

72d Medical Group



Patient Information Handbook

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72d Medical Group Patient Information Handbook

Welcome to the Tinker community and 72d Medical Group. We're glad that you're our patient. The Medical Group focuses on providing the highest quality health care to all beneficiaries including active duty personnel, their families, a host of retirees and their family members who reside in the Tinker area.

With your selection of TRICARE Prime, we can offer you access to care as well as a full range of wellness and prevention services. We look forward to serving you with the best quality of care and customer service. Please let us know how we can best meet your needs.

Please note: Clinics are closed at 12:00 on the third Wednesday of the month for readiness training.

Patient Bill of Rights

The 72d Medical Group is dedicated to providing the best possible care to its customers and is guided by the statement of the Joint Commission on the Accreditation of Healthcare Organizations on the Rights and Responsibilities in giving care.

- You have the right to considerate, respectful, and informed care.
- You have the right to make decisions regarding your medical care, including the right to refuse or discontinue treatment, to the extent permitted by law, and to know the medical consequences of such decisions.
- You have the right to treatment that is medically indicated regardless of race, creed, sex, national origin, or sources for payment of care.
- You have the right to receive appropriate pain assessment and pain management, and to know that all reports of pain will be taken seriously and responded to by our health care professionals in a quick and caring manner.
- You have the right to formulate advance treatment directives and to expect that these directives will be honored.
- You have the right to know the identity and professional status of individuals providing service to you and know which provider is primarily responsible for your care.
- You have the right to expect your cultural, psychosocial, spiritual and personal values are respected.
- You have the right, within the law, to personal and informational privacy.
- You have the right to request and receive an understandable explanation of your bill.

- You have the right to expect reasonable safety insofar as the facility practices and environment are concerned.
- You have the right to obtain complete and current information concerning diagnosis, treatment and any known prognosis.
- You have the right to not be transferred to another facility without an explanation and alternatives.
- You have the right to know what is expected of you as a patient in accordance with 72d Medical Group Rules and Regulations.

Your Responsibilities as a Patient

The staff of the 72d Medical Group recognizes that to be effective, there must be a partnership between the patient and the Health Care Team, working together for a common goal. As a patient you will be expected, within limits of your abilities, to assume a share of the responsibility for your health care.

- You have the responsibility to bring with you information about past illnesses, hospitalizations, medications, and other materials relating to your health.
- You have the responsibility to cooperate with medical personnel engaged in your care, and to ask questions if you do not understand any directions given.
- You have the responsibility to ask your provider what to expect regarding pain and pain management, discuss pain relief options with your provider, work with your Health Care Team to develop a pain management plan, and to ask for pain relief when pain first begins.
- You have the responsibility to keep appointments or notify the clinic in advance when you cannot keep a scheduled appointment.
- You have the responsibility to be respectful toward other people, their property, as well as clinic property, and to be considerate of other patients.
- You have the responsibility to abide by the clinic rules and regulations.
- You have the responsibility to help your Health Care Team and allied medical personnel in their effort to return you to good health by following their instructions.
- After you leave the clinic, you have the responsibility to maintain the treatment recommended by your Health Care Team and to notify them of any changes in your condition.

- You have the responsibility to inform the patient representatives in the clinic or area concerned if you believe any of your rights have been violated.
- You have the responsibility to bring a military ID card for patients being seen over the age of 10; for those under the age of 10, parent or legal guardian's ID card will be required.

ADVANCE DIRECTIVES

In accordance with the Patient Self-Determination Act, the 72d Medical Group, in conjunction with the Base legal Office, assists adult patients wishing to formulate and update advance medical directives and is committed to honoring the wishes of those who have them.

There are two types of advance directives:

- Appointment of a Health Care Proxy
- Living Will

It is the policy of the 72d Medical Group to act affirmatively to respect and preserve the life of all patients. It has been recognized by the medical and legal communities that there is a point in the course of a terminal condition/persistent unconscious state beyond which extraordinary means of life support may not be indicated. This degree of care is beyond the scope of services available the 72d Medical Group and is received at local area medical facilities.

DENTAL SERVICES: ACTIVE DUTY ONLY

The dental professional staff is composed of general dentists and specialists trained to provide services in all areas of dentistry. Examinations, Preventive Dentistry, Restorative, Prosthodontics, Periodontics, Oral Surgery, Endodontics, and extremely limited space available services are available. Dental Clinic hours are 0700-1600, Monday – Friday.

Active duty personnel must receive a periodic dental examination to assess each member's readiness status. Appointments for periodic dental examinations will be scheduled by the dental clinic and coordinated with the Unit Health Monitor who will then inform each member of their pending appointment. Unit Health Monitors will be notified of all broken appointments. Identified treatment needs will be scheduled after the periodic dental examination.

All other beneficiaries are eligible for care on space-available basis. Space availability is determined by the Dental Service Chief, and is very limited. For this reason, sponsors are highly encouraged to enroll their families in Tricare Dental Plan (TDP) and retired personnel should not consider this MTF as their primary source of dental care.

Emergency Dental Care – During Duty Hours: Active duty personnel with dental concerns or emergency may call the Dental Clinic at 582-6474 for a same-day evaluation

appointment on any scheduled duty day. Other than active duty personnel are eligible for initial stabilization of emergencies and relief of pain. However, family members enrolled in TDP should utilize their civilian dentists, as emergency care is covered by TDP.

Emergency Dental Care – After Hours: Active duty members with dental emergencies after normal duty hours should call the Appointment Line at 734-2778. If the active duty person has a true emergency, he/she will be contacted by the on-call dental provider to determine the need to see the patient after hours. **Non-active duty beneficiaries who cannot contact their civilian dentist have the option of calling 734-2778.**

Scheduling appointments – All routine dental care will be scheduled in advance of the appointment time. This can be done in person or via telephone by calling 582-6474. Patients are asked to be present at their appointed time. If a patient is late for their appointment, they can be considered a no-show and that appointment may be given to another patient to maximize available patient treatment time.

Appointment Cancellation – If appointment cancellation is necessary, it may be done by calling 582-6474. A 24-hour notice is desired to minimize lost patient treatment time.

TRICARE DENTAL PLAN (TDP)

Active duty members are strongly encouraged to enroll their family members in this plan since space available care is very limited in this military dental facility. Therefore, since emergency dental care and second opinions are covered, your TDP provider should be utilized for these services. Those specific services not covered by TDP may be available in military dental facilities, but only on a space available basis. Enrollment and disenrollment procedures for the **TDP** are handled by calling MetLife at 1-855-638-8371, or using their web site at <https://www.metlife.com/individual/dental-insurance-center/index.html>. Payments are sent directly to MetLife. Questions regarding procedures covered by TDP may be directed to the Health Benefits Advisors at 582-6339.

Dental Clearance Examination – Family members accompanying active duty members to overseas locations are required to complete a dental clearance examination. Family members enrolled in TDP, should have dental examinations accomplished by their civilian dentist. **If family members are not enrolled in TDP, they can accomplish the dental clearance examination at a military treatment facility.** However, if care is required to approve the overseas clearance, it is the active duty member's responsibility to have the care completed. In this situation, it is extremely beneficial for the family members to be previously enrolled in TDP so the assignment process is not delayed while trying to enroll and complete required dental care.

DIAGNOSTIC IMAGING DEPARTMENT

The Diagnostic Imaging Department provides the following services: conventional X-rays. Studies requested such as Computed Tomography (CT), MRI and Nuclear Medicine will be done at off-base facilities with a referral from your primary care manager.

Our staff in Diagnostic Imaging will accomplish all scheduling and cancellations for the studies we provide here. Please contact our office at 582-6188 for appointments or any questions you may have.

Children are not allowed in the exposure rooms unless it is for their appointment only. For their protection and safety we ask that they have proper supervision if their parent/guardian is being cared for in our department. We do not provide childcare so please plan ahead or reschedule at your convenience.

Exceptional Family Member Program (EFMP)

The EFMP provides assistance to active duty personnel whose family members need special medical, educational, or psychological services. Enrollment is mandatory to assure the family will always be assigned to a base with required support services. For more information or appointments, call 582-6025.

FAMILY ADVOCACY PROGRAM

Telephone number: (405) 582-6004/ DSN 852-6004

Duty hours: Monday-Friday 0700-1600

Location: Medical Group Building (1094), second floor near the Dental Clinic

The Family Advocacy Office is the Tinker AFB point of contact for child and spouse maltreatment reporting and treatment. It is mandatory for all Tinker AFB personnel to report suspected family maltreatment to Family Advocacy. After duty hours, call the Command Post at 739-2171 to consult with an on-call provider.

The following Family Advocacy Programs are available for military families:

- **New Parent Support Program (NPSP):** Eligible families include those expecting a baby, families with children under age three, or families planning to adopt a child under age three. Priority is for active duty military families; other TRICARE beneficiaries may participate on a space-available basis. Our registered nurses and social workers offer assessments, referrals, prenatal education/postnatal education, information on a wide variety of topics, marriage/family counseling, parenting classes, and free books or other educational materials.

- **Dads the Basics:** This is a class taught *by* dads for new and soon-to-be dads. Topics include pregnancy, coping with crying, ways to show you care, and more.

- **Baby Business:** Five-session class meets Thursday evenings from 6:00 pm to 8:00 pm. Classes cover infant health care, infant/child CPR, postpartum depression, baby safety, care seat safety, parenting concerns, child growth and development, and more.

- **Parenting Young Children:** For parents of children under age 6. Helps parents understand and cope with the challenging behavior of little ones.

- **Common Sense Parenting Class:** Five-week class for parents of children ages 6 through 17. Covers discipline and coping with children's behavior as well as helping teach children how to make healthy, positive decisions.
- **Infant Massage:** Four sessions for parents with children under 12 months old. Have fun with your baby while you learn techniques to calm and soothe your child. Strengthens bonding between parent and child. Nurturing touch stimulates your infant's brain development
- **Rhythm Babies:** A joyful movement and music experience for parents and preschoolers.
- **Developmental Consultations:** For parents with children under age 5. Ask professionals in the areas of Child Development and Speech/Language Pathology about your child's development and behavior. Includes discussions on developmental milestones/red flags in the areas of fine & gross motor skills, personal-social skills, speech & language development and hearing. Parent education and age appropriate stimulation activities will be provided and discussed.
- **Parent Talk:** Half-hour appointments with an expert in child behavior, for parents with concerns such as sibling rivalry, aggressive behavior, toilet learning problems, temper tantrums, family separations, and deployments. Emphasis on children ages 12 years and younger.
- **Family Advocacy Play Group:** For parents of children under age 3.
- **Family Advocacy Strength Based Therapy (FAST):** Marriage/Family counseling
- **PREP Class - Prevention and Relationship Enhancement Program:** Helps couples improve communication, learn to solve problems as a team and have fun together.
- **Within My Reach Class:** For singles. Deals with relationship issues, communication, safety and more.
- **La Femina:** Five weekly sessions. This psycho-educational group emphasizes self-esteem, equality, and mutual respect as healthy alternatives to anger, jealousy, codependency and attempting to control others. This group offers women the chance to develop positive coping mechanisms to deal with dysfunctional emotions. Tuesdays, 10:30-1200.

Domestic Abuse Victim Advocate (DAVA): Provides 24-hour availability and services to adult victims of domestic violence. The DAVA can be reached during business hours (0700-1600, M-F) via office phone at (405) 582-6587. After hours, the DAVA is on-call at (405) 415-0599.

Domestic Abuse Victim’s Group: Group focuses on empowering victims of physical, emotional, and sexual maltreatment to make positive decisions regarding their health and wholeness.

72 ABW Contacts

Sexual Assault Hotline 388-5816

PATIENT CENTERED MEDICAL HOME

The Family Medicine Clinic was renamed the Family Health Clinic as a realignment for the implementation of the Air Force Medical Services’ (AFMS) Patient Centered Medical Home (PCMH) Implementation which occurred during the summer of 2011. The Pediatric Clinic also provides care using the PCMH model. PCMH is designed to put the AFMS in line with civilian primary care clinics who already provide care through a “patient centered medical home” model for each patient. PCMH emphasizes two important aspects: continuity and a team concept. Building a “medical home” means ensuring that there is continuity between the patient and their primary care manager (PCM). It also means building a team of medical professionals, including a second PCM, nurses, and medical technicians, to work with the patient’s PCM to provide better care to the patient with the goal of providing better access to care.

The Family Health Clinic provides acute, routine, and wellness care for the medical needs of TRICARE Prime beneficiaries. All enrolled beneficiaries are assigned a Primary Care Manager (PCM). PCMs may be a physician, a physician assistant or a nurse practitioner. All TRICARE Prime enrollees are provided primary medical care through their PCM team. Medical problems that require evaluation and/or treatment by another specialty will be referred by your PCM as needed. All care with your PCM is provided by appointment. The length of time spent at the clinic is dependent on your diagnosis and need for laboratory tests or x-rays. To make an appointment call 734-2778 (APPT), listen carefully, and choose from one of the options or you can use **Tricare On-line**. The majority of appointment’s are scheduled for 20 minutes. The PCM team will try to address all of your concerns; however the provider may request a follow-up appointment if more time is needed to adequately address your needs. When calling for an appointment, every effort will be made to make your appointment with your PCM. However if your PCM is unavailable, you will be offered an appointment with the other provider on your team. Messages can be left for your PCM by calling the appointment line. A member of the team will get back to you as soon as possible but no later than 3 duty days.

Family Health offers the following services:

- Evaluation and treatment of most acute and chronic medical conditions
- Family planning (includes vasectomies and contraception)
- Limited diagnostic services
- Minor surgical procedures such as ingrown toenail removal and skin biopsies
- The following walk-in services are also available to our Tinker TRICARE Prime enrollees Monday-Friday from 0900-1100 and 1300-1500 hours:

- Wound Care/Suture Removal
- Throat Cultures
- Medication injections with valid prescriptions
- Blood Pressure checks
- Height/weight checks

The Family Health Clinic has the following office hours by appointment:

- Monday-Friday 0700-1600
- Third Wednesday of every month is Readiness Training Day; clinic hours will be 0700-1200.

When calling after hours, an answering service is available for consultation about acute medical concerns. A triage nurse will determine the level of care your condition requires; home care, urgent care, or emergency services. Call the after-hours Triage line at 734-APPT (734-2778), to initiate the process. An on-call medical provider will be consulted as needed.

Emergency Services are NOT available at the 72d Medical Group. For EMERGENCY, call 911 or go to the nearest Emergency Room.

An emergency is defined as a threat to life, limb, or eyesight, excessive pain or uncontrolled bleeding. Examples include, but not limited to:

- Chest pain
- Traumatic injury
- Severe difficulty breathing
- Sudden weakness or paralysis

INTERNAL MEDICINE CLINIC

The Internal Medicine Clinic provides routine health care for patients with medical conditions such as: diabetes, heart disease, uncontrolled hypertension, connective tissue disorders, gastrointestinal disorders, and other complicated medical conditions. In addition, it offers Coumadin education, counseling and therapeutic management with a referral from the PCM. The Internal Medicine Clinic only sees patients who are referred by their Primary Care Manager. After the internal medicine physician reviews the referral or consult, you will be called to arrange an appointment.

FLIGHT MEDICINE

Tinker's Flight Medicine clinic is dedicated to providing high quality health care to all flyers, controllers and special operations personnel and their family members over the age of 15 yrs. This team is designed to be large enough to meet your health care needs and yet small enough to know you and your family's situation well.

The active duty member will soon have an appointment with a flight surgeon to gain the initial flying clearance for this base. We'll be happy to answer any questions you may have at that time.

Here's some basic information about Tinker's Flight Medicine clinic:

Hours of operation:

Monday-Friday 0700-1600

Third Wednesday 0700-1200

Phone numbers:

Appointments/After hours: 734-2778

Flight Medicine desk: 582-6610

Waivers: 582-6681

Flyer and SOD personnel must notify the flight medicine clinic within 24 hours of any emergency room/urgent care visits or off base specialty care.

Self-Medication

All flyers must be careful when taking over-the-counter medications. Here are the medications you may take as needed without prior approval from a flight physician:

- Occasional doses of aspirin, ibuprofen (Motrin, Advil) or acetaminophen (Tylenol) for minor self-limiting conditions.
- Ranitidine (Zantac) omeprazole (Prilosec) and famotidine (Pepcid) for occasional uses of heartburn if not used more than twice per week or symptoms do not last beyond 48 hours or both.
- Antacids (Tums, Roloids, etc.) for occasional episodes of heartburn.
- Hemorrhoidal suppositories and medications.
- Pepto-Bismol for mild indigestion and diarrhea.
- Fiber and docusate for constipation
- Benzoyl peroxide for acne
- Nicotine gum for tobacco cessation (tobacco cessation classes are recommended to increase likelihood of success.
- Topical anti-infectives, topical anti-fungals or 1% hydrocortisone cream for mild wounds or rashes.
- Vaginal cream and suppositories for minor self-limiting conditions
- All flyers, controllers and special operation personnel are prohibited from using other medications without specific consent from a flight surgeon. Self-medication is a serious infraction that may result in suspension or revocation of your flight clearance.

Contact Lens Program

Contact lenses are prohibited for most aircrew unless you are enrolled in the Contact Lens Program. Talk to your flight doctor or an Air Force optometrist for more details.

Medical Records

The medical records for all flyers and their family members are stored in the Flight Medicine office.

Tinker's Flight Medicine clinic is here to serve you. We can take care of almost all of your health care needs; from acute problems like sprains and colds and flu to chronic problems like diabetes or high blood pressure. We can help you to quit smoking, conduct school physicals for your child or perform annual Pap smears for women. And should you need care that is beyond our scope of practice, we'll be happy to refer you to a specialist. We're here to help you with any health concern you may have.

GENERAL SURGERY CLINIC

The General Surgery Clinic sees all eligible patients (active duty, family members, retirees, retiree family members and eligible civilians) and will accept military and civilian referrals. The surgeons perform major and minor surgical procedures, diagnostic endoscopy procedures and biopsies. Minor and endoscopic procedures are performed in the clinic. Surgeries are performed at local civilian facilities. A referral is required for an initial appointment; you will be contacted by the referral management office to schedule you an appointment.

GYNECOLOGY (GYN) CLINIC

Clinic Hours: 0700-1600 – Monday-Friday

“Exception”: Closed 1300-1600 on the third Wednesday of the month for mandatory training.

Repeat Depo-Provera Injections – (Patients with appointments have priority)

Given Monday – Friday, 0700-1100 am and 1300-1500 on a walk in basis.

Patient must have a current annual pap & active Depo-Provera prescription on file prior to walking in for repeat Depo-Provera injections.

Booking & Cancellations

Gyn Clinic appointments can be booked by calling the central appointment line at 734-2778. PCM referral is not needed. If you are unable to keep an appointment, please call the appointment line to cancel and/ or reschedule so the appointment may be utilized by another patient. Failure to cancel the appointment within 72 hrs of the appointment time will result in a no-show and a letter generated to the member's supervisor and First Sergeant for AD members.

The Gynecological (GYN) Clinic provides a number of vital healthcare exams, procedures and counseling services for women. Although the base no longer delivers babies, the GYN Clinic does care for most other gynecological needs and issues affecting women:

- Routine women's health exams such as annual pap smears.
- Evaluation for disease processes such as endometriosis.

- Dysplasia – Performing of colposcopies, as well as other types of biopsies and treatments for this condition.
- Counseling on a variety of women’s health concerns, such as birth control, infertility, hormone therapy, aging and menopause.
- Walk-in pregnancy testing during normal duty hours.

ROUTINE WOMEN’S HEALTH EXAMS:

- A referral is not needed for routine women’s health exams, such as annual pap smears. However, pap appointments must be scheduled at least 1 year apart (whether being seen at the 72 MDG or by an off base provider.).
- All active duty females must be seen at the 72 MDG for their annual pap smear, either by their PCM or the GYN clinic. If deploying, you must have a current pap smear (within the last 9 months) on file and must out-process through Force Health to ensure compliance with Individual Medical Readiness requirements.
- Dependants empanelled to the 72 MDG can chose to be seen by an off base provider for their annual pap smear ONLY without needing a referral. Please note that a TRICARE Prime Network Provider must be used 1 year must have elapsed since the last pap appointment and the patient has no additional health concerns (i.e cannot request birth control pills and have your annual pap without a referral).

OTHER GYN-RELATED NEEDS:

Obstetrics is provided for both active duty and family members through the TRICARE network with a positive pregnancy test on file with the GYN Clinic.

* Please note; walk in pregnancy testing is only done on Mon, Wed & Fri during normal duty hours.

Medicare patients are not eligible to be seen in the GYN Clinic.

HEALTH AND WELLNESS CENTER (HAWC)

HAWC Mission and Vision:

Mission: Cultivate and support a fit and healthy force.

Vision: Recognized experts in delivering proven, targeted strategies optimizing health and resilience to meet mission demands.



The HAWC offers programs to support a fit and healthy lifestyle for you and your family. After all, healthy individuals are more resilient.

The classes and programs we offer include:

Fitness (Military Members Only):

PTL Training, Adult AED/CPR (PTLs only), Fitness Improvement Training (FIT) Program, Performance Running, Strength Training, Exercise Prescriptions, Exercise Rehabilitation Classes

Nutrition (Available to anyone with TAFB Access):

Better Body. Better Life. (AF Healthy Weight Management Program), SLIM Time (Weekly Weight Loss Support Group), Healthy Heart Class, Diabetes Support Group, Prenatal Fitness & Nutrition (part of the 72d MDG Pregnancy Resource Briefing)

Tobacco Cessation (TRICARE Beneficiaries Only):

Fresh Start Program, Tobacco Support Group, Quit Kit

Additional Services (Available to anyone with TAFB Access):

BodPod (Body Composition Analysis), Relaxation Room

If you have questions about one of our classes or if you'd like to enroll please contact us at (405) 734-6575

Like Us on Facebook:

www.facebook.com/TinkerHAWC

HAWC Program:

To access: Log onto the Tinker AFB Server at

<https://wwwmil.tinker.af.mil>

Click on the Base Services menu, Base Links, Health and Wellness Center

Active Duty Fitness Program:

Fit to Fight Website is located on the Tinker AFB Intranet Server.

To access: Log onto the Tinker AFB Server at

<https://wwwmil.tinker.af.mil>

Click on the Base Services menu, Base Links, Fit to Fight

IMMUNIZATION CLINIC

The Immunization Clinic walk-in hours of operation are **0700-1600**, Monday through Friday, excluding federal holidays and approved AFMC Down Days. The last immunization shots are given at **1530** due to post –injection monitoring requirements. The Immunization Clinic is closed the third Wednesday of every month for training...last shot given at **1130**. For more information, please call 582-6523.

Base Newcomers' have priority every Friday **1200-1530**.

All Patients (Non-Deployers') Hours:
0700-0830 & 1100-1230 & 1430-1530 Mon-Fri

Deployment Hours:
0900-1030 Mon-Fri. & 1300-1430 Mon-Thurs

LABORATORY

Telephone Number: (405) 582- 6374/DSN 852-6374

FAX: (405) 736-3124/DSN 336-3124

Duty Hours: Monday- Friday 0700-1600, excluding federal holidays, third Wednesday of the month closed at 1100 for mandatory readiness training.

The majority of specimen collections are performed on a first-come, first-serve basis. A small number of specimen collections require special preparation (e.g. glucose tolerance testing, please contact the laboratory for further information and scheduling. Please note: "Fasting"(abstaining from food or water) lab work needs to be done when the patient has been fasting for 10-12 hours. All tests ordered on TRICARE prime patients will be performed. TRICARE Standard and TRICARE Extra patients are eligible to receive laboratory services for any procedure that is performed at TAFB or is available through a military reference laboratory. Pregnancy testing must be ordered by a PCM prior to arriving at the laboratory, the Laboratory CANNOT order tests on patients. Contact the appointment line at 734-APPT Monday-Friday to leave a message for your PCM team. Patients are required to contact the requesting provider for results. By federal law and Air Forces Instruction, the laboratory cannot release results directly to patients.

MENTAL HEALTH CLINIC

Telephone Number: (405) 582-6003/ DSN 852-6003

Duty Hours: Monday through Friday 0700-1600 hours

Location: Medical Group Building (1094), second floor near the Dental Clinic

Individuals requesting services will be screened for eligibility, urgency then provided with an appointment or referral as appropriate. Commanders requesting Commander Directed Mental Health Evaluations must coordinate with an appropriately privileged Mental Health Provider before referring an individual to the Mental Health Clinic.

The Mental Health Clinic offers outpatient mental health services for eligible beneficiaries on a priority basis. At present, only active duty military members are eligible for ongoing individual outpatient treatment. Non-active duty beneficiaries may call the toll-free

TRICARE number for Value Options at 1-800-700-8646 and select the option for "Mental Health Assistance," for mental health or substance abuse information.

The Mental Health Clinic staff provides emergency mental health screening, triage and crisis intervention, assessment interviews (including special duty assignment interviews), psychological testing and treatment planning. Treatment may include individual therapy, marital therapy (for military married to military only), group therapy, psycho-educational groups, medication and biofeedback. Active Duty individuals with needs beyond the capacity of our existing mental health resources will be provided with a referral for civilian services, but will be case managed by the Mental Health Clinic. Anger and stress management classes are available through the HAWC (please contact the HAWC for up-to-date class offerings). Mental Health also conducts periodic outreach activities and Traumatic Stress Response (TSR) services. Participation in outreach activities does not require a formal mental health assessment and does not constitute engagement in mental health treatment.

ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT (ADAPT)

Telephone number: (405) 582-6005/ DSN 852-6005

Duty hours: Monday-Friday 0700-1600

Location: Medical Group Building (1094), second floor near the Dental Clinic

Individuals requesting services will be screened for eligibility and then provided with an appointment or referral as appropriate. Commanders requesting substance abuse evaluations must coordinate with ADAPT staff to refer an individual to the ADAPT program. The ADAPT program offers outpatient substance abuse services for eligible beneficiaries on a priority basis. Individuals requesting services will be screened for eligibility and then provided with an appointment or referral as appropriate.

The ADAPT program provides substance abuse screening, assessment, education, outpatient treatment, and post treatment support. Treatment may include psycho-educational groups, individual therapy, and group therapy. Individuals with needs beyond the capacity of existing ADAPT resources will be provided with the appropriate referral, but will be case managed by the ADAPT Clinic. The ADAPT program also provides substance abuse related educational outreach activities such as briefings, classes, seminars, workshops, and community fairs. Participation in outreach activities does not require a formal substance abuse assessment and does not constitute engagement in substance abuse treatment.

NUTRITIONAL SERVICES

Services are available for Active Duty, Dependents, Retirees

Telephone number -736-2169, Fax number 734-5040

Location - Building 5922, in the Health and Wellness Center

If your health care provider determines you need to be seen by nutritional medicine they should send a referral to the Nutrition Clinic at 734-2911, providing the reason for the referral, lab results and medications. Call for information on healthy eating and/or weight control or to enroll in the Fitness and Nutrition Class. For information on lowering cholesterol or risk for heart disease call our staff and they will then enroll you into the Healthy Heart Class.

- For information on Diabetes Management
- For new diabetics not on insulin, call to enroll in Lifeskills for Diabetics.
- For a nutrition refresher or if you are on insulin therapy, call for an individual appointment with the dietitian.
- For gestational diabetes ask your OB physician to send referral to the Nutrition Clinic with the diagnostic information.

A diabetes support group meets on the third Friday of every month from 1330-1500. This is an ongoing group primarily designed to give you an opportunity to share, discuss self-management experiences, exchange information and provide interpersonal support. Please call the nutritionist to receive more information.

For healthy nutrition or nutrition concerns for children, ask your health care provider to send a referral to the Nutrition Clinic.

Other appointments available with a health care provider's referral... kidney failure, liver disease, weight gain, food allergies, cancer, Gastroesophageal Reflux Disease (GERD), irritable bowel or crohn's disease, high blood pressure, HIV, prenatal nutrition, dental surgery, stomach stapling, pancreatitis, low blood sugar, etc.

INDIVIDUAL APPOINTMENTS ARE ALWAYS AVAILABLE, however, classes are great to know you're not alone and to share good ideas.

OCCUPATIONAL MEDICINE FLIGHT

Occ Med Clinic Hours: Located in Bldg 3334
0700 – 1600 Monday thru Friday
Closed 1300 – 1600 Third Wednesday of each month for
Mandatory Readiness Training
Phone: 734-3421, option 5

Audiology Clinic Hours: Located in Bldg 3334
0700 to 1600 Monday thru Friday
Phone: 734-3309

Occupational Medicine Flight (OMF)

OMF provides diagnosis and treatment for occupational injuries and illnesses, treatment as prescribed by private physicians, and/or immunization service. Occupational Medicine Clinic consists of: Acute Care Clinic, Physical Examination Clinics, Outpatient Medical Records Section and Audiology Clinic.

Acute Care Clinic: Interview employees on return-to-work and make recommendations regarding duty limitations during recuperation periods following illnesses. OMF provide for diagnosis and treatment of occupational injuries and/or illnesses and is also required to treat non-occupational injuries is to enable employee to remain on the job. OMF provides urgent or one-time treatment for non-occupational injuries and/or illnesses with referrals to private physicians when indicated. The purpose of treating non-job-related minor illnesses is to enable the employee to remain on the job

Physical Exams: OMF performs a variety of physical examinations, which include pre-placement, periodic occupational examinations, and disability retirements. OMF provides assistance and advice, and coordinates with appropriate personnel from the Civilian Personnel Division concerning compensation cases, on-the-job evaluations, and the results of physical examinations for medical placement.

Medical Worksite Visits (MWSV): Required to perform MWSV to hazardous and potentially hazardous shops to detect risk factors and assist supervisor in the maintenance of a healthy work environment. OMF also provides assistance with a variety of preventative medicine programs, with the goal of ensuring the health and wellness of the working population through the identification and control of potential health risks.

Medical surveillance: Care of on duty injuries and illnesses. Case management: closely tracked complex cases; also required to surveillance occupational injury and illness.

Audiology Clinic: The Audiology Clinic is located in Bldg 3334, phone 734-3307, and is open Monday through Friday from 0700 to 1500. The primary focus of the Audiology Clinic is to manage the Hearing Conservation Program. Services include annual hearing test and follow-up evaluations. Diagnostic Audio logical Evaluations and Auditory Brainstem Response (ABR) evaluations are available with appropriate referral. Services are available to all Active Duty Members and to civilian employees routinely exposed to hazardous noise. Services are also available, on a limited, space-available basis, to Active Duty family members ages 5 through adult and to retirees and their dependents. Hearing aid fittings and maintenance are not authorized for Tinker AFB.

Deployment/Travel Medicine: All deploying military and civilians must be medically cleared through Force Health Management (room G-101) and receive a preventive medicine briefing. Walk-in deployment clearance times are Monday & Friday 0800-1100 hrs plus Tuesday and Thursday 0800-1100 & 1300-1500 hrs. Persons traveling overseas who wish to know required/recommended immunizations and preventive medicine measures can visit Force Health Management Monday through Friday from 0730 to 1330 hrs.

Medical Clearances for PCS, Security & Cross-Training: These processes all begin with dropping paperwork at Force Health Management. Paperwork can be dropped off and picked up Monday through Friday 0700 to 1600 hrs.

OPTOMETRY

Optometry services are provided at the Main Clinic located within the 72d Medical Group (Bldg. 1094).

- Current Optometry services are for Active Duty members only due to manning.
- Family members are authorized 1 visit every two years with a network provider
- No referral is needed for Routine eye exam
- When making appointments with civilian provider for other than ROUTINE eye exam, must be network approved

Services at the Main Clinic include: comprehensive routine eye examinations, evaluation and treatment of acute eye injuries and infections, evaluation and management of eye diseases, and the dispensing of military-issue spectacles and gas mask inserts. Cosmetic contact lenses are fitted for active duty members on a case by case basis. The operating hours are Monday-Friday from 0700-1600. To schedule an exam, a follow-up visit or to cancel an appointment, active duty and all other TRICARE Prime patients must call the optometry front desk at 582-6516.

Safety eyewear is fitted and dispensed to civilian and military employees at the Occupational Vision Clinic (Bldg. 3334), Rm.122. Operating hours are Tuesday and Thursday from 0700-1100 & 1300-1600. The phone number is 734-2582.

ORTHOPEDICS

Services are not currently available at this clinic; patients will be referred off-base for orthopedic needs. Orthopedic Specialty Clinic coming back to 72 MDG, Tinker AFB soon; Dates will be announced at a later time.

PEDIATRIC CLINIC

Telephone number- 734-2778 (Appointment Line)

Pediatric Message Line- 734-2778

Location: Across from pharmacy waiting area. Room M100

Emergencies

For true emergencies – potential loss of life, limb or vision (see page 9) – call 911 or go to the nearest emergency room. You may not be reimbursed if you fail to obtain approval, in advance, for minor non-emergencies. If you suspect your child has ingested or been exposed to a poisonous substance, call the Poison Control Center at (800) 222-1222/ (800) POISON1 or OKC 271-5454.

To Make an Appointment

Patients are seen by appointment only. Appointments are available for acute illnesses (within 24 hours), routine medical conditions (within 7 days), and well child/established issue visits (within 30 days). Appointments can be scheduled by either calling the appointment line 734-2778 or logging into TRICARE On-Line. If your child is sick, please let the technician know so that we may keep sick and well children separated. If you have more than one child that needs to be evaluated, you must make a separate appointment for each child. Any family needing **more than 2 children** evaluated on the same day are asked to have **2 parents or guardians** present during the patients appointments in the clinic.

Cancellation

If you are unable to keep an appointment, you must contact the Appointment Line (734-2778) prior to the appointment to cancel and/or reschedule. Failure to cancel/reschedule an appointment within 24 hours will result in a No-Show.

Telephone Assistance

For reasons other than an appointment (to ask questions, inquire about medication, request test results, refills and referrals), please call 734-2778, and follow the prompt to be transferred to the Pediatric Clinic telephone consult line. Please leave your child's name (spell it out), last four of the sponsor's social security number, 2 daytime telephone numbers and a detailed description of your request/question. Triage of your child's illness will be answered by a Registered Nurse within 2 hours of receiving your call, Our providers will complete medication refill and referral renewal requests as soon as possible but within 3 days. You will receive a written referral authorization from TRICARE Humana within 7-9 duty days via mail. All questions after the referral has been entered (3 duty days) should be directed to TRICARE Humana at 1-800-444-5445. All messages with general questions or concerns will be answered within 1-2 duty days. For all urgent concerns, you are encouraged to schedule an appointment through the appointment line or TRICARE On-Line.

After Hours Assistance (Nights, Weekends, and Holidays)

A triage line is available for urgent matters after hours, weekends and holidays by calling the appointment line 734-2778. A Registered Nurse will contact you within 3 hours to either provide you with home health care advice or send you to an Urgent Care Facility or Emergency Room as needed. .

Well Baby Visits, Well Child and Sport/Camp Physical Visits

Well baby appointments are available on the following schedule: 3-5 days of life, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months. For the 2 month and greater well baby visit, please call well in advance (four weeks) to schedule these appointments. Well child appointments are encouraged to be scheduled during a child's birthday month and if scheduled annually can take the place of any additional needs for sport/camp/school physicals without requiring an additional appointment to have special physical forms completed. Well baby appointments "MUST

NOT” be scheduled prior to the child turning the specific age (i.e. 4 months) because vaccinations indicated at the particular age cannot be given ahead of schedule.

Referrals and Consults

When specialty care is not available at the 72d Medical Group, your child will be referred to a civilian provider. Once your PCM decides a referral is needed for your child, your PCM will complete a referral for civilian medical care. To inquire on the status of your child’s referral, please call (800) 444-5445 and select the appropriate option or connect with TRICARE On-Line.

PHARMACY

The pharmacy provides pharmaceutical services from two points of service, the Main Pharmacy with the drive-through pick-up window and the Clinic Pharmacy.

Main Pharmacy hours of operation:

0700-1530 Monday through Friday,
Drive-thru closes at 1700

Clinic Pharmacy hours of operation:

0700-1600 Monday through Friday

72 MDG Training Day:

The third Wednesday of the month both pharmacies close as 1200
The Drive-thru is available for pick-up until 1700

The Main Pharmacy provides the following pharmaceutical care services:

- Filling and dispensing of new prescriptions for formulary medications by off-base providers.
- Any written prescription for formulary medications (military or civilian provider)
- Consultation on proper use, precautions, side effects, interactions of medications.

Please Note:

- New prescriptions must be physically signed by the provider; no called in or faxed prescriptions can be accepted
- Drive-thru is for picking up prescriptions from the Main Pharmacy only. New written prescriptions must be brought into the Main pharmacy.
- Prescription drop boxes: One drop box is located just inside the main clinic doors and the other is inside the Main Pharmacy. Please completely fill out the form provided and place it in the envelope with the prescriptions. These prescriptions will be available the next duty day after 1000.

The Benefits of the Call-In Refill System include:

- Reducing wait time and long lines
- Permits ordering refills from home 24 hours a day

- Refills called in before 1200 Monday through Thursday will be available for pickup the next duty day after 1200. Refills called in after 1200, refills called in Friday through Sunday, or refills called in on down days and federal holidays will be available in two duty days barring any computer-related problems.
- All called-in refills must be picked-up within 5 duty days or they will be returned to stock and will have to be called in again.

The Clinic Pharmacy provides the following pharmaceutical care services:

- New prescriptions services for patients that see providers in the 72d Medical Group.
- Prescriptions are entered by the providers and are then filled when the patient checks in at the pharmacy window. The patient must check in for all new prescriptions or renewals that are entered by the provider.

The pharmacy staff highly recommends TRICARE Prime (medical records maintained at the MTF) members verify availability of new prescriptions with 72d Medical Group Pharmacy personnel prior to going to a civilian pharmacy. For a list of all medications carried at the pharmacy, lists are available in the pharmacy and in the clinic. For the most up-to-date formulary, please visit Tinker AFB Public website at <http://www.tinker.af.mil/>. Click on the right hand side on [Pharmacy](#). If the medication is a formulary item, the 72d Medical Group can fill the prescription at lower costs to both the military and the individual getting the prescription filled. TRICARE Prime members, however, may go to a civilian pharmacy when doing so is due to convenience or proximity. TRICARE Prime members should also use civilian pharmacies when getting the prescription filled is an emergency and the 72d Medical Group Pharmacy is closed.

Pharmacy Phone Numbers

- Main Pharmacy: 582-6315
- Automated call-in refill number: 734-5514
- Long distance phone number: 1-800-457-9928

PHYSICAL THERAPY DEPARTMENT

Hours of operation: 0700-1600, Monday through Friday, 582-6177.

Physical Therapy is the therapeutic use of exercise, massage, heat, sound, and electrical stimulation to relieve pain, develop or restore function, and maintain maximum performance.

Physical Therapy prioritizes treatment based on Military Health Services Systems guidelines. Routine and acute care is available for active duty and beneficiaries enrolled in TRICARE PRIME. Eligible patients will be scheduled an evaluation appointment with a Physical Therapist when a properly completed referral is submitted electronically by your provider.

Handwritten referrals are not accepted. Requesting Providers must in-put referrals electronically to be submitted to Physical Therapy.

New referrals automatically expire after 30 days if an initial evaluation appointment has not been booked or kept. A new referral will have to be resubmitted by the provider who initially requested Physical Therapy.

Physical Therapy also teaches the following patient education classes:

Back School
Knee School
Running clinic (must call the HAWC to schedule)

Treatments/modalities available:

Contrast bath
Moist Heat
Ultrasound
Ultrasound/electrical stimulation
Iontophoresis
Cold packs/ice massage
Biomechanical ankle platform system (BAPS)
Ankle machine/wobble boards
Traction cervical/pelvic
Therapeutic exercises
Ambulation or gait training
Transcutaneous Electrical Nerve Stimulation (TENS)

HEALTHCARE INTEGRATION

Good health for the population is our focus, and prevention is the key. Preventing illness and injury, instead of treating it after it happens, will ensure a longer, healthier life for each of our beneficiaries. Personal healthcare responsibility and decision are crucial to building a healthy community. Prevention/Healthcare Integration provides the resources and tools for our beneficiaries to achieve a healthier life.

PUBLIC HEALTH

Animal Bite Reports

Animal bites and scratches can result in serious/fatal diseases in humans. For this reason, Public Health is responsible ensuring a form documenting the circumstances is prepared and ultimately included in your medical record.

Blood borne Pathogen Exposure

If you are involved in an incident involving another person's blood, you may be asked to get some blood tests drawn. This is to protect both you and the Medical Group employee. The Preventive Medicine Office (PMO) will order a hepatitis B and hepatitis C panel for both you and the employee. We will also order HIV for the employee, and for you, if you consent.

Communicable Diseases

Public Health reviews all test results positive for communicable diseases. You will be referred to PMO if you are suspected to have a communicable disease. If you do not have a confirmed test, Public Health will provide education; if you are positive for a communicable disease PMO will conduct an interview. Follow-ups will be accomplished as necessary. The following are examples of communicable diseases Public Health will follow up:

- Sexually Transmitted Diseases (STD's)
- Hepatitis (all types)
- Food or waterborne diseases, i.e. shigella, giardia etc.
- Measles, mumps, meningitis etc.

Fetal Protection Program

If you are pregnant, you will process through Family Medicine. All active duty will in turn be referred to Public Health for an interview of current job duties to determine if there is an exposure to any potential hazards for the patient or the fetus. PMO also educates on the hazards of toxoplasmosis and how this can affect your pregnancy.

Food borne Illness

Public Health conducts interviews of patients suspected of having a food borne illness. They also complete inspections of the suspected facility(s), and collect food samples of the suspect food(s).

Tuberculosis Program

Any person with a 5mm or greater reaction to the tuberculosis skin test will be referred to the Preventive Medicine Office for evaluation. PMO will conduct an interview, order blood work, and a chest x-ray. They also set up the initial provider visit and follow up appointments as necessary.

Deployment Medicine

All deploying military and civilians must be medically cleared through Public Health in bldg 1094 (room 2N36) and receive a preventive medicine briefing. Deployment clearances are by appointment only scheduled through the Squadron UDMS.

Travel Medicine

Persons traveling overseas who wish to know required/recommended immunizations and preventive medicine measures can visit Force Health Management...Monday-Friday from 0730 to 1330hrs.

TRICARE

TRICARE is a DoD health benefits program for eligible active-duty members, family members, retirees and their family members. The program offers three choices: Prime,

Standard and Extra. Families may mix their options, depending on the health care needs of the individual.

Your PCM oversees all your health care and refers you for specialized care as needed. Your PCM provides all your routine medical services and complies with access standards. If you need to see a specialist, the PCM will generate a specialty referral. If you need to be hospitalized due to an emergency, the hospital will submit the request for referral authorization to TRICARE.

When specialty care is not available at the 72d Medical Group, TRICARE Prime beneficiaries will be referred to civilian providers or another Military Treatment Facility (MTF). Your PCM will complete a referral, mark the urgency of your care and forward it to TRICARE for authorization.

REFERRAL INFORMATION

If your provider refers you to an in-house specialist or for an **ASAP/Urgent** referral, **please proceed to the Referral Management Center (RMC)** conveniently located on the first floor, room 1A29A (across from the Family Health Clinic). If you are unable to come to the RMC directly, please call (405) 734-2778 option 4, option 5.

For referrals outside the MTF, TRICARE will send you a notification in the mail within 10 working days. You can check the status of a pending network referral by calling 1-877-249-9179 between the hours of 0800-1900. You may also call the HUMANA Automated Authorization Line for routine referrals after 72-business hours at 1-866-836-6155 or go on line at <http://www.humana-military.com> under Beneficiary Resources.

Prescriptions

All TRICARE beneficiaries should first bring their prescriptions to the 72d Medical Group Pharmacy to be filled. There is no cost for prescriptions filled at the 72d Medical Group Pharmacy. If the medicine is not on the formulary, the beneficiary may use a network pharmacy and pay a small co-payment for each 30-day prescription or they may use the National Mail Order Pharmacy (NMOP) Program and pay a small co-payment for each 90-day prescription.

Appointments

To make an appointment at the 72d Medical Group, call (405) 734-2778 between the hours of 0700 to 1600 Monday through Friday and please listen to all the options. If you have a true emergency--"the potential loss of life, limb, or eyesight", go directly to the closest emergency room and contact your primary care manager not later than one duty day after treatment. If you are not sure if it is a true emergency, call the 24-hour PCM line at (405) 734-2778. For after hours/weekend/holidays, the Nurse Advisory Line/On-Call PCM will call you back within 30 minutes and give you instructions on what to do (i.e., Home care advice, offer next day appointment, or go directly to the closet emergency room).

Active duty and their family members have no Prime enrollment fees. Effective 1 October 2012, all eligible retirees will pay the new annual enrollment fee of \$269.28

(single) or \$538.56 (family) and each fiscal year enrollment fees are subject to increases as mandated by law. You can find plan costs at www.tricare.mil/costs. For more information, please stop by the TRICARE Service Center located in Building 1094 and talk to one of the Beneficiary Service Representatives between the hours of 0700 to 1600 Monday through Friday, except Federal Holidays, weekends, MTF training days and AFMC Family/Wingman Days.

For all Prime enrolled members: Active duty/active duty family members (AD/ADFMs) and retired/retired family members (Ret/RetFMs) must have a referral from their Primary Care Manager (PCM) for all urgent and routine specialty care to avoid out-of-pocket fees. Ret/RetFMs will have a small co-pay for authorized medical care with civilian network providers/facilities. AD/ADFMs will have no co-pays for authorized medical care with network providers/facilities. Note: Active duty will have no co-pays for prescriptions drugs filled in the civilian network pharmacy community, but ADFMs will have co-pays for their prescription drugs. For more information, please visit the TRICARE Service Center at Tinker AFB in Building 1094 or call 1-800-444-5445.

TRICARE FOR LIFE (TFL)

On October 1, 2001, a new TRICARE entitlement for Medicare-eligible Uniformed Services retirees, eligible family members and survivors begins (referred to as TRICARE for Life). Feel free to visit the Web site (<http://www.tricare.osd.mil>) or call 1-866-DoD-LIFE (1-866-773-0404) for more information on TRICARE for Life benefits.

For Active Duty Family Members, Retirees and their Family Members Enrolled in Prime

Service	Beneficiary Category	Co-Pay For Prime
Individual Provider	Active Duty Family Members	\$0
	Retirees and Family Members	\$12.00
Ambulance Services	Active Duty Family Members	\$0
	Retirees and Family Members	\$20.00
Retail Network Pharmacy (30-day supply)	Active Duty Family Members, Retirees and Family Members	
	Generic	\$5.00
	Name-brand	\$12.00
	Non-formulary	\$25.00
Mail-Order Pharmacy (90-day supply)	Active Duty Family Members, Retirees and Family Members	
	Generic	\$0

	Name-brand	\$9.00
	Non-formulary	\$25.00
Emergency Services	Active Duty Family Members	\$0
	Retirees and Family Members	\$30.00
Hospitalization	Active Duty Family Members	\$0
	Retirees and Family Members (per day) (minimum of \$25)	\$11.00
*****NOTE*****		
For more information on co-pays please call or visit the TRICARE Service Center in building 5801, 1-800-444-5445.		

When on Vacation or Leave

Emergency Care - Go directly to the nearest emergency room, and then notify your primary care manager within 24 hours or the next business to coordinate ongoing medical care at (405) 734-2778, select appropriate option.

Urgent Care – For severe illnesses that may worsen if not taken care of sooner and you are in the local area, call your primary care manager at (405) 734-2778, select the appropriate option. If you are out of the local area (more than 40 miles away from your PCM) call: 1-800-444-5445 for an urgent care referral authorization.

Routine Care - All routine care must be pre-authorized through your PCM.

The TRICARE Service Center offers the following booklets:

- Find a Provider (available on-line through www.Humana-Military.com)
- Continued Health Care Benefit Program (CHCBP)
- Information and Resources for Combat Veterans
- Other Health Insurance (OHI) Questionnaire Form
- Retiree Delta Dental Program
- Traveling with TRICARE Prime
- TRICARE Choices at a Glance
- TRICARE Choosing Hospice Care
- TRICARE Coverage During a Natural Disaster
- TRICARE Dental Program (MetLife)
- TRICARE Extended Care Health Option (ECHO)
- TRICARE-For-Life (eligible TRICARE patients with Medicare Pt A & B)
- TRICARE Guide Understanding Behavioral Health
- TRICARE Pharmacy Program
- TRICARE Prime Enrollment and PCM Change Form
- TRICARE Prime Maternity Care/Enrolling Your Newborn
- TRICARE Prime, Prime Remote, Standard & Extra
- TRICARE Reserve Select (TRS)
- TRICARE Retired Reserve (TRR)

TRICARE Right of First Refusal (ROFR) Process
TRICARE Summary of Beneficiary Costs
TRICARE Transitional Assistant Management Program (TAMP)
TRICARE Transitioning from Active Duty to Retirement
TRICARE Young Adult (TYA)
TRICARE Your Military Health Plan (*wallet card*)
Urgent Care/Hospital Network Listing in OKC metro
Using TRICARE Standard and Extra

How do I get in touch with the TRICARE Service Center (TSC)?

BENEFICIARY INFORMATION LINE - 1-800-444-5445

TRICARE Operations & Patient Administration (TOPA) Flight:

TOPA Flight Commander	582-6336
TOPA Flight Chief	582-6342
Chief TRICARE Element & Contract Liaison	582-6340
Health Benefits Advisor/Debt Collection	582-6339

WIC (Women, Infants and Children)

Mid Del Health Dept (WIC) program is located at 3851 Tinker Diagonal
Recipients receive food vouchers and nutrition education. Contact: 677-1129
Hours of Operation: M-F 0730-1730

CHIROPRACTIC CLINIC

The chiropractic clinic provides diagnosis and management of acute and chronic spine and spine related neuron-musculoskeletal disorders for **active duty only** with a referral* from a military or civilian provider.

Patients referred to the Chiropractic Clinic will be evaluated and examined by a Chiropractic Physician and a course of treatment determined. Treatments include but are not limited to: Spinal and extra-spinal manipulation, therapeutic exercise, manual traction, joint mobilization, moist hot or cold packs, ultrasound, electrical stimulation, high voltage galvanic and interferential currents.

The Chiropractic Clinic is located in building 1094, on the second floor, at Tinker AFB, OK. Clinic hours are Monday through Friday 0700-1200 and 1300 -1600, except for federal holidays and training days.

PATIENT ADVOCATE

The 72d Medical Group encourages patients to exercise their rights and to express opinions concerning their medical care. We always appreciate positive comments about our staff and services. Your comments are valued and aid in maintaining an effective working relationship with you, our valued beneficiaries. Should you have any questions or

concerns about your healthcare, you can complete a customer comment card located throughout the facility, we encourage you to speak with a section advocate first, and if you are unable to resolve your concerns, please contact the Patient Advocate Manager at 582-6201.

Section Patient Advocates:

Diagnostic Imaging Department	582-6197
Dental Services	582-6401
Family Advocacy	582-6658
Central Apportioning	734-APPT (734-2778)

Dial Central Appt number then listen to the menu for the following areas:

- Deployment Health Assessment Clinic
- Family Practice Clinic
- Gyn Clinic
- Pediatric Clinic

Flight Medicine Appointments	582-6610	
General Surgery Clinic	582-6488	
Health Benefits Advisor/Debt Collections	582-6339	
Healthcare Integration	736-2259	
Immunizations	582-6523	
Laboratory	582-6383	
Mental Health	582-6658	
ADAPT	582-6658	
Medical Logistics	582-6110	
Nutritional Services	736-2169	Building #5922
Occupational Medicine Services	734-3421	Building #3334
Optometry Appointments	582-6518	
Patient Advocate Manager	582-6201	
Pharmacy – Main	582-6315	
Refills	734-5514	
Pharmacist Line	582-6315	
Physical Therapy	582-6177	
Public Health	582-6542	
Referral Management Center	582-6363	Fax: 736-2824
EFMP/Family Member Relocation Clearance Coordinator		582-6025
TRICARE	1-800-444-5445	