

# Hanscom Clinic Patient Handbook



## **Important Information**

**What to do in an emergency:** Please call 911. Do not drive yourself to the Emergency Department. The Hanscom Clinic **DOES NOT PROVIDE EMERGENCY SERVICES or sick call.** Report emergency care to your healthcare team by contacting the Call Center at **781-225-6789** to ensure proper follow-up.

**What to do if you need advice:** Please call us at: (781) 225-6789 or the Nurse Advice Line at: 1-800-TRICARE (1-800-874-2273) and select Option 1; 24 hours a day, 7 days a week.

**Identification:** You must have a valid, unexpired DoD identification card for all appointments. If your child is 10 years old or over, they must also have this identification for their appointments.

**Hanscom Clinic Main Line**                   **781-225-6789**  
*All clinic areas can be reached via this number*

**TRICARE Nurse Advice Line:**                   **800-TRICARE (874-2273)**

**TRICARE (HUMANA):**                           **800-444-5445**

**TRICARE Mail Order Pharmacy:**                   **877-363-1303**

**DEERS:**   **800-538-9552**

**<https://address.dmdc.osd.mil/appj/address>**

**TTY/TDD (Hearing Impaired):**                   **800-735-2258**

# Welcome to the 66th Medical Squadron at Hanscom AFB!

We thank you for trusting us with your care—it's truly our privilege to work with you on improving your health. Our Medical Squadron provides care in a Medical Home atmosphere. In a Medical Home, each patient will be assigned to one health care team who will work directly with them and their family. This health care team will include a physician, nurse practitioner, and/or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to provide prevention, wellness, acute and chronic care. A Medical Home is a place of care where patients are treated with respect, dignity, and compassion, which allows for a strong and trusting relationship between the patient and their care team. As a patient, you can select or change your health care team at any time by using TRICARE Online at: [www.tricareonline.com](http://www.tricareonline.com).

Staff in a Medical Home respect the patient and family's unique needs, cultures, values and preferences while supporting them in learning how to manage their own care. The Medical Home staff will coordinate all aspects of your care, to include providing referrals, obtaining results, and consulting with other specialty providers. In some instances, the need for additional team members such as case managers, disease managers, health care educators, behavioral health consultants or pharmacists will be added to the team to ensure a complete plan of care is provided. Finally, the Medical Home staff strives to provide the highest quality and safest care possible by using current evidence-based medicine and a focus on measuring our performance.

Your Air Force Medical Home Team

## **Mission**

Support our Past, Present, and Future War Fighters and their Families through Innovation, Training and Sustained Quality

## **Vision**

Best Care – Every Patient, Every Time



The Hanscom Clinic is dedicated to providing our patients with the best possible healthcare. We value your opinion and welcome your comments. Please feel free to fill out a patient comment card available at the patient comment box located in the main lobby. Your input helps us to provide safe, quality care. In addition, you may contact our:

Patient Advocate at 781-225-6789

Facility Safety Manager at 781-225-6279

Patient Safety Manager at 781-225-4149

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# Getting The Care You Need

## Hours Of Operation

The Hanscom Clinic is open from Monday – Friday, 0730-1630 hours. Exceptions include Federal holidays, designated times for training and other “down days” as directed by the Installation Commander. Federal holidays include the following: New Year’s Day, President’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

## Scheduling/Rescheduling/Cancelling Appointments

To schedule or cancel an appointment in Family Health, Flight Medicine, Optometry or Pediatrics, log onto the TRICARE On Line website at <https://www.tricareonline.com> or call the Call Center at **781-225-6789 option #1**. The Call Center’s normal duty hours are Monday – Friday, 0700-1630, excluding Federal holidays. The Call Center is your point of contact to obtain general information about the Hanscom Clinic, to schedule or cancel appointments, contact your Primary Care Manager, report emergency care received after hours, or obtain information about enrollment, claims or referrals.

## Show-Time for Appointments

It is important that you arrive 15 minutes prior to your scheduled appointment time. This will allow time for check-in and technician screening prior to seeing your provider. **Patients arriving late for routine appointments** (includes well exams, follow-ups, and mental health appointments) will be required to re-schedule their appointment. **Patients arriving late for acute appointments** will be triaged by the nurse. If a provider evaluation is necessary, the provider will see you if there is an opening with sufficient time to address your needs. Otherwise, you will be directed to an Urgent Care Center.

# Getting The Care You Need

## Same Day Medical Care

Hanscom does not offer sick call. To accommodate our patients, we offer same day (or within 24 hours) appointments for acute illnesses. For same day care, call the call center at **781-225-6789 option #1**.

AFI 41-210 Chapter 4, Item 4.14.6: **Unit Commanders and supervisors have the authority to grant up to 24 hours sick status at their discretion** if a member's illness/injury does not require MTF intervention. If the illness/injury persists beyond 24 hours, then the Commander or supervisor must refer the member to the MTF for treatment and subsequent clinical examination.

## After Hours TRICARE Nurse Advice Line (NAL)

The NAL is a team of registered nurses located outside of the Hanscom Clinic who are available 24 hours a day, 7 days a week. When calling the NAL, a customer service representative will first verify your eligibility. You will then be transferred to a NAL nurse, who will ask a series of questions about your specific concerns. They provide health care advice and, if you need a same-day appointment they will help you find convenient high-quality urgent care. To reach the NAL, dial **800-TRICARE (874-2273) or 781-225-6789 option #1 after hours.**

The NAL is available for the following:

- Answer a variety of urgent healthcare questions
- Give instruction on self-care at home
- Triage patients who have new (acute) symptoms that have just happened or that they have not been seen for in the past
- Book same day (acute) appointments if indicated after receiving answers to symptom based questions
- Make referrals to Urgent Care Centers, if indicated, after receiving answers to symptom based questions and if there is no availability at the MTF



\*Patients must answer symptom based questions to determine the need for an urgent care referral.

\*\*Parents calling for children must have the child with them when calling.

# Getting The Care You Need

## Inclement Weather

Our Base or Medical Squadron is sometimes closed due to weather or other issues. In the event of inclement weather, please call the Hanscom AFB Weather Information System Hotline at **781-225-COLD prior** to departing for your medical appointment or visit our Facebook page at <https://www.facebook.com/AFMS-Hanscom-66th-Medical-Squadron-262127890474100/> to get the most current information on closures.

For your safety, if the base has a delayed opening, the clinic will follow the same delayed opening procedures and any appointments during this timeframe will automatically be cancelled. If the base is closed, the clinic will be closed and appointments will automatically be cancelled. Any patients with booked appointments during these times will be called within 48 hours to reschedule the appointment. Alternatively, patients can contact the Call Center at **781-225-6789 option #1** or visit TRICARE On Line <https://www.tricareonline.com> to reschedule their appointment.

## Out of Area Care (When You Travel)

If you have a medical emergency (danger to life, limb, eyesight or severe pain) call 911 or seek care immediately at the closest Emergency Room. If it is during duty hours and you are able, please call us at: **781-225-6789** or send us a Secure Message using [www.tricareonline.com](https://www.tricareonline.com) and provide us the following information: Where you are, what your symptoms are, where you expect to go to be seen, and how to contact you for any questions. If you get seen after duty hours in an Emergency Room or Urgent Care Clinic, please call us the next available duty day at: **(781) 225-6789** to let us know what occurred and how we can help you.

## After-Hours/Weekend/Holiday Care

If you need **urgent** care after hours (not an emergency, but you need care before the next duty day), dial **800-TRICARE (874-2273)** for the Nurse Advice Line. Pre-authorization from a Hanscom or Nurse Advice Line provider is required for active duty members **before** they seek care for non-emergent medical issues. Non-active duty beneficiaries may visit an Urgent Care Clinic, without a referral.

# Getting The Care You Need

## Family Health Clinic

The Family Health Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries.

**Prenatal/Perinatal Care:** Please call **781-225-6789** and leave a telephone consult for your healthcare team. Your team will call you to assess your needs and coordinate your prenatal/perinatal care.

**Walk-in services** are available in the Family Medicine Clinic for the following: B12 injections, Depo-Provera injections, HIV testing (for AD), pregnancy tests, serial blood pressure checks, staple/suture removal and sore throat check/culture. Patients in need of these services may walk-in and check in at the front desk during the following hours: Monday – Friday: 0800-1000 & 1300-1500

## Pediatric Clinic

The Pediatric Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries from newborns to age 17 years.

Walk-in services are available for the following: newborn bilirubin checks, sore throat check/culture, and staple/suture removal. Patients in need of these services may check in at the front desk during clinic walk-in hours:

Monday through Friday, 0800-1000 & 1300-1500.

Other technician services are available by placing a telephone consult through the Call Center at **781-225-6789**.

## Behavioral Health Optimization Program (BHOP)

The Behavioral Health Optimization Program (BHOP) is available to patients (age 5 and older) within the Family Medicine Clinic and parents of children in Pediatrics as part of overall good health care. The purpose of this program is to offer assistance when habits, behaviors, emotional concerns, or life events begin to interfere with how you want to live. It is also provided to help patients who are starting or continuing on medications prescribed by the PCM for management of depression, anxiety, and/or PTSD.

# Getting The Care You Need

## Flight and Operational Medicine (FOM)

FOM manages primary care and occupational medicine as two distinct clinics, Flight and Operational Medicine Clinic (FOMC)/Base Operational Medicine Clinic (BOMC), per AF guidelines. Our goal is to better manage and support the beneficiaries under a more efficient and patient-centered workflows.

Services offered:

- Acute & routine appointments
- Specialty & Occupational physicals (IFC, HAZMAT, Pre-employment, etc.)
- Preventative Health Assessment (PHA), Medical Standards Management Element (MSME), Separation History & Physical Examination (SHPE)

There are no sick-call hours for Hanscom FOM. All appointments need to be coordinated through the FOM clinic at 781-225-6340. All flying personnel (active or inactive) must call **781-225-6340** to schedule appointments with Flight Medicine.

## Public Health

Services offered to active duty, retired, and dependents:

- Pre/Post Deployment Medical Clearance
- Travel Medicine
- Tick Submissions (results can take up to 2-4 weeks)
- Occupational Health
  - Hearing exams
  - Fetal Protection Interviews
- Community Health
- Individual Medical Readiness Reviews



## Immunization Clinic

Hours of operation:

Monday, Tuesday, Wednesday, Friday–0730-1230 & 1330-1600

Thursday–0730-1230 & 1330-1430

\*Thursday–1430-1600 Small Pox/Deployment Clinic

\*TB tests are not administered on Thursdays.

# Getting The Care You Need

## Mental Health

The services below are provided through Mental Health. For appointments or information about any of these services, contact Mental Health directly at **781-225-6392**. Appointments at Mental Health are not scheduled or changed through the Call Center. **Non-active duty Mental Health Referrals:** For a list of mental health professionals affiliated with TRICARE, call **800-444-5445**.

**Mental Health Clinic:** The Mental Health Clinic provides clinical services for active duty members.

**Family Advocacy Program (FAP) (ext: 781-225-6385):** The FAP provides prevention, evaluation, and treatment of spousal and child abuse or other maltreatment.

**Alcohol and Drug Abuse Prevention and Treatment (ADAPT):** The ADAPT Program provides prevention, assessment, and treatment of active duty members. Hanscom AFB civilian employees may be seen for assessment and referrals.

**Disaster Mental Health (DMH) Team:** The DMH Team is activated upon Commander request and provides educational, supportive, and consultative services for units who have experienced a traumatic disaster.

## Optometry Clinic

The Optometry Clinic provides preventive eye exams and other optometry services including limited contact lens services and pre/post Corneal Refractive Surgery (PRK and Lasik) care by appointment only by calling **781-225-6789**. The Optometry Clinic is unique in that it is both a primary care type clinic for refractive (prescription for eyeglasses/contact lenses) services and a specialty type clinic for management of ocular injuries/diseases. Active duty members receive priority for care in the Optometry Clinic. If space is available, appointments are offered to TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic. If the Optometry Clinic does not have appointments available, active duty members enrolled to the Hanscom Clinic must obtain a referral to seek optometry care with a civilian network provider. Non-active duty TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic may self-refer to a civilian network provider (NOTE: Only for annual eye exams).

# Getting The Care You Need

## Dental Clinic

The Dental Clinic provides comprehensive dental care for eligible active duty military personnel only. Active duty sick call is by appointment only. Active duty members may call **781-225-6789** at anytime during normal duty hours to schedule a sick call appointment. Direct phone number to dental front desk is **781-225-6324**. Active duty personnel in Dental Readiness Class 3 and 4, on flying status, and mobility personnel have first priority for appointments. For appointments and information call the Dental Clinic at **781-225-6789**. Emergency care (such as active bleeding and/or trauma) are accepted on a walk-in basis and does not need an appointment. If you need emergency dental care after hours, call **781-225-6789** and choose the option for Dental.

Family members of active duty personnel are encouraged to participate in the **TRICARE Dental Program (TDP)** administered by a civilian insurance company. Sign up online at [www.tricare.mil/bwe](http://www.tricare.mil/bwe) or contact the dental front desk for more information.

Family members preparing to accompany their military sponsor to an overseas assignment must complete all necessary dental work prior to departure. Although family member dental care is available at overseas bases, it may be extremely limited at some locations. Family members requiring an overseas clearance examination can call the Dental Clinic at **781-225-6789** to schedule an exam if not completed by their civilian dentist.

Retirees and their family members are eligible for the **TRICARE Retiree Dental Program (RDP)** administered by Delta Dental. Call **the RDP Enrollment Services Department at 888-838-8737** or visit their website at <http://www.trdp.org> for more information.

# Getting The Care You Need

## Health Promotions

Health Promotions is dedicated to prevention and health enhancement. The Health Promotion Program (HPP) is open to all personnel with access to Hanscom AFB. The following programs are offered through the HPP:



- Exercise Evaluation and Planning
- Tobacco Cessation/Prevention
- Fit Pregnancy Class
- Diabetes Management
- Injury Prevention Counseling/Consultation
- Blood Pressure Screenings
- Body Fat Measurements
- ReeVee Metabolic Testing
- Bod Pod Assessments

For more information, call **781-225-6374**

E-mail [usaf.hanscom.66-mds-sgoh-health-promotions@mail.mil](mailto:usaf.hanscom.66-mds-sgoh-health-promotions@mail.mil)

## Exceptional Family Member Program (EFMP)

The EFMP is mandatory and provides for the identification, coordination, and enrollment of active duty family members with special needs (educational, medical, psychological). For more information call **781-225-6789**, or visit our clinic page at <http://www.airforcemedicine.af.mil/MTF/Hanscom/Clinics-Services/>

## Case Management/Disease Management/Educator Nurses

Specialized services are available for patients who require coordination of complex care and/or require management of chronic diseases. For more information call **781-225-6789**.

# Getting The Care You Need

## Family Members Under 18 Years of Age

Family members under the age of 18 must be accompanied by a parent or legal guardian or the patient must provide a current written Power of Attorney to receive medical/dental care. In an emergency or for certain medical conditions, these patients will be treated and/or transported as required. The Hanscom Clinic will attempt to contact the legal guardian to obtain authorization for treatment. Information regarding Power of Attorney forms may be obtained through the Base Legal Office by calling

**781-225-1410.**

\*MA Law allows minors to have care without parental consent or knowledge for the following: Comprehensive family planning services (contraceptive counseling) Medical Care for Drug Dependency Evaluation, diagnosis, and treatment of Sexually Transmitted Diseases

Note: Any minor may give consent to medical or dental care at the time such care is sought if (i) they are married, widowed, divorced; or (ii) if they are the parent of a child.

## Other Health Insurance (OHI)

By law, if active duty family members, retirees, or their family members have health benefits through a source other than TRICARE, the OHI will be the primary source of coverage. Any time you seek care, **you are required by law to disclose all OHI coverage you may have.** For TRICARE beneficiaries, OHI may include health benefits programs of a group employer, association, Medicare (for those with dual-eligibility), private insurer, or school-based plan for dependent students. OHI excludes TRICARE Supplemental Insurance and Medicaid.

# Getting The Care You Need

## Medical Records

When you are scheduled for a consult outside of the Hanscom Clinic, your provider will select the relevant medical information from your medical record and our Medical Records staff will make a copy. In the case of urgent consults, a copy of the relevant medical information will be available immediately on a case by case basis.

Patients are authorized to receive one copy of their entire medical record at no charge. Requests may be made at the Medical Records Section and will be available within 30 calendar days of receipt of the request. When out-processing, separating, or retiring, the active duty member must submit two copies of his/her orders to the Medical Records section. They will appropriately mail your records to the gaining MTF or Medical Records Central Cell at AFPC for retirement. The MPF will not be able to clear a member if they have failed to provide Medical Records with a copy of their orders. Medical records for personnel that are PCSing will be mailed no later than 5 duty days after the member's final out-processing date.

Members who are retiring, or separating and their family members may request a copy of their records up to 90 days, but no later than 60 days, prior to departure. The member will need to provide a copy of their orders. Proper authorization to collect copies of the medical records of family members over the age of 18 years is required.

Relocating retirees and their family members may also request copies of medical records. They will be available within 30 duty days of receipt of the request. The original records, however, must be maintained at the 66th Medical Squadron until a request is made from the gaining MTF to forward the medical records. If the retiree and family members do not re-enroll at an MTF, the original records must remain at the Hanscom Clinic until eligible for records retirement. Therefore, it is important that copies of medical records are obtained prior to departure.

If you have any questions regarding medical records, please contact  
**781-225-6341** or email:  
[usaf.hanscom.66-abg.mbx.66-mds-sgst-topa@mail.mil](mailto:usaf.hanscom.66-abg.mbx.66-mds-sgst-topa@mail.mil)

# Getting The Care You Need



## Pharmacy

**Prescription refills** must be called in using the Pharmacy's automated telephone refill system at **781-225-6789**. No matter what day a refill is called in, it will be ready for pick-up in two duty days.

Ask your doctor to send your prescription electronically. New prescriptions may be sent electronically to site name: DOD HANSCOM EPHCY or hand carried. The pharmacy will no longer accept faxed prescriptions with the exceptions of controlled substances scheduled III-V. Call us to activate your electronically prescribed or faxed controlled medication(s) at **781-225-6789** so we can start processing your prescription and limit your wait time. You can also activate the prescription when you arrive at the pharmacy; let us know that the prescription was sent electronically.

Any new medications prescribed by providers here at the clinic will also require the same procedure for activation. You can either give us a call at the phone number listed above or stop on over at the pharmacy.

To ensure that our patients are served in a timely and orderly manner, please grab a number from the kiosks upon your arrival to the pharmacy and wait for your number to be called.

**1. MTF Pharmacy:** You may have prescriptions filled (up to a 90-day supply for most medications) at a MTF pharmacy free of charge. Please be aware that not all medications are available at MTF pharmacies. The formulary is designed so that we almost always have a cost-effective alternative regardless of what your provider prescribes and we can facilitate changing prescriptions if needed. The MTF, through their local Pharmacy & Therapeutics Committee, may add additional medications to their local formulary based on the scope of care at that MTF.

**2. TRICARE Home Delivery via Express- scripts** is available for most prescriptions you take on a regular basis. You can receive up to a 90-day supply of your prescription through the mail by using the Home Delivery program. Visit <http://www.express-scripts.com> for more details. Generic medications are free through this service. There is a copay for brand name medications.

## Getting The Care You Need



Finally, prescription medications that your doctor requires you to start taking immediately can be obtained through a TRICARE retail network pharmacy for a small co-pay. For more information on this option, associated costs, and lists of retail network pharmacies in your neighborhood, visit

<http://www.express-scripts.com/TRICARE/PHARMACY>.

The following chart illustrates the co-pay structure for patients enrolled in TRICARE Prime for prescription medications:

	<b>Military Treatment Facility Pharmacy</b>	<b>90 Day Supply Retail Pharmacy</b>	<b>90 Day Supply Home Delivery</b>
<b>Formulary Generic</b>	\$0	\$10	\$0
<b>Formulary Brand</b>	\$0	\$24	\$20
<b>Non-Formulary</b>	N/A	\$50	\$49

\*Note: our formulary can be found at:

<http://www.airforcemedicine.af.mil/MTF/Hanscom/Fill-and-Manage-Prescriptions/>

**\*\*Note: If you have a new prescription** from your provider (Hanscom or outside provider) **call us to activate your prescription at 781-225-6173**, so we can start to get your prescription ready and limit your wait time.

# The Referral Process

TRICARE pays for covered medical services for TRICARE Prime beneficiaries when authorized in advance by your PCM. Think of your PCM as the provider that focuses on your overall health and has the ability to guide you to other health care professionals – specialists, hospitals, rehabilitation facilities, etc. For example, if you need to see a heart specialist, your PCM will refer you to a cardiologist.

## The Referral Cycle

TRICARE has contracted with a vast network of providers and hospitals that are dedicated to serving the needs of its beneficiaries. **All care (except emergency care) should begin with your PCM team.**

**Step 1:** See your PCM. Ensure the clinic personnel have your current address and telephone number and that your address is correct in DEERS.

**Step 2:** Acquire a referral from your PCM. Clinic personnel will coordinate with TRICARE to arrange for a referral to a civilian network specialist.

**Step 3:** TRICARE will make sure that the requested service is a covered TRICARE benefit to avoid unnecessary out-of-pocket costs to you.

**Step 4:** Humana will generate an authorization letter that should be viewable on their website within 5 days. If you chose to receive letters in the mail, you will receive one in 7-10 days. DO NOT schedule an appointment until you receive an authorization letter. If you have not received your letter or would like a different network specialist, please call **1-800-444-5445**.

**Step 5:** You will receive mandatory automated phone calls reminding you that (i) you have a referral that needs to be scheduled with your network specialist or (ii) that your PCM is waiting for the office notes/results back from your specialist. In the event we haven't received any office notes/results, Referral Management may request them from your specialist or ask that you sign a Release of Information with your specialist to send them to your PCM.

# **Take an Active Role in Your Healthcare**

We look forward to partnering with you to ensure you have the best health care possible. We encourage you to recognize the importance of your role on the care team and be an active participant by doing the following:

## **Be Prepared**

In order to receive maximum benefit from the time spent with your healthcare team, we suggest the following tips:

- Review your notes from the last visit ([www.tricareonline.com](http://www.tricareonline.com))
- Bring all of your medications, in the original labeled containers, with you to your appointment. Please don't forget over the counter (OTC) medications and herbals you are also taking.
- Be prepared to describe when, how, and how often you take each of your medications/supplements.
- Write down your questions and notes in advance. When you're in the exam room, you may forget.
- Here are some questions to ask every time you talk with a doctor, nurse, or pharmacist (from Ask Me 3):
  1. What is my main problem?
  2. What do I need to do?
  3. Why is it important for me to do this?
- Make sure you bring pen and paper to your appointments.
- Bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Provide a complete and honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing to talk about. Your health care team needs to know the full picture!

# **Take an Active Role in Your Healthcare**

## **Speak up**

Your clinic staff absolutely respects and encourages patients and family members to speak up! Our job is to make sure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs and values. Don't hesitate to ask questions and voice concerns. If you see something concerning, say something. Be clear and to the point. If you don't understand fully, ask for further clarification. Your team should always be using simple terms that are easy to understand and in a language you understand the most.

## **Take charge of your health**

If you have a chronic condition, learn more about your disease, treatment options, and prognosis. Become part of a support group of patients with similar experiences. Be a leader in your community to raise awareness for you or your family member's chronic condition. The more informed you are about your condition, the healthier you can be.

## **Help improve the system**

We are continually working to provide better and safer care. Please help us to do this. Consider volunteering at your Medical Squadron's Patient and Family Partnership Council. If your Medical Squadron doesn't have a Partnership Council, ask about how you can be involved. We value your feedback, please take time to complete surveys you may receive by mail, phone or online. Participate in Medical Squadron-hosted social media events or in-person town halls to provide feedback.

# **Take an Active Role in Your Healthcare**

## **Use Patient Portal Secure Messaging**

“Patient Portal Secure Messaging” allows you to activate refills, access your labs & radiology results, and send and receive secure messages. Secure Messaging is an efficient way to communicate with your healthcare team anytime, day or night, without playing “phone tag”. You can send a message, upload attachments, check on referrals, and request medication renewals. TRICARE online provides secure access to online features for those receiving care with the Medical Squadron. Visit [www.tricareonline.com](http://www.tricareonline.com).

**Important! Secure messaging is not appropriate for medical emergencies and urgent concerns.**

## **We are partners in your care**

Don’t think of yourself as a passive recipient of care; you are an active partner. We create plans of care “with” you, not for you.

## **Check out publicly reported data**

All Military Health Service (MHS) Facilities share information about quality, safety, access and overall satisfaction at [www.health.mil/transparency](http://www.health.mil/transparency). Check out our Medical Squadron’s data. We want you to compare our services with other hospitals in your area. Tell your friends and neighbors about publicly reported data. Don’t hesitate to ask questions to your health team on what they are doing to improve quality, satisfaction, safety and access.

## **Be an informed health consumer**

Be aware of health fads. If it sounds too good to be true, it probably is. It’s good to look up health information online, but stick with reputable sources (Centers for Disease Control, National Institutes for Health, Military Health System). Ask questions and obtain clarification when needed.

## **TRICARE Information**

**What is TRICARE?** TRICARE is a health care program for active duty members, their eligible family members, their survivors, and eligible retired military personnel and their family members. TRICARE is designed to: 1) Improve timely access to health care; 2) Maintain a high quality of care 3) Offer more services and a full range of specialists; 4) Give beneficiaries a choice of plans and providers; 5) Control health care costs.

**Who is eligible for TRICARE Prime?** Active duty members, their eligible family members and survivors (normally under age 65), eligible retirees and their family members (normally under age 65), and Reserve Component (RC) members and their families, if the RC member is activated for more than 30 consecutive days. **Enrollment in TRICARE Prime is mandatory for active duty members.** To ensure eligibility, your information in DEERS must be current. You may contact DEERS to verify your information by calling **800-538-9552**. Additionally, all eligible beneficiaries must reside in a service area where TRICARE Prime is offered.

**Why Choose TRICARE Prime?** There are lots of good reasons to choose TRICARE Prime: 1) Assignment to a PCM who provides and/or coordinates your care, maintains your health records, and approves and refers you to specialists when medically necessary; 2) Focused, preventive medical care to help keep you healthy; 3) Coverage when traveling away from home; 4) TRICARE Prime enrollment is **free** for active duty members and their families. For current fees for Survivors, retirees, and their family members please go to <https://tricare.mil/Costs>.

Eligible retirees, survivors, and their family members who enroll in the TRICARE Prime plan should expect **considerable savings** and enhanced medical care over the TRICARE Select plan. Beneficiaries who choose to use the TRICARE Select plan must seek their medical care with TRICARE-authorized civilian providers.

# Where Can I Get Help With TRICARE?

You can receive assistance regarding the TRICARE program by calling **1-800-444-5445** or visiting the TRICARE website at <http://www.tricare.mil>.

## **If You Get A Bill By Mistake**

TRICARE Prime beneficiaries should have little to no out of pocket expenses. If you do get a bill by mistake, contact TRICARE at **1-800-444-5445** to ensure that the claim was processed correctly. If you are still unable to resolve the issue, please call our Health Benefits Advisor at **781-225-6789**.

## **Reading The Explanation Of Benefits**

After receiving care outside the Hanscom Clinic, TRICARE will send you an Explanation of Benefits. This document will reflect the care received, the amount billed, the amount paid by TRICARE, and any deductible or co-pay for which you may be responsible. For your convenience, you can register at [www.mytricare.com](http://www.mytricare.com) to manage your TRICARE business online.

The most important column for beneficiaries to review is the middle column titled “Beneficiary Liability Summary.” This column will show you if you have any deductibles, co-payments, or cost shares. Pay special attention to the remarks section, as this section will explain how and why a service was paid or not. If you feel there is an error, please refer to the phone number on the Explanation of Benefits.



# Point Of Service (POS) Option

POS is an option under TRICARE Prime that allows enrollees the freedom to seek and receive non-emergent health care services from any TRICARE authorized civilian provider, in or out of the network, without requesting a referral from their PCM or the Health Care Finder (HCF).

**POS claims are subject to outpatient deductibles (\$300 individual and \$600 family), 50% cost-shares for outpatient and inpatient claims, and excess charges up to 15% over the allowed amount. The 50% cost-share continues to apply even after the Enrollment Year catastrophic cap has been met.**

The POS option can be a very expensive choice, but it is an option available to all TRICARE Prime beneficiaries. If you do not follow the required steps for a referral as outlined in this handbook, your visit could bill as POS. In that case, you will be responsible for the deductibles and cost-shares outlined above.

**Please note:** active duty personnel are not eligible to use the POS option. They must seek care only from their MTF PCM or they will be responsible for 100% of all billed charges.

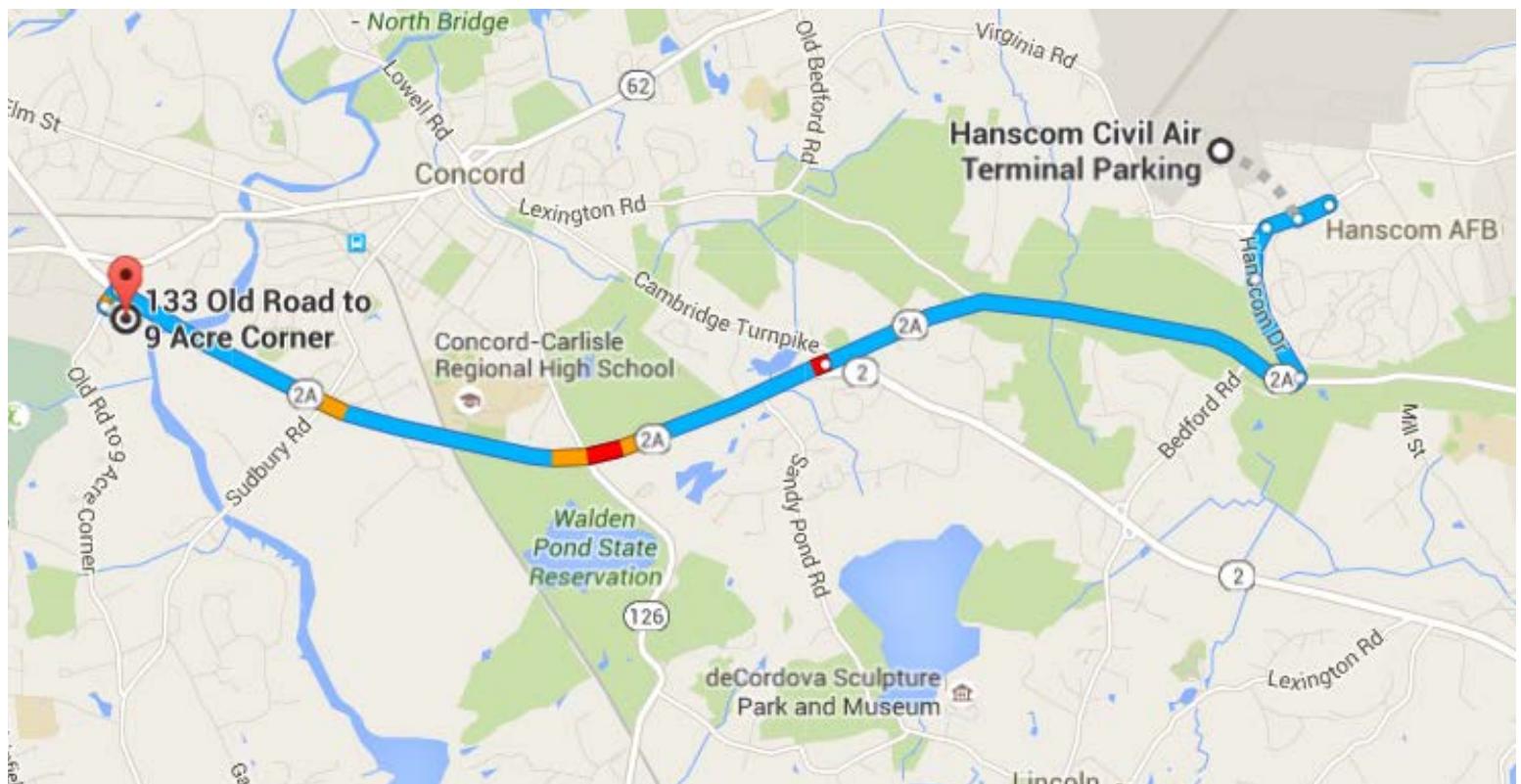


# Nearest Emergency Facilities

## Emerson Hospital

133 Old Road to Nine Acre Corner (type this exactly into the GPS)  
Concord, MA 01742  
978-369-1400

Exit the base through the Vandenberg Gate. Stay to the left after exiting the gate and proceed to the first intersection/light. Turn right onto North Great Road/Route 2A. Follow Route 2A, staying to the left, until the first stop light. Continue straight through the light onto the Concord Turnpike/Route 2 and proceed until the fourth stop light. Turn left onto Old Road and proceed until the fourth stop light. Turn left onto Nine Acre Corner. Follow the signs to the Emergency Room.



# Nearest Emergency Facilities

## Lahey Clinic Medical Center

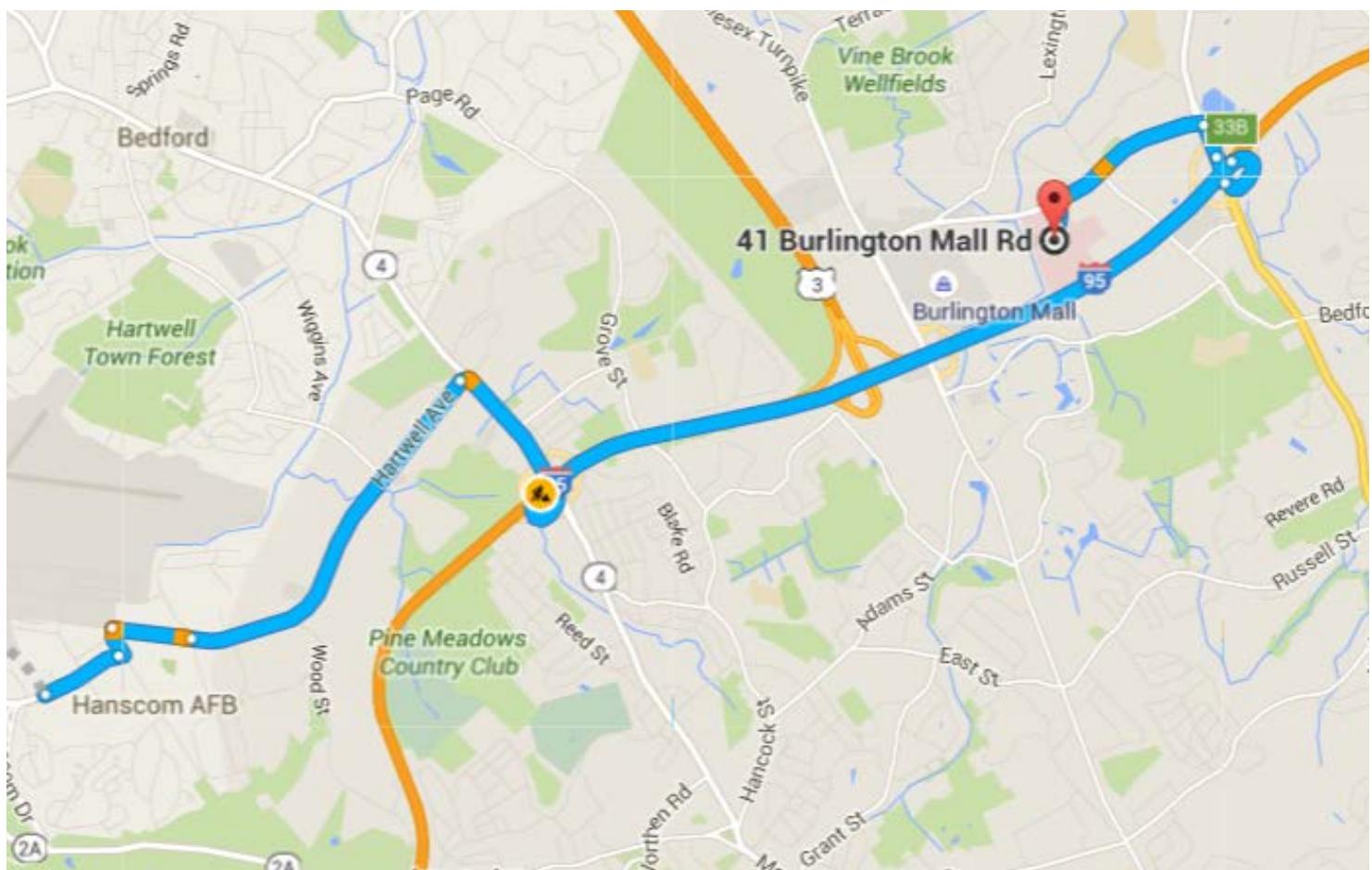
(No maternity or pediatric services)

41 Mall Road

Burlington, MA 01805

781-744-5100

Exit the base through the Hartwell Gate onto Hartwell Avenue. Drive to the second set of lights. You will be at the intersection of Hartwell Avenue and Great Road. Turn right on Great Road and proceed to the I95/128N exit. Take the I95/128N exit and continue to exit 33B. Take Route 3A North (Exit 33B) and merge onto Cambridge Street. Stay in the far left lane. At the first set of lights, turn left onto Burlington Mall Road. Proceed until the fourth set of lights. Turn left into the entrance of the Lahey Clinic. The Emergency Room parking lot is on the right. immediately past the entrance to the clinic.



# **Patient Bill of Rights**

**Medical Care.** Patients have the right to accessible, quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

**Respectful Treatment.** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

**Privacy and Security.** Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191(Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

**Provider Information.** Patients have the right to obtain the name, specialty, and professional credentials of the individuals with primary responsibility for your care, treatment and services.

**Provider Choice.** Patients have the right to choose and change their Primary Care Provider, and to a second opinion.

**Explanation of Care.** Patients or their surrogate decision maker have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available, to include the risks related to not receiving the proposed care, treatment or services.

**Informed Consent.** Patients, or their surrogate decision maker, have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available, to include the risks related to not receiving the proposed care, treatment or services.

# Patient Bill of Rights cont.

**Copy of Medical Record.** Patients are authorized a free copy of their Medical/Dental records, but the original must be maintained at the medical/dental facility.

**Filing Grievances.** Patients have the right to make recommendations, ask questions, or file complaints to the clinic Patient Advocate. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at the following website: [Report a Patient Safety Event | Joint Commission](http://www.jointcommission.org/report_a_complaint) (www.jointcommission.org/report\_a\_complaint)

**Research Projects.** Patients have the right to know if the clinic proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

**Safe Environment.** Patients have the right to care and treatment in a safe environment.

**Medical/Dental Facility Rules and Regulations.** Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

**Transfer and Continuity of Care.** When medically permissible, patient may be transferred to another clinic only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

**Charges for Care.** Patients have the right to understand the charges for their care and their obligation for payment.

**Advance Directive.** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

**Request a Chaperon.** All patients may request a chaperon at any time.

# **Patient Responsibilities**

**Providing Information.** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, over-the-counter products, herbals and nutritional supplements and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

**Respect and Consideration.** Patients are responsible for being considerate of the rights of other patients and clinic healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the clinic.

**Adherence with Medical Care.** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying the clinic when appointments cannot be kept.

**Refusal of Treatment.** Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions. Patients may be asked to sign an "Against Medical Advice" form in such instances.

**Medical Records.** All medical records documenting care provided by any medical/dental facility are the property of the U.S. Government. Patients are not allowed to hand-carry their medical/dental records.

- Active duty and family members of Geographically Separated Units are not permitted to maintain custody of their original military medical records. A record of healthcare must be maintained at the site where healthcare is provided.
- If you see an off-base provider, please provide your team with a copy of the information, so we can provide you with the highest quality care.

**Medical/Dental Facility Rules and Regulations.** Patients are responsible for following Medical/Dental facility rules and regulations affecting patient care and conduct.

**Healthcare Charges.** Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

**Advance Directive.** Patients have the responsibility to provide a copy of their advance directive to their health care facility.

# **NATIONAL PATIENT SAFETY GOALS**

## **For Ambulatory Health Care**

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### **66 MDS ACTIONS:**

**Identify Patients Correctly.** Utilize each person's full name and date of birth as the two standard patient identifiers when providing care, treatment, and services.

**Use Medicines Safely.** A. Label all medicines that are not already labeled. (For example, medicines in syringes, cups and basins.) B. Take extra care with patients who take medicines to thin their blood. C. Review the patient's current medications at every appointment, and if there are any medication changes during that visit the patient will be offered an updated medication sheet.

**Prevent Infection.** A. Follow the hand cleaning guidelines from the Centers for Disease Control and Prevention. B. Use proven guidelines to prevent infection after surgical procedures.

**Prevent Mistakes in Surgery.** A. Make sure that the correct procedure is done on the correct patient and at the correct place on the patient's body. B. Mark the correct place on the patient's body where surgery is to be done. C. Pause before the surgical procedure to make sure that a mistake is not being made.

### **PATIENT ACTIONS:**

Confirm your FULL NAME and Date of Birth at every visit and at each visit.

Keep a current list of your medications, include prescription, non-prescription, over-the-counter, vitamins, herbals and supplements. Know the names of your medications, how and when you need to take them, and why. Use medicines safely as directed.

Protect yourself and others from illness by washing your hands frequently, especially after using the bathroom and contact with bodily fluids or drainage. Cover your mouth and nose with a tissue when coughing or sneezing (you may be asked to wear a mask). After any procedure, ask your provider how you can prevent infections.

Make sure you understand what will happen if you have a surgical procedure. Speak up: don't be afraid to ask any questions or to challenge medical personnel if you feel something is not correct.



*On December 9, 2015, 66th Medical Squadron earned The Joint Commission's Gold Seal of Approval® for Ambulatory Health Care Accreditation by demonstrating continuous compliance with its nationally-recognized standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.*

*In addition, The Joint Commission awarded 66th Medical Squadron with the Gold Seal of Approval for Primary Care Medical Home Certification. The Joint Commission recognized how effectively the primary care clinician and the interdisciplinary team work in partnership with patients to provide comprehensive, coordinated and patient-centered care.*



# The Department of Defense Patient Portal



Appointment Center. Set up and receive email and text message appointment reminders



[www.tricareonline.com](http://www.tricareonline.com)

# NOTES

# NOTES

# NOTES



Updated Jun 2018