

MALCOLM GROW MEDICAL CLINICS AND SURGERY CENTER

OUTPATIENT INFORMATION GUIDE 2013



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Introduction	1
TRICARE	2
Primary Care Services	6
Specialty Services	9
Ancillary Services	11
Other Services	13
Health Promotion Services	15
Billing Services	17



INTRODUCTION

Welcome to the 779th Medical Group (779 MDG), Malcolm Grow Medical Clinics and Surgery Center. This facility is steeped in a rich heritage established in 1958 and named after the Air Force's first Surgeon General. It currently offers a full range of services to include patient centered medical homes for ages birth to 100+, medical subspecialties, general surgery, surgical subspecialties, dental care and aerospace medicine along with physical therapy, occupational therapy, acupuncture and chiropractic services. We are a part of the Military Health Services largest multi-service markets along with 9 other Medical Treatment Facilities providing medical care to over 500,000 beneficiaries and serve as a referral facility for patients coming from Air Force facilities in Europe and the Eastern United States. In addition to providing direct patient care, we are affiliated with the Unformed Services University of Health Sciences (USUHS) and National Capital Consortium of military residencies serving as a training facility for medical students and other health professional. We are proud to provide you with the best medical care available anywhere. We invite your comments on the services we provide and welcome any suggestions which will allow us to improve the quality and convenience of your health care. Again, welcome to your medical clinic. We hope your visit will be a pleasant one.



Colonel Thomas J. Cantilina
Commander, 779th Medical Group



TRICARE ENROLLMENT



To enroll in TRICARE Prime at Malcolm Grow, all military beneficiaries, including active duty members, need to stop by the TRICARE Service Center located just inside the basement entrance of the facility and complete an enrollment form. It takes approximately ten days to switch enrollment from another TRICARE region. New enrollees who submit their enrollment form before the 20th of the month will be enrolled effective the first of the next month. Those who submit an enrollment form after the 20th, will be enrolled on the first day of the second month. It's important to always keep the yellow copy of the enrollment form as proof of enrollment until you are activated in the system.

Patients enrolled in TRICARE Prime must use their PCM to coordinate all primary and specialty care medical concerns. Enrollees may change their PCM by calling **Health Net Federal Services at 1-877-874-2273.**

A Patient Advocate is assigned to all clinics and services at Malcolm Grow to assist with any questions or concerns patients may have. If an issue is not answered satisfactorily by the Patient Advocate, patients may contact the **Director of Customer Service at 240-857-5817.**
779MedicalGrouppatientadvocate@AFNCR.AF.MIL

Do you have a Patient Safety or Quality of Care Concern?

URGENT concerns (regarding a patient in the clinic today): Speak to the clinic's Nurse Manager or Officer in Charge (OIC) or NCOIC.

Non-Urgent concerns: Call the Director of Customer Service, 240-857-5817 or Patient Safety Manager, 240-857-6333

APPOINTMENTS

TRICARE Prime enrollees can make an appointment at Malcolm Grow by calling the Appointment/Information Line at 1-888-999-1212, from 6 am to 6 pm, Monday through Friday. If possible, it's best to avoid calling on Monday as this is our busiest day of the week.



For faster service we encourage you to try making appointments online at **www.TRICAREonline.com**. Simply register, select a password and then book an appointment. For assistance with using the online service call the TRICARE office at 240-857-8925.

Appointment availability may fluctuate as a result of deployments, illness or TDY. If an appointment is not available when a Prime patient (dependent) calls, they will be offered an appointment at the Waldorf or Laurel Urgent Care Centers. This is known as our Pop Off Valve. This option does not apply to children enrolled to the Pediatrics Clinic.

If an appointment is not available when an Active Duty member calls, the call center will contact the member's PCM clinic and a staff member will call the active duty member back by the end of the day. Patients who require a prescription refill may call their PCM clinic and leave a message for their provider.

We adhere to the following Access Standards when scheduling appointments:

Routine: **7 business days**
Urgent/Acute (Same Day): **24 hours**
Wellness: **28 days**
Established (follow-up): **As request by provider**

All referrals for Specialty Care are coordinated by the Referral Management Center (RMC). After the provider enters a consult for specialty care, the patient may stop by the RMC, One Stop Shop, and have their referral reviewed on the spot. Patients who prefer to call the call center for their specialty appointment, should wait two days before scheduling the appointment to allow time for the necessary review.

Mental Health Services: Prime enrollees (excluding active duty) may self refer to a TRICARE provider for the first eight visits. Contact Health Net at **877-874-2273** to help locate a provider.

URGENT CARE

If you become ill after hours with an "urgent" condition (one that requires treatment within 24 hours) we encourage you to use the Emergent Care Center (ECC) at Joint Base Andrews. If you are enrolled to Malcolm Grow and choose to use a civilian provider or urgent care facility without obtaining prior authorization you will be responsible for the cost of the visit.

For assistance in reaching your PCM team, on-call provider, after hours, call the Emergent Care Center (ECC) at 240-857-2333.

Family Health and Pediatric team enrollees may call the following numbers directly, enter the pin number, leave a message and you will be called back:

Family Health Clinic	1-800-759-8888, pin 1651578
Pediatrics	1-800-759-8888, pin 1555755 or cell: 240-605-9302

During duty hours Prime enrollees may contact the Appointment Call Center (1-888-999-1212) for an acute appointment or go directly to the ECC.

In an **emergency** (danger of losing life, limb or eyesight due to illness or injury), call 911 when off base and 522 on Joint Base Andrews. Always go to the nearest military or civilian hospital emergency room.

REGISTRATION

New patients at Malcolm Grow must stop by the Admissions & Dispositions and register in our automated patient database, called the Composite Health Care System (CHCS). Once registered, the process for scheduling appointments will be quicker.

EXCEPTIONAL FAMILY MEMBER PROGRAM MEDICAL (EFMPM)

Special Needs Coordination (SNC) coordinates services for special needs family members prior to PCS. If you have a family member who needs special assistance contact the Family Member Relocation Clearance Coordinator at 240-857-8921/8521.

TRAVELING OUT OF AREA

Routine care is not authorized when traveling out of the area. For urgent medical concerns or emergencies while traveling, Prime enrollees may use a civilian provider if there are no military treatment facilities available. Call Health Net (1-877-874-2273) for assistance in locating a provider and then contact your PCM for a referral. Prime enrollees, including Active Duty, must ensure their PCM enters a referral in the system for the claim to pay.

CLAIM CONCERNS

For information about claims processing or to check the status of your claims submission, please contact Health Net Customer Service at 1-877-874-2273 or visit their online TRICARE Service Center at www.hnfs.net. Claim forms and information may also be obtained at www.mytricare.com. If your concerns persist, contact a **Beneficiary Counselor Assistance Coordinator (BCAC) at 240-857-5615**.

TRICARE North beneficiaries should mail claim forms for civilian care to:
Health Net Federal Services, Inc.
C/o PGBA, LLC/TRICARE
P.O. Box 870140
Surfside Beach, SC 29587-9740



PRIMARY CARE SERVICES

FAMILY HEALTH CLINIC

Relocated to the Temporary Medical Buildings, near the intersection of West Perimeter and Boston Roads (buildings 107, 108, 109). This clinic is comprised of seven teams taking care of Enrollees age 5 and above. Providers include family practice physicians, nurse practitioners and physician assistants.

Phone: 240-612-1229

Patient Advocate: 240-612-1227

Medication Renewal/Message for PCM: 1-888-999-1212

INTERNAL MEDICINE

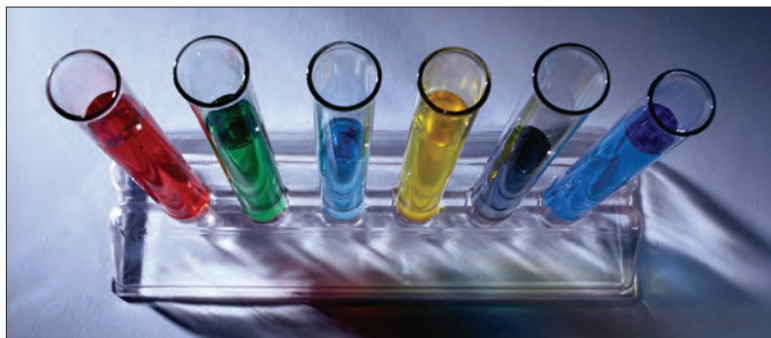
Located in the basement of the facility in the Internal Medicine hallway. This team enrolls individuals age 17 and above. Providers include internists. Individuals with more complicated medical problems such as asthma, diabetes, or cardiac conditions are candidates for internal medicine.

Phone: 240-857-8666

Patient Advocate: 240-857-4976 (NCOIC)

Medication Renewal: 240-857-4946

Message for PCM: 1-888-999-1212



PEDIATRICS TEAM

Relocated to the Temporary Medical Buildings, near the intersection of West Perimeter and Boston Roads (building R-108). This team enrolls children from newborns up to age 16 years. Providers include pediatricians and nurse practitioners. Approximately ten pediatric sub-specialists visit the clinic routinely for patient consultation and follow-up.

Phone: 240-612-1140

Patient Advocate: 240-612-1280

FLIGHT MEDICINE TEAM

This team is located in building 1075 and enrolls active duty flyers and their dependents over age 5, active duty firefighters (no dependents), and special operations personnel who require 1042 (medical clearance to fly). Providers include flight surgeons and physician assistants. Return to Fly for active duty members is held between 0700-0800 hours, Monday - Friday.

Phone: 240-857-5282/5283

Patient Advocate: 240-857-5136

PRESIDENTIAL SUPPORT DUTIES (PSD) TEAM

This team is located in building 1050, Pentagon Flight Medicine Annex (past the cafeteria, towards the ASF). Enrolls active PSD patients, flyers and non-flying personnel and their families, children ages 5 and up. Providers include 2 flight surgeons and 2 family health physician assistants.

Phone: 240-612-1143

Patient Advocate: 240-612-1144

PENTAGON FLIGHT MEDICINE ANNEX

Located in bldg 1050, past the cafeteria, toward the ASF. This clinic enrolls members in direct support of national security missions and programs through comprehensive aerospace, family, operation, travel and alternative medicine services. Providers include specialists in case management and “special requirements” medicine.

Appointments: call 240-612-1143

Immunizations: walk-in basis from 0730-1530

EMERGENT CARE CENTER (ECC)

The purpose of the ECC is to provide care to patients who are in danger of losing life, limb, or eyesight due to injury or illness. The ECC also provides an ambulance service for emergencies occurring on Joint Base Andrews. Emergency care is provided 24 hours a day and may be accessed dialing 911. Patients are treated according to the severity of their illness, not on a first come, first served basis.

WOMEN'S HEALTH CLINIC

The Women's Health Clinic offers obstetrical and gynecological health care including full gynecological surgical services to adolescents, adults and geriatric women. Health care providers include OB/GYN physicians, and women's health care nurse practitioners.

Expectant mothers will receive their routine prenatal care at Malcolm Grow. When it's time for delivery, an Air Force obstetrician will be available at Southern Maryland Hospital Center to have the birth of the baby and any other inpatient obstetric services that may be required.

Patients transferring their prenatal care from another location should call the Women's Health Clinic at 240-857-2979. Patients should also bring a copy of their OB records to the clinic for review to ensure the appropriate level of care is available. Patients identified as high risk during the review process may need to be seen at another military facility that offers the level of care needed.

To self refer for a PAP, call your PCM, appointment line, or use TRICARE Online. If you have problems, call OB/GYN. **OB/GYN Phone/Women's Surgical: 240-857-2979**

MICARE

MiCare Secure Messaging is an online service that offers efficient electronic communication between patients and their healthcare team. It allows for more secure exchange of health information compared to using a personal email account.

MiCare allows patients to:

- Request their next appointment
- Request medication renewals
- Receive test and lab results
- Communicate online with the healthcare team about non-urgent symptoms
- Request a copy of their immunization records
- Accessing a large library of patient education materials

Don't delay - enroll in MiCare today! Enrollment can be initiated at Malcolm Grow. All you need to do is show your military identification card and provide some basic information such as your name, social security number, birthday and e-mail address. You will then receive an email to finish your enrollment and complete the registration process. Once you have accomplished this you are ready to start messaging with your care team.

MiCare participation is limited to those beneficiaries empanelled to a PCM at the MTF. To learn more about MiCare go to <http://www.afms.af.mil>

INTENSIVE ADDICTION SERVICES

This service is a function of the Malcolm Grow Addiction Services Element, a nonresidential addiction treatment service. The interdisciplinary staff consists of psychiatrists, nurses, social workers, certified counselors, mental health technicians, and other ancillary services. We provide treatment to active duty service members, retirees, and DOD family members who have substance abuse/dependence and/or gambling or other addiction diagnoses. Our goal is to place patients in the appropriate level of care, to match the appropriate type and intensity of services to the individuals' needs, and to prepare the patient to successfully engage the next lower level of care available in the patients local area. For more information about our program, please contact our Intake Office at 240-857-8088.



SPECIALTY SERVICES

The following specialty clinics are available at Malcolm Grow. To be seen by these clinics, you must first have a referral from your assigned Primary Care Manager. To contact these clinics directly call 240-857-(plus a four digit extension listed below). For additional assistance with locating a clinic contact the Hospital Information Desk at 240-857-5911.

MEDICINE CLINICS

Allergy/Immunization	7427
Audiology	8860
Behavioral Medicine	8942
Cardiopulmonary	2011/7429
Coumadin Clinic	5553
Dermatology	7497
Internal Medicine	8666
Mental Health	7186
Nutritional Medicine	8076
Occupational Therapy	4074
Optometry	8860
Podiatry	5995
Acupuncture	4979
Chiropractic	0794
Neurology	6285

SURGERY CLINICS

Eye, Ear, Nose, and Throat	4928
Ophthalmology	4928
Colorectal Surgery	3083
Urology	6048
Orthopedic Surgery	5995
General Surgery	3083
Women's Health/Surgery	5869
Physical Therapy	4074

*Optometry appointments: You may book eye exams using TRICARE Online or call the appointment call center at 1-888-999-1212.

ANCILLARY SERVICES

PHARMACY

Main Pharmacy:

Located in the Malcolm Grow Medical Clinics and Surgery Center Building 1050, Room F1-121, first floor
 Monday – Friday: 0730 a.m. - 5 p.m.
 Weekends/Federal Holidays/Family Days: Closed
 On the 2nd Thursday of each month there are limited services until 1 p.m. to accomplish mandatory training.

Satellite Pharmacy:

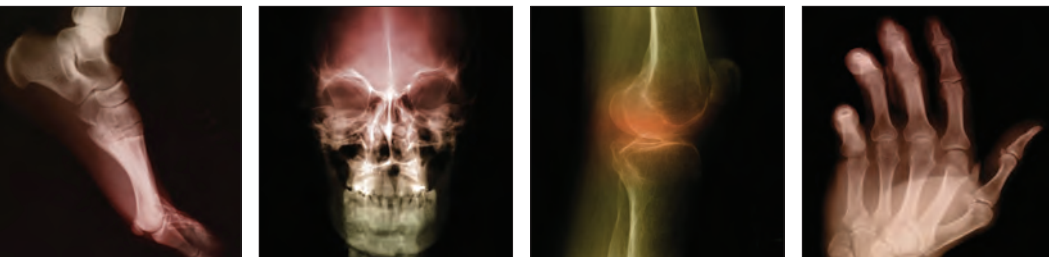
Located on Brookley Ave., Building 1683, Home Traditions Storefront
 Monday – Friday: 9 a.m. – 6 p.m.
 Weekends/Federal Holidays/Family Days: Closed
 On the 2nd Thursday of each month services are limited to refill prescription pick-up only until 1 p.m. to accomplish mandatory training.

Refills: The pharmacy provides a phone-in refill service which is highly encouraged. You may request refills 24 hours a day by dialing **240-857-4893 or toll free 1-800-377-1723**. We recommend calling in your refill at least 7 days before you run out of medication.

At the 779 MDG Pharmacy, if called in **BEFORE** 1200 hours, refills will be ready for pickup on the next business day after 1200 hrs. If prescriptions are called in **AFTER** 1200 hours, refills will be ready for pickup on the second (2nd) business day after 1200 hrs.

If you have any questions about our formulary or medication policies, please contact us at **240-857-8012 or 240-857-4565**.





DIAGNOSTIC IMAGING SERVICES (RADIOLOGY)

Bldg 1050 (Main Radiology)

Hours: 0730–1630, Mon–Fri

Phone: 240–857–2085/2086 (for information)
240–857–6125/7414 (appointment line)

The Diagnostic Imaging Flight provides services in routine radiography and fluoroscopy, CT scanning, ultrasound examination and mammography. Referrals are required and appointment are made directly with the Diagnostic Imaging Flight.

Magnetic Resonance Imaging (MRI):

Phone: 240–857–7717/5466/7562

Patient Advocate: 240–857–9675

LABORATORY

Location: Bldg 1050, Department of Pathology

Hours: 0700–1700, Monday–Friday

Phone: 240–857–8215

240–857–3007 (Alternate & after duty hours)

Patient Advocate: 240–857–8216

The Department of Pathology provides a wide range of diagnostic laboratory support. Most patients are served on a walk-in basis. Only a few tests, such as glucose tolerance, require a scheduled appointment.

OTHER SERVICES

DENTAL CLINIC

Main Dental Clinic

Phone Number: (240) 857–5029

Location: Bldg 1601, California Avenue

Hours: 0700–1600, Monday–Friday

Oral and Maxillofacial Surgery Clinic

Phone Number: (240) 857–6036

Location: Malcolm Grow Medical Clinic, Bldg 1050, First floor, Suite B1

Hours: 0700–1600, Monday–Friday

(Evaluation appointments at the Oral and Maxillofacial Surgery Clinic require a referral.)

ROUTINE DENTAL CARE

Routine dental care is only available to active duty military members. All others should seek care with their civilian dentist and are highly encouraged to participate in the following dental plans:

TRICARE Dental Program, Met Life: 1-855-638-8371

Retiree Dental Program, Delta Dental: 888-838-8737

DENTAL URGENT CARE APPOINTMENTS

During Duty Hours: Active duty members should call the Main Dental Clinic for an Urgent Care screening appointment. Patients under the care of the Oral and Maxillofacial Surgery Department may contact the surgery clinic.

After Hours Urgent Care: Beneficiaries should go to the ECC for an initial screening. If indicated, the on-call dentist will be contacted.

Urgent dental care for severe, uncontrolled pain, bleeding, or swelling is available for all eligible beneficiaries. Urgent dental care for non-active duty members is very limited. Therefore, non-active duty members *are highly encouraged* to seek such care from their civilian dentist so that a comprehensive care plan can fully address all of their treatment needs.



MEDICAL EXAMINATIONS

Preventive Health Assessment (PHA)
Operational Medicine Clinic, located in the basement of building 1050, past the cafeteria, toward the Aeromedical Staging Flight (ASF).
PHAs for active duty members and IMA Reservists are conducted by the Operational Medicine Clinic. Scheduling of active duty members can be done by calling 240-857-6073.

DEPLOYMENT PROCESSING

Operational Medicine Clinic located in the basement of building 1050, past the cafeteria, toward the Aeromedical Staging Flight (ASF) area. Personnel within 120 days of deploying should schedule a pre deployment processing appointment by calling 240-857-6073.

ACCESSION PHYSICALS

Medical Standards Element Section located in Flight Medicine building 1075.
Initial Flying Exams, DODMERB, and ROTC Scholarship exams can be scheduled by calling 240-857-5089 or 240-8576-5046.
Email organizational box address: 779AMDSFHMLCC@afncr.af.mil.

OVERSEAS CLEARANCE

Medical Standards Element Section located in Flight Medicine building 1075.
Hours: Mon-Fri, 0700-1530 and Thurs 0730-1200
*Schedule overseas clearance screening for dependents by calling 240-857-8921.

SCHOOL AND SPORTS PHYSICALS

School and sports physical for children are performed by their PCM.

HEALTH PROMOTION SERVICES

HEALTH AND WELLNESS CENTER (HAWC)

Location: Bldg 1444 (inside West Fitness Center)
Hours: 0730-1630, Monday-Friday
Phone: 240-857-HAWC (4292)



The HAWC provides the following services:

- Tobacco prevention and cessation assistance
- General nutrition education and support
- Weight loss/control assistance
- Physical activity guidance, fitness evaluation and exercise prescription
- Intervention programs for members not meeting Air Force fitness standards
- Unit-specific wellness/fitness programming support and guidance
- Health-related briefings on exercise, injury prevention, nutrition, dietary supplements, etc.
- Health-related resources, videos, handouts, and references

Follow us on Face book

<http://www.facebook.com/pages/Health-and-Wellness-Center-HAWC-Joint-Base-Andrews-AFB/120094328077726>



NUTRITION CLINIC

Location: Bldg. 1050 Room CB-13 (West basement across from the AAFES shop)

Hours: 0730-1630 Monday-Friday

Phone: 240-857-8076

E-mail: stephanie.boudreau@afncr.af.mil

All classes below are available with a PCM referral:

Classes:

- Healthy Heart (low fat/low cholesterol)
- Weight Management, Winning at Losing
- Hypertension (DASH Diet)
- Nutrition During Pregnancy

Individual nutrition consultations with a Registered Dietitian require PCM referral. Consults include but are not limited to:

- Diabetes Management
- Gestational Diabetes
- Pediatric Nutrition
- Nutrition during Pregnancy
- Kidney Disease Management
- Nutrition during cancer
- Nutrition Support (tube feeding)

BILLING SERVICES

Third Party Collections Program
Room FB-41

Hours: 0730-1630, Mon-Fri

Phone: 240-857-4905

Medical Services Account Bldg 1050,
Bldg 1050, Room FB 13

Hours: 0800-1630, Mon-Fri

Phone: 240-857-8368

The Consolidated Omnibus Budget Reconciliation Act of 1986 established the Third Party Collections Program (TPCP) for all military medical treatment facilities (MTFs). Under this program, MTFs are authorized and mandated to bill health insurance carriers (e.g., Blue Cross, Mail Handlers, etc.) for the cost of medical care furnished to retirees and dependents who are covered by a private health insurance policy.

Consequently, the 779th Medical Group needs your medical insurance information. All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit one of our clinics. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 779th Medical Group sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company. We are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

The Medical Services Account (MSA) office bills and collects monies from DoD beneficiaries, as well as civilian emergency patients and other personnel authorized treatment in an MTF. Additionally, payment for any elective or cosmetic procedure must be paid to the MSA office in advance of the procedure. The clinic appointment clerk will require proof of payment prior to the final scheduling of your elective or cosmetic procedure.

All monies received through these two important programs (TPCP and MSA) become a part of the 779th Medical Group's budget. This helps us provide you with state-of-the-art health care now and in the future for all beneficiaries.

For more information, please call TPCP at 240-857-8114 or MSA at 240-857-8368.

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