

Patient & Family Partnership Council

72d Medical Group
Tinker Air Force Base, Oklahoma

The Patient and Family Partnership Council (PFPC) is a committee that collaborates with patients, families, and staff to refine processes to improve care for patients. Our partnership with you prioritizes engagement so we can better understand how to enhance the healthcare experience at the Tinker Clinic.

Updates from the Medical Group

- ❖ Pharmacy Access
 - Tinker Pharmacy is now live with our new text-to-activate service, Q-Anywhere! Skip waiting on hold when calling to activate and simply text "Get in line" to 1-877-460-2335. Provide the requested DoD ID number of the patient via text and the pharmacy will activate any new electronic prescriptions sent in the last 14 days. These prescriptions will be ready the next duty day after 12:00 p.m.
 - Tinker Pharmacy currently has two alternate pick-up locations through ScriptCenter at the Base Exchange and Building 3001. Save a trip to the clinic and stop by one of these convenient locations to pick up your next refill. Please contact 405-734-5514 to have a refill ready for pick up at either ScriptCenter.
- ❖ New Services Offered
 - Telemetry (Telemental Health) – allows you to access mental health care in the privacy of your home. A telemental health care provider can address concerns such as major life stressors, depression, anxiety, grief-related counseling, and more!
 - Doctors on Demand (Telemedicine) – allows you to access urgent care and behavioral health services excluding tele-psychiatry in the privacy of your home. Doctors on Demand is a pilot program that is available to all TRICARE beneficiaries **EXCEPT** active duty members.
 - All that is needed is a computer with a webcam and internet access.



Important Dates

15 December	Training Day*
23 December	Family Day
24 December	Christmas Observed Clinic Closed
31 December	New Year's Day Observed Clinic Closed
3 January	Family Day
15 January	Family Day
17 January	MLK Holiday Clinic Closed
19 January	Training Day*
16 February	Training Day*
18 February	Family Day*
21 February	Presidents' Day Clinic Closed

* Active duty care is available for medical and dental acute needs by calling the Appointment Line at (405) 734-2778.

MHS Genesis

- MHS GENESIS, the new electronic health record for the Military Health System (MHS), provides enhanced, secure technology to manage your health information.
- MHS GENESIS integrates inpatient and outpatient solutions that will connect medical and dental information across the continuum of care, from point of injury to the military treatment facility. This includes garrison, operational, and en route care, increasing efficiencies for beneficiaries and health care professionals.
- When fully deployed, MHS GENESIS will provide a single health record for service members, veterans, and their families.

Welcome our new Patient Advocate!

- Ms. Sally Sligar joined our team in May 2021 as our new patient advocate
- She is a native of Oklahoma and has over 20 years of nursing experience
- In previous employment, she had the opportunity to work with Wounded Warriors
- She has a passion for helping military members and their families
- Feel free to contact Ms. Sligar with any questions or concerns you may have: usaf.tinker.72-mdg.mbx.72-mdg-patient-advocate@mail.mil

Join the PFPC!

Do you have ideas on how Tinker Clinic could improve the patient experience? We are looking for patient volunteers! Please consider joining our team!

Any MTF beneficiary or patient is welcomed on the council! We are comprised of Active Duty, Spouses, Retirees and Retiree Spouses.

Volunteers are asked to attend a 1 hour meeting once per quarter and provide on-going, bi-directional communication to help us refine processes. There is a virtual attendance option if requested.

For details on volunteering with PFPC, please call or email:

Maj Sarah Turbush:
405-582-6420/Sarah.K.Tu.mil@mail.mil
Lt Madison Rauenbuehler:
405-582-6356/Madison.K.Rauenbuehler.mil@mail.mil



Important Resources

Appointment Line phone #:
405 734-2778

Patient Advocate phone #:
405-582-6201

MDG's website: <https://tinker.tricare.mil>

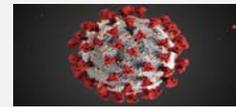
Nurse Advice Line phone #:
1-800-874-2273 opt 1

TRICARE online/Secure Messaging:
<https://www.tricareonline.mil>

Tricare East Phone #:
1-800-444-5445

MDG Facebook
<https://m.facebook.com/72MDG/>

COVID Corner:



Due to the decrease in COVID positive patients, the Medical Group will again see all patients in their respective clinics and will discontinue the stand alone cough and cold clinic.

To best serve you, please call the appointment line at (405) 734-2778 to book an appointment with your Primary Care Provider.

If you are interested in receiving the Pfizer or Moderna COVID-19 vaccines, schedule an appointment at <https://covidvaccinesignup.timetap.com>