



# 27 SOMDGS Patient Handbook



November 2014





Welcome to the 27th Special Operations Medical Group (27 SOMDG), home of Cannon's "Air Commando Medics." As the medical group commander, it is my privilege to serve Cannon AFB and all of the patient beneficiaries we are entrusted to care.

On behalf of the entire team of outstanding medical professionals on Cannon AFB, I want you to know we are here to provide you access to the highest quality healthcare that exceeds all Air Force Medical Service standards and more importantly, your expectations. We serve: active duty Airmen, retirees, and our family members. We strive to continuously improve all our services. If you ever encounter a problem, have a suggestion, or want to provide us feedback, please contact our Patient Advocacy office at (575) 784-7972.

This handbook is designed to assist increasing your knowledge and access to the services we offer, how we're organized, and how we partner with the TriCare network to optimize your military health benefits.

Our Appointment Access Hotline 575-784-2778, is the only number you need to remember. All clinics and preventive medicine capabilities are accessible via the hotline phone tree. The last page of the handbook is the phone tree directory to assist you with speed dialing through the options. Additionally, we are leveraging the digital capabilities in your smartphone and computers as we offer access secure messaging using MiCare, and over 90% of our appointments are available on-line in TriCare On-Line. Lastly your referrals are available within 24 hours of visiting the Referral Management Center on the United Health Military and Veterans web site. I invite you to explore these capabilities and use them, they are fully secure in order to protect your privacy and medical records.

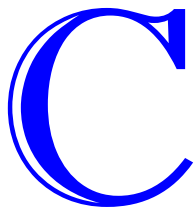
I invite you to carefully read the Patient Bill of Rights and review your responsibilities as a patient/consumer of healthcare in order to better understand the patient – provider partnership.

To ensure our Air Commando Medics' readiness skills are razor sharp, the clinic is closed the first Wednesday of each month to conduct necessary readiness training. We also participate in wing exercises and safety days, which may curtail or limit our services. We do our best to get this information advertised well in advance. I encourage you, before you depart your home, to check our facebook page or contact the clinic by calling (575) 784-APPT (2778) to ensure services you desire will be available.

To your Health

A handwritten signature in black ink, appearing to read "Jeffrey C. Gillen".

JEFFREY C. GILLEN, Colonel, USAF, BSC  
Commander



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## **Our Mission**

Presenting and Preparing Medically Ready Air  
Force Special Operations Forces  
and  
to Conduct Global Special Operations Medicine

## **Our Vision**

*Precise, Reliable and Responsive Special  
Operations Medicine ... Any time, Any place*

## **PRIORITIES**

- + Generate Highest Quality Healthcare
- + Develop Exceptional Air Commando Medics
- + Employ Responsible Stewards

# Patient Bill of Rights and Responsibilities

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

## PATIENT RIGHTS

1. **Medical Care.** Patients have the right to 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.
2. **Respectful Treatment.** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
3. **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 Personally Identifiable Information, 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.
4. **Provider Information.** Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.
5. **Explanation of Care.** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

6. **Informed Consent**. Patients 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.

7. **Filing Grievances**. Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. They can be reached at 707-423-2388. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 1-800-994-6610.

8. **Research Projects**. Patients have the right to know if the MTF/DTF 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.

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

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

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

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

13. **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.

## **PATIENT RESPONSIBILITIES**

1. **Providing Information.** Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, 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.
2. **Respect and Consideration.** Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF. Patients or visitors exhibiting disrespectful or inconsiderate behavior towards staff or other personnel in the facility could face administrative actions, including potential debarment
3. **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 MTF/DTF when appointments cannot be kept.
4. **Medical Records.** Patients are responsible for returning medical records promptly to the MTF/DTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF/DTF are the property of the U.S. Government.
5. **Patient Safety Rules and Regulations.** Patients are responsible for following MTF/DTF rules and regulations affecting patient care and conduct.
6. **Refusal of Treatment.** Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
7. **Healthcare Charges.** Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

**REFERENCES:** DoDD 6000.14 (26 Sep 2011) Patient Bill of Rights and Responsibilities in the Military Health Systems.



# Primary Care Services

**Clinic Hours:** 0730-1700, M-F

**Extended Clinic Hours:** 0730-2000 (1st/3rd Thurs each month)

**Closed:** Federal Holidays, Wing Family Days, AFSOC Safety Days, and the 1st Wednesday of each month for training

**Appointments:** Primary care appointments can be made by calling the central appointments line at (575) 784-2778, TRICARE Online (TOL), or by communicating via MiCare secure messaging to the Primary Care Manager team.

## Family Health Clinic

**(575) 784-2778, option 1**

The following Walk-in services are available 0730-1100 and 1300-1500:

- Sore Throats
- 3-Day Blood Pressure Checks
- Urinary Tract Infections
- Vasectomy Consultation/Procedures (appointment required)

## Flight Medicine Clinic

**(575) 784-2778 option 1, option 2.**

**On Call: (575) 749-3502**

- Sick Call AD Flyers only: 0730-0800 and 1300-1330 M-F  
**(No sick call Thursday afternoon)**
- AF Form 1042s
- Initial Flying Class Physicals
- Retraining Requests
- AF Form 422s for special duty/PME/overseas clearance.
- Personnel Reliability Program (PRP)



### **Allergy/Immunizations Clinic**

**(575) 784-2778 option 5, option 1.**

- Mobility shots
- Childhood immunizations
- Transcribing shot data from medical records
- Allergy testing (appointment required, must see PCM first)
- Immunizations
- Tuberculosis (TB) testing (not administered on Thursdays or the day before any long weekend)

### **Mental Health Clinic**

**Phone: (575) 784-2778 option 4, option 1.**

- Crisis Walk-ins (Active Duty only)
- Anger management
- Bio-feedback
- Group therapy
- Individual therapy
- Referral services
- Stress management
- Alcohol and Drug Abuse Prevention and Treatment (ADAPT)

### **Optometry Clinic**

**(575) 784-2778 option 1, option 5.**

- Walk-In Services are available 0800-1100 and 1300-1500
- Flightline driver's license screening
- Color-vision screening
- Laser-vision screening
- Dispensing, adjusting and ordering glasses

### Dental Clinic

**(575) 784-2778 option 1, option 3.**

- Annual Exams/Cleanings
- Fillings
- Minor surgery
- Minimal dental prosthetics
- Mouth guards

### Emergency Dental Care

A dental emergency is defined as extreme pain, bleeding, swelling, trauma and/or infection. The dentist on-call will make arrangements for care, as needed. When after-hours emergency dental treatment is required, you should call (575) 784-APPT (2778) for the on-call dental provider.

**Phone: (575) 784-2778 option 1, option 3.**

## Emergency Medical Care

The Cannon clinic does NOT have an Emergency Room (ER). Patients with a true emergency (i.e., conditions posing a **threat to life, limb, eyesight or excessive suffering**) should call 9-1-1 or report to the nearest ER. No referral is required.

#### **Plains Regional Medical Center**

2100 N. Martin Luther King Jr. Blvd.  
Clovis, NM 88101

**Phone: (575) 769-2141**

#### **Roosevelt General Hospital**

US HWY 70  
Portales, NM 88130

**Phone: (575) 359-1800**

**No OB services**

## **Urgent Medical Care**

An urgent medical condition is one that does not require immediate care, but treatment should take place within 24 hours of illness or injury to avoid further complications and unnecessary suffering (e.g., severe ankle sprain, urinary tract or upper respiratory infection, etc.). For urgent (i.e., non-emergent) medical needs, please call the appointment line at **(575) 784-2778** during duty hours and the Nurse Advice Line at **(800) 874-2273** after duty hours to receive a referral PRIOR to receiving medical care.

## **Local Urgent Care Clinics (Walk-In)**

### **Clovis QuickCare LLC**

2000 W 21st St STE E3

Clovis, NM 88101

**Phone: (575) 769-2533**

### **X-Press Care**

2021 W 21st St

Clovis, NM 88101

**Phone: (575) 935-7777**

## **Local Same-Day Care Clinics (Requires Appointment)**

### **Trinity Family Medicine**

701 Arizona St., #A

Clovis, NM 88101

**Phone: (575) 742-3033**

### **Roosevelt General Hospital**

41212 US HWY 70

Portales, NM 88130

**Phone: (575) 356-6652**

### **LaCasa**

1521 W 13th St

Clovis, NM 88101

**Phone: (575) 769-0888**

### **Plains Regional Medical Center**

2100 N. Martin Luther King Jr. Blvd.

Clovis, NM 88101

**Phone: (575) 769-7577**

## **Medical Emergencies**

Cannon Ambulance Services personnel along with Clovis Emergency Medical Services (EMS) respond to all 911 calls on Cannon AFB and Chavez West/Chavez Manor Housing. The clinic maintains Ambulance services and partners with the base Fire Department and Clovis EMS to respond to on-base medical emergencies. Only Clovis EMS or Portales EMS will respond to 911 calls made from any other area.

### **Pediatric Clinic**

**(575) 784-2778 option 1, option 1, option 2.**

The Pediatric Clinic serves dependents ranging in age from birth to 18 years of age. Services include:

- Acute and routine office visits
- Management of chronic illnesses
- Well-child checks
- Sports physicals

Walk-In services are available between 0800-1100 and 1300-1500, M-F for the following services:

- Sore throat
- Weight check (only for children over 2 yrs)
- Suture removal
- Blood Pressure
- Wart Freezing

### **Moms and Babies Program** **(575) 784-7316**

- Newborn and postpartum care
- Breastfeeding support and consultation
- Post-delivery administrative assistance
- Infant enrollment in DEERS
- Lactation consultation
- Community resource referrals
- Scheduling 2-week well baby visits

### **Therapy Dog**

Partnered with the America Red Cross, our therapy dog “Bella” visits on Friday’s from 1300-1500. Her mission is to enhance the patient experience through providing affection and comfort to those experiencing physical, emotional, or learning disabilities.

### **Physical Therapy**

#### **(575) 784-2778 option 1, option 1, option 4.**

- Assessment/treatment of musculoskeletal problems
- Assessment/treatment of acute neuromuscular problems
- Back education
- Prenatal / Postpartum education
- Pre- and post-surgery rehabilitation

### **Women's Healthcare Clinic**

#### **(575) 784-2778 option 1, option 1, option 3.**

- Walk-in services: 0800-1100 & 1300-1500, M-F
- Well-Woman exams
- Biopsies
- Birth control renewals
- Injections (Depo Provera): Depo-Provera injections WILL NOT be given later than 13 weeks after last injection. An alternate form of birth control and a pregnancy test are required for late injections.
- Pregnancy tests
- Dysplasia Clinic

#### **Information/Education Services:**

- Abnormal bleeding
- Gynecological exams
- Atypical Pap smear results: Dysplasia
- Breast self-examination
- Birth control options
- Infertility
- Menopause
- Pelvic pain
- Pregnancy
- Sexually transmitted infections
- Tubal sterilization

# linic Support Services

## Pharmacy Services

### Prescription Policy

- Persons picking up prescriptions for others must show the patient's ID card or a copy of the ID card.
- Children under 16 years may not pick up prescriptions without a guardian present.
- Filled prescription orders will be held for 10 days. If not picked up, the prescription will be returned to stock.

### Refill Policy

- All Air Force pharmacies utilize a mandatory call-in refill system to manage workload and help keep your wait-time low. The system is available 24/7/365.
- Called-in refills will be ready after 1300 the following duty day.
- If there is a change in dosage, a new prescription should be obtained to reflect the change from the ordering provider.

### Renewal Policy

- Renewals are for prescriptions for which you have no remaining refills. Renewal requests can be made by emailing your Primary Care Manager (PCM) via MiCare secure messaging or by leaving a telephone consult (T-con) by calling the appointment line.
- Electronic prescribing is now available! If you are seen outside of the MTF your provider can send your prescription to our pharmacy electronically.

**Phone: (575) 784-2778 option 3, option 1.**

### **Laboratory Services**

Your provider will order required laboratory tests directly into the computer. However, if you received a laboratory slip from your civilian provider, you must report to the laboratory reception desk for instructions as to whether the test can be performed by the 27 SOMDG. For special tests, you should call or report to the laboratory prior to the test for special instructions that might be required.

Services include:

- Coagulation studies
- Hematology
- Semen analysis
- Post vasectomy screening
- Beta Strep Gp A, urine, wound and miscellaneous cultures
- Pregnancy testing
- Rapid strep/influenza screening
- Basic and complete metabolic panels, lipids, lead testing

### **Diagnostic Imaging**

Routine radiology services (such as chest / abdomen and extremities X-rays) are performed on a walk-in basis and require a radiology referral completed by your healthcare provider. Special radiology services (i.e., bone density scans, MRI, CT scans)

- Routine X-Rays
- Ultrasounds  
(Tue, Wed, & Thu from 0730 to 0930)

**Phone: (575) 784-2778 option 3, option 2.**



# **P**reventive Medical Services

## **Public Health**

- Deployment processing
- Travel medicine
- Occupational Health
- Preventive Health Assessment (PHA)
- Disease Surveillance

**Phone: (575) 784-2778 option 5, option 3.**

## **Bioenvironmental Engineering**

- Occupational Health Surveillance
- Gas mask fit testing on Tues. 0800-1600 and Thurs. 0800-1200.
- Industrial respirator fit test appointments are available on Mondays.
- *Do NOT eat, drink or smoke 30 minutes prior to your appointment.*

**Phone: (575) 784-4063**

## **Health Promotions**

- Clinical Nutritional Counseling
- Cholesterol
- Diabetes
- Hypertension
- Prenatal/Postnatal Fitness & Nutrition

**Phone: (575) 784-2778 option 5, option 4.**

## **Family Advocacy Program**

- Family Violence Prevention and Treatment
- Maltreatment Services
- Outreach Program
- New Parent Support:  
Childbirth Class/Dad's Class

**Phone: (575) 784-2474**

# Patient Support Services

## **Referral Management Center (RMC)**

All referrals start with your Primary Care Manager (PCM). After your PCM appointment, the provider will input the referral request and will direct you to the TRICARE Operations and Patient Administration (TOPA) Flight. The referral management staff will provide guidance and brief you on the process. Patients should expect to receive their referral authorization via mail within 7-10 days. Patients can log on to [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) within 48 hrs to retrieve their referral authorization number and make an appointment.

**Phone: (575) 784-2778 option 4, option 1.**

## **Beneficiary Counseling and Assistance Coordinators (BCAC/DCAO)**

The BCAC provides assistance to patients regarding their military healthcare benefits and are the liaison between the TRICARE Contractor and the patient. The BCACs are also the Debt Collection Assistance Officers (DCAO) for TRICARE matters.

**Phone: (575) 784-2778 option 4, option 2.**

## **Medical Records (Release of Information)**

To gain access to your medical information or gain release of a family member's information stop by the TRICARE office to complete a written request. Requests are processed in the order they are received.

**Phone: (575) 784-7095**

## **Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act (HIPAA) is a privacy rule explaining how the 27 SOMDG may use or disclose a patient's protected health information, with whom that information may be shared, and the safeguards that must be in place to protect the information. HIPAA also covers the patient's right to access and amend their protected health information. A patient has the right to approve or refuse the release of specific information outside of the military medical system except when the release is required by law or regulation. Contact the 27 SOMDG HIPAA office for more information.

**Phone: (575) 784-4029**

## **Medical Evaluation Board**

To determine fitness for duty due to a mental or medical condition, the Medical Evaluation Board (MEB) process is the first step in determining worldwide qualifications for military service. If you are identified by your Primary Care Manager (PCM) for MEB processing, you will be directed to the Physical Evaluation Board Liaison Officer (PEBLO) located in the TRICARE Operations and Patient Administration (TOPA) Flight. The PEBLO provides counseling services on the MEB process and submits cases to HQ AFPC for action.

**Phone: (575) 784-4022**

## **Patient Advocate**

The patient advocate is the focal contact person for anyone having a concern about healthcare services, and serves as an informational and problem-solving liaison in each outpatient area. Staff members are encouraged to direct patients to the appropriate clinic patient advocate; however, when concerns cannot be handled at the clinic level, please feel free to utilize the Group Patient Advocate through the TOPA Flight or contact any of the Commanders or Group Superintendent. Patient Advocates are ready to assist anywhere care is delivered, in-house or in the TRICARE network.

**Phone: (575) 784-2778 option 3, option 3.**

### **Exceptional Member Family Program (EFMP)**

EFMP is a mandatory program designed for the family members of active duty members who have a physical, mental, emotional or special educational need. This program will ensure services are available at the gaining Base.

EFMP follows specific guidelines that identify what conditions or services qualify for EFMP enrollment and will assist with connecting eligible family members with specialty services as needed.

EFMP staff will assist you with any question regarding enrollment, disenrollment or EFMP reassignment. Please contact the EFMP Coordinator located in the Family Health Clinic for your appointment as soon as all required paperwork is completed:

**Phone: (575) 784-0610**

### **Family Member Relocation Clearance for OCONUS and CONUS**

The family member relocation process starts with the AD member providing an AF Form 4380 to the EFMP department via MiCare or delivering it to the Family Health Clinic front desk. Cannon performs a 100% medical record review on all family members scheduled for PCS. AD members without dependents are cleared in v-MPF without needing to do anything. All Family members are required to attend the face-to-face Family Clearance appointment for OCONUS, and only the identified family members need to attend for the EFMP face-to-face Family Clearance appointment. The following forms are required for this clearance appointment:

- AF Form 1466 REQUEST FOR FAMILY MEMBER'S MEDICAL AND EDUCATION CLEARANCE FOR TRAVEL- pg 1-3 completed by the sponsor.
- DD Form 2972-1 SPECIAL EDUCATION/EARLY INTERVENTION SUMMARY- completed by the school for all children, if child is not attending Child Care Center or School the parent fills out the form.
- AF IMT 1466D Dental Health Summary- completed by a dentist for all family members age 2-21.
- DD Form 2792 FAMILY MEMBER MEDICAL SUMMARY- completed by the PCM, **only required** if instructed by the EFMP staff, who will schedule an appointment with the PCM for completion

**Phone: (575) 784-0610**

# Patient Travel Reimbursement

Effective 1 Oct 2014, key changes were made to the Joint Travel Regulations that affect patient travel reimbursement. All beneficiary travel (including dependent travel) will be reimbursed at a rate of \$0.235/mile. Beneficiaries should refer to CAFBI 41-100 for detailed information regarding Patient Travel. Active Duty members may contact Vehicle Operations to reserve a GOV for medical travel if desired. GOV's are not authorized for dependent medical travel (e.g., an Active Duty member cannot reserve a GOV to take their child to an appointment in Lubbock the patient is a dependent). Gas receipts are no longer required. Mileage will be calculated from the member's residence to the place of specialty care. In order to be reimbursed for travel through the Medical Treatment Facility (MTF), you must meet all of the following criteria:

- (1) You must be TRICARE Prime
- (2) Your PCM must be a provider within the 27 SOMDG
- (3) Your referral must be authorized by United HealthCare prior to scheduling an appointment. You will receive a letter with a referral authorization number to your address on file. Please contact our Referral Management Center for questions.
- (4) It must be medically necessary for you to be seen by the specialist, i.e., if care is available in the local area and you choose to go to a distant provider, the TRICARE Prime Travel Benefit does not apply. In addition, if you receive an elective medical procedure, not medically necessary, then travel reimbursement is not authorized.

**Phone: (575) 784-6975**

# eneral Information

## **Patient Safety**

Our Patient Safety Program is designed to proactively and retroactively identify potential and actual risks to the safety of our patients. Although hospitals, clinics and doctors' offices take many steps to keep patients safe, medical errors can happen when there is a single misstep in a chain of activities. Therefore, our goal has always been to identify where and when these missteps can occur and make the necessary improvements to deliver the highest quality of care to each patient every time they walk through the doors of our facility. The safety of patients is our top priority!

## **Emergency Situations:**

In the event of an emergency in the clinic, our staff will take immediate precautions to ensure your safety. Please follow their instructions until the all-clear is provided.

**Phone Number: 911 for emergency**

## **Lost and Found - Command Support Staff (CSS)**

The clinic lost and found collection is maintained by the CSS section located on the third floor. Articles are held for 3 to 5 days and then discarded as appropriate.

**Phone Number: (575) 784-4012/4011**

## **Tobacco Use Policy**

The Cannon clinic is a tobacco-free campus and use is prohibited  
Your support is appreciated.

# U seful Links

## **MiCare--Secure messaging to your provider**

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

## **TRICARE Online (TOL)--Schedule Appointments**

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

## **United Healthcare Military and Veterans**

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

## **TRICARE Dental Program**

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

## **Met Life Dental Insurance**

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

## **27 SOMDG Facebook Page**

<http://www.facebook.com/pages/AFMS-Cannon-27th-Special-Operations-Medical-Group>

## **27 SOMDG Website**

<http://www.cannon.af.mil/27thspecialoperationsmedicalgroup/index.asp>

## **Defense Travel System (DTS)**

<http://www.defensetravel.osd.mil/dts/site/index.jsp>

## **Other Links**

Diabetes- [www.diabetes.org](http://www.diabetes.org)

Children- [www.healthychildren.org](http://www.healthychildren.org)

Medicine- [www.afterdeployment.org](http://www.afterdeployment.org)

Symptom checker— [www.familydoctor.org](http://www.familydoctor.org)



# **A**ppointment Access Hotline (a.k.a. Phone Tree)

**(575) 784-2778**

## **EMERGENCY (DIAL 9-1-1)**

This phone tree is subject to change frequently in order to more efficiently serve our patients. A current copy of this phone tree will always be maintained on our social media and web sites.

### **Option 1: Appointments**

#### **Option 1: Clinics**

- Option 1: Family Health
- Option 2: Pediatrics
- Option 3: Physical Therapy
- Option 4: Women's Health
- Option 5: Optometry

#### **Option 2: Flight Medicine**

#### **Option 3: Dental**

#### **Option 4: Mental Health**

- Option 1: ANAM
- Option 2: Mental Health
- Option 3: Family Advocacy
- Option 4: ADAPT

### **Option 2: Nurse Advice Line**

### **Option 3: Ancillary Services**

#### **Option 1: Pharmacy**

#### **Option 2: Radiology**

#### **Option 3: Patient Advocate**

#### **Option 4: EFMP**

### **Option 4: TRICARE Ops/Patient Admin**

#### **Option 1: Referral Management**

#### **Option 2: Health Benefits Advisor**

##### **Option 1: MEB/PRP**

##### **Option 2: United Healthcare**

### **Option 5: Other**

#### **Option 1: Immunizations**

#### **Option 2: Public Health**

#### **Option 3: Bioenvironmental Engineering**

#### **Option 4: Occupational Health**

#### **Option 5: Health Promotions**

### **Additional Numbers**

Group Commander's Office: 784-4582

Exceptional Family Member Program: 784-0610

Flight Surgeon (On Call): 784-3502

Gas Mask Fit Test: 784-4063

HIPAA Privacy Office: 784-4029

Lost and Found: 784-4012

Medical Release of Information: 784-7095