Lab is a prescription service that provides primary support for the Orthopedic and Podiatry services as

well as Family Practice and other privileged providers. Please come to the Orthotic Lab after your physician has submitted your prescription. Extra effort is made to accommodate patients who require comprehensive treatment.

PODIATRY CLINIC (R)

Hours: 0745-1630, Mon-Fri

Telephone: 423-5269

Appointments: 423-7532 (0800-1100 & 1300-1600)

Location: Orthopedic Clinic, 1st Floor, West Wing Clinic Side

Patient Relations Rep: 423-5244

Provides evaluation and treatment of foot and ankle problems. Repeated trimming of nails and calluses is not provided. Appointment is by referral only.

PRIMARY CARE CLINIC (PCC)

Hours: 0730-1630, Mon-Fri

(Except on the 4th Wed of each month for a clinic staff meeting, hours are from 0730-1130)

Closed Sun and all holidays

Clinic Appointments: 423-3000 or 1-800-264-3462

Nurse Information Line: 1-800-611-2883

Primary Care Manager on Call: 423-5000

Location: 2nd Floor, East Wing Clinic Side

Patient Relations Rep: 423-3715

The Primary Care Clinic welcomes all patients who are enrolled in TRICARE Prime and/or empanelled to providers in this clinic. Priority must be given to these patients according to DoD directives. Patients not enrolled in TRICARE Prime and/or empanelled may be seen on a space available basis. All non-active duty, non-Prime beneficiaries will be provided an appointment for primary care services on a “Walk-In, Space Available” basis. This process involves signing in at the reception desk and then waiting to be called for an available appointment. If, and when an appointment becomes available, the patients will be seen in the order that they arrived. If there is no appointment available, the patient will be asked to return the next day.

Primary Care Appointments: All PCC Routine and Follow-up appointments are scheduled by calling Central Appointments, during the hours of 0700-1600 on normal duty days at (707) 423-3000 or 1-800-264-3462. We expect to be able to offer you comprehensive health care with maximum waiting times of one day for acute conditions, one week for routine concerns, and four weeks for well visits and follow-ups.

Routine Appointments: Call Central Appointments for these appointments. The clinic operates on a team concept. Your team will consist of your Primary Care Manager (PCM), up to three other team providers, registered nurses, medical technicians, and health services managers. You will always be scheduled to see your assigned team unless

they are not available within a reasonable time. Please do not ask to see another team for reason of convenience alone. Continuity with your assigned team is an important factor in providing you the best possible care. Planning ahead for routine appointments will maximize your ability to get an appointment with your PCM at an appropriate time. If your PCM is not available, we will appoint you with a fellow team member.

Acute Appointments: If you have an urgent problem, which you believe needs acute (same day or within 24-hours) attention, call central appointments at 423-3000 or 1- 800-264-3462 for an appointment. Acute appointment slots are available for such needs daily.

Active Duty Priority Appointments: Active Duty members may schedule Same-Day appointments beginning at 0700 daily by calling central appointments at 423-3000. Active Duty members may receive the highest priority for care. Mission requirements supersede all other routine care, thus, accommodation for acute care will be coordinated by the clinic for AD members.

Emergencies: If you feel you have a life-threatening emergency (severe bleeding, possible heart attack, etc.,) call 911 immediately. Do not delay and do not drive yourself to the medical center. If you report directly to the emergency room without a bona fide emergency, you may be referred to your PCM for an appointment.

To talk to a registered nurse and obtain medical information or a confidential clinical assessment over the

telephone 24-hours a day, call 1-800-611-2883. Also available is an audio health library of over 400 topics. This service is available free to all DoD beneficiaries.

If you wish to leave a message on our voice mail for your PCM, get a medication renewal, or request lab results: Call 423-5351 between 0700-1630. A nurse will assist you with your problem and consult with your PCM for any additional recommendations. Most problems can be taken care of in this manner. Should you need to speak with your PCM directly, he/she will be notified and you can expect a return call within 48 hours. If you get a recording, please leave a detailed message and a nurse will return your call within two hours.

Change of Address, Telephone, or other Information: Please go to Customer Service at the Military Personnel Flight to update your information in DEERS. You should also notify the screening technician as you present yourself for your appointment.

PUBLIC HEALTH FLIGHT

Hours: 0730-1630, Mon, Tues, Wed & Fri
0730-1300, Thur

Telephone: 423-5464

Location: 2nd Floor, West Wing Clinic Side across from
Emergency Services

Patient Relations Rep: 423-5463

Community Health Element: Public Health monitors communicable diseases seen at David Grant USAF Medical

Center and reports them to the Air Force and applicable health care agencies. Patient education (walk-ins) and investigations of infectious diseases are conducted to determine source and measures are made to limit spread of disease. Public Health ensures all food products received by the base meet stringent wholesomeness and contractual requirements. Rations (MREs) stored on base are periodically inspected to ensure they remain available for any contingency. Sanitation inspections of all base food and public facilities, including Child Development Centers and Family Day Care Homes, are conducted routinely. Public Health provides technical guidance to food service agencies to assist managers in establishing effective food safety training programs for their employees.

Force Health Management (FHM):

Hours: 0730-1600 Mon-Wed & Fri
0730 – 1400 Thur
Telephone: 423-5452
Location: 2nd Floor, West Wing Clinic Side
Patient Advocate: 423-5468 SMSgt Harmon

Force Health Management (FHM), schedules and reviews non-flying, occupational exams for non-empanelled active duty and DoD Civilians. Contact the FHM section to schedule your exam and to received any special instruction that might be required.

PULMONARY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-5053

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information.

Subspecialties are available through consult referral only.

RADIATION ONCOLOGY/RADIATION THERAPY (R)

Hours: 0800-1200 & 1300-1630, Mon-Fri

Telephone: 423-7691

Location: 1st Floor, Medical Center Entrance adjacent to Dental Clinic

Provides state-of-the-art radiation treatment for radiation-responsive diseases. If you have a consult, please come to our clinic to schedule your appointment and complete a few required forms. For follow-up care, please telephone our clinic directly to schedule an appointment.

RHEUMATOLOGY CLINIC (R)

Hours: 0800-1600, Mon-Fri

Telephone: 423-3983

Location: 1st Floor, East Wing Clinic Side

Refer to Internal Medicine section for further information.

Subspecialties are available through consult referral only.

The Rheumatology Clinic provides comprehensive care for patients with inflammatory arthritis and autoimmune disorders. This includes, but is not limited to, the following conditions:

Rheumatoid Arthritis
Systemic Lupus Erythematosus
Inflammatory Myopathy (ie: Polymyositis or Dermatomyositis)
Psoriatic Arthritis
Ankylosing Spondylitis
Spondyloarthropathy
Systemic Sclerosis
Behcet's Disease
Antiphospholipid antibody syndrome
Undifferentiated connective tissue disease
Mixed connective tissue disease
Sjogren's Syndrome
Vasculitis (polyarteritis nodosa, microscopic polyangiitis, Churg-Stauss Syndrome, Wegener's Granulomatosis, others)
Giant Cell Arteritis and Polymyalgia Rheumatica
Relapsing Polychondritis

The Rheumatology Clinic also provides consultative services and assistance with the management of other musculoskeletal conditions including:

Osteoarthritis
Crystalline Arthritis (gout, CPPD, others)

Osteoporosis
Fibromyalgia
Bursitis / Tendinitis
Myofascial Pain

A disease modifying anti-rheumatic drug (DMARD) chemotherapeutic monitoring service is also provided. It is often utilized by patients seen in rheumatology but is offered to other physicians as well. The most advanced therapies including biologic response modifiers and other chemotherapeutic drugs (sometimes in conjunction with the hematology/oncology infusion service if the drug is given in IV form) are available.

MCCLELLAN SATELLITE CLINIC

This clinic is available to TRICARE Prime members who are empanelled to the McClellan Satellite Clinic.

Hours: 0730 – 1630, Mon-Fri

Closed on Holidays

Central Appointments Line: 1-800-264-3462

Health Care Information Line: 1-800-611-2883

Triage Nurse Line: 1-916-561-7575

- A Registered Nurse will return your call within 2 hours.

Medication Refills: 1-916-561-7575

- Approximately a two-day turn around time, varies with type of request.

Provider Message Line: 1-916-561-7555

- Providers should return your call within 24 hours, or may refer your call to a Registered Nurse.

After Hours Care: 1-707-423-5000

- Access to a PCM for TRICARE Prime enrolled patients through a beeper system from 1630 hours to 0730 hours.

Patient Relations Rep: 1-916-561-7478

- At any point in your access to care, you may contact the clinic's patient advocate for assistance if you receive conflicting information or have any questions regarding your access to care.

Scheduling Appointments: Appointments are scheduled through the Central Appointments Desk located at David Grant USAF Medical Center. All patients must call the Nurse Triage line directly for an acute appointment. Continuity of care is important. Be sure to inform the clerk of your medical concern so that your needs may be anticipated.

Walk-in Policy: Patients will not be seen on a walk-in basis unless triaged by the nurse of the day or as directed by the patient's PCM.

Triage: Triage means "to sort." When there are more patients requesting to be evaluated than appointments available, a Registered Nurse will assess the acuity of the patients' needs and determine priority and disposition of the care. PCMs provide oversight.

Travis Catchment Area: Your zip code determines whether specialty care outside of the McClellan Satellite

Clinic will be referred to a civilian network provider or to David Grant USAF Medical Center.

Late for Appointment: You are expected to arrive 15 minutes prior to your appointment time. Patients who arrive after the beginning of their appointment time will be assessed for acuity of care. You will have the option of rescheduling the appointment or waiting to be seen. If you choose to wait, you will be seen after patients arriving on time for their scheduled appointments are seen. Patients who arrive on time will not be displaced.

Lab Services: Lab work requiring blood to be drawn will be done at the McClellan Satellite Clinic. Urinalysis specimens will be done at the VA Lab. All patients ages 17 years old or younger will be drawn at a network laboratory.

Pharmacy Options: Prescriptions through military pharmacies at Travis or Beale are free but are limited by the formulary. Patients must pick up their own prescriptions. Mail order and civilian pharmacies require varying co-pays. There are no refills available at the VA pharmacy.

Health Record: By order of the Air Force Surgeon General, health records must be maintained in the PCM clinic. Patients may no longer hand carry records.

SURGERY CLINIC (General, Thoracic, Vascular, Colorectal, Oncology, Plastics and Pediatric Surgery) (R)

Hours: 0800-1630, Mon-Fri

Telephone: 423-5222

Location: 3rd Floor, East Wing Clinic Side

Patient Relations Rep: 423-5193

The General Surgery Clinic consists of six subspecialty clinics, which provide a wide variety of services. The highly trained surgical staff is pleased to see all eligible beneficiaries with surgical problems on a referral basis from their primary care provider. If you have been told you need surgery and wish a second opinion, your primary care manager should request a consultation with the appropriate surgeon. Any questions should be directed to the Surgery Clinic directly at 423-5222.

Wound Care Follow-up Clinic. Follow-up care for minor procedures performed in Emergency Services (ES) or outside facilities is provided on a walk-in basis Monday through Friday (except Wednesday) between 0900 and 1000 hours. This service is for minor wound and burn examinations, dressing changes, suture and staple removal. Patients should contact the Surgery Clinic the next business day (after their ES visit) to arrange a walk-in appointment.

UROLOGY CLINIC (R)

Hours: 0800-1630, Mon-Fri

Telephone: 423-7401 or 423-7402

Location; 3rd Floor, East Wing Clinic Side

Patient Relations Rep: 423-5238

A comprehensive, multidisciplinary team approach emphasizing the latest techniques for diagnosing and treating urological diseases in both adults and children. This includes urologic oncology, endourology, laparoscopic surgery, minimally invasive surgery, urinary tract stones, female urology and incontinence, voiding dysfunction studies, genitourinary reconstruction, sexual dysfunction and impotence. Patients must have a referral from primary provider or other specialty provider. Initial referrals from your PCM or other specialty provider will be booked by the Consult Management office at 423-7641, who will notify you of your appointment date and time. Central Appointments at 423-3000 will book all routine follow-up appointments. Clinic staff will book all procedures and short-term follow-up appointments.

Prostate Biopsy and Cystoscopy. Appointments can be booked by calling 423-7401 or 423-7402, Monday- Friday.

WARFIGHTER REFRACTIVE LASER CENTER

Hours: 0730 – 1630 Mon – Fri

Telephone: 423-7165

Location: 3rd Floor, West Inpatient Side

Patient Relations Rep: 423-7165

Provides laser refractive surgery to reduce or eliminate the active duty member's dependence on glasses. New evaluations are by self-referral. Commander approval is required. Only active duty members are eligible. Introductory packet is available in the clinic.