27TH SPECIAL OPERATIONS MEDICAL GROUP (27 SOMDG) CANNON AFB
MAY-JUNE 2011

Healthy News

Health Observances for May and June.

Visit the "Health Observance board" in the clinic atrium .

May- Arthritis Awareness, Health Vision, Melanoma/ Skin Cancer Detection and Prevention, Lupus Month

June– Cataract Awareness, Home Safety, Men's Health Month

For more National Health Observances visit: www.healthfinder.gov

The 27 SOMDG Health Care Integrator office is hosting a education campaign/ booth on the first Friday of each month from 10:00 am-3:30 pm., located in the BX mall area. The next booth will be displayed on 6 May and 3 June, hope to see you there!

New closure hours for clinic training day.
May 2 at 10:00 am
June 6 10:00 am

NURSE and Medical Technical Week 6-12 May

Let them know how much

Pharmacy Waiting Times – Partnering to Keep Them Minimized

The pharmacy is committed to providing world-class pharmaceutical care with a prescription service that is thorough, timely, and safe. It is an honor to provide our military families customer service that surpasses our civilian pharmacy counterparts and a pharmacy experience that outperforms other military pharmacies. The Air Force has provided us with the best equipment, training and personnel to support a growing formulary to meet our beneficiary population's continuing needs. We have all the tools necessary to do great work and with your support we can do better.

Our greatest pharmacy challenge is providing safe, accurate and timely service. As our prescription volume continues to increase (see chart), it becomes increasingly important that the pharmacy staff forms a partnership with our patients to use it's time efficiently and effectively.

The patient's role is often overlooked and believe it or not YOU have an important role in reducing prescription waiting times. Here are some things to keep in mind that will become even more important as our prescription volumes continue to increase:

1. **Always call in your refills.** The pharmacy staff processes refills during slow times of the day as well as before and after our official hours of operation. By doing so, it keeps waiting times minimized during peak hours when the greater need is for new prescriptions to be processed, as opposed to routine refills. By having the refills ready in advance of your arrival, it minimizes YOUR time and means only one window encounter, freeing staff to accomplish the new prescriptions faster.

2. **Call us with questions.** Often times we can save you a trip by explaining a policy question or a clinical question over the phone. If you're at all unsure about anything regarding your medications, call us. We can be reached through the automated refill number (784-4912, option 4) or directly at 784-4028.

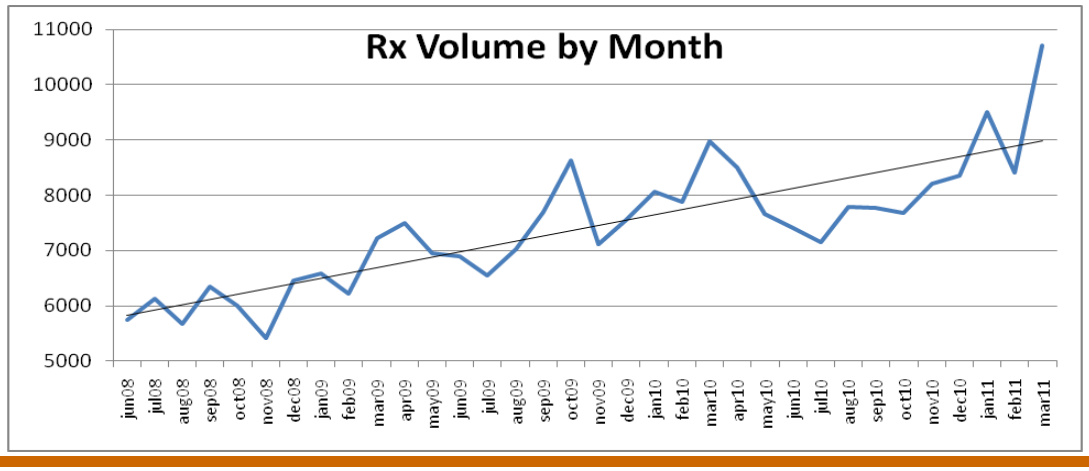
3. **Know our hours of operation.** We are here for you Monday through Friday 0730-1700. We close on national holidays and base down days. The first Monday of each month is a Wing Training Day, resulting in closure at 1000. Whenever there is a holiday or other closure, a reminder message is added to the automated refill call-in system. Feel free to use this system before making your trip to be sure there are no surprises. Keep in mind, the first duty day after a long weekend tends to be a very busy day for the pharmacy. Plan accordingly.

4. **Know our peak hours.** The busiest hours of the day tend to be from 1000-1200 and 1300-1500. If convenient to do so, you may opt to choose earlier or later hours in the day to conduct your pharmacy business. By balancing the workload, bottlenecks can be avoided and delays minimized.

5. **Come prepared.** Always have the military ID and blue Third Party Collection card of the patient for whom the prescriptions are intended. If acting on behalf of someone else, whether a family member or not, the individual's military ID card is needed. A photocopy will work just fine, that way the member is not without their card while you conduct their pharmacy transaction.

For our patients that take several medications or have new prescriptions issued, our pharmacists are always available to provide one-on-one counseling to ensure you understand the medication's role in your treatment plan.

The pharmacy strives to provide a service to you that is professional, accurate, safe, and timely. As our beneficiary population continues to increase, we will continue seeing increases in prescription volume. By working together, we can handle this additional workload without adversely affecting how long you have to wait at the pharmacy for your prescriptions. We thank you for your patronage!



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The 27 SOMDG DIAGNOSTIC (RADIOLOGY) IMAGING CLINIC

On Tuesday, Wednesday and Thursday 0730-0930 Ultrsounds (US) are provided on the following:

- **Neck**
- **Thyroid**
- **Kidney**
- **Kidney**
- **Spleen**
- **Liver**
- **Renals**
- **Abdomen (5 Studies)**
- **Gall Bladder**
- **Carotids**
- **Transvaginal**
- **Pelvis**
- **Testicular**
- **Extremity**
- **Femoral**

48 Hour Turn Around for Report Read by Creighton University Medical Center (CRUMC)

Monday thru Friday 0730-1630 routine radiology are provided on the following:

- **Upper Extremities**
- **Lower Extremities**
- **Chest**
- **Ribs**
- **Cervical Spine**
- **Thoracic Spine**
- **Lumbar Spine**
- **Sinus**
- **Skull**
- **Abdomen**
- **Pelvic Girdle**

24 Hour Turn Around for Report (Read by Lackland AFB)

The staff consists of:
- TSgt Sherry Cline, RT (R)
- SSgt Morison, Chad, RT (R) (CT)
- Jeanette McCormick, RT (R)
- RDMS,RVS,RCS
- SSgt Asia Tucker, RT (R)

Hot News

- **No Shows**. A 'No-Show' for all appointment types across all clinics is defined as patients not presenting for a scheduled appointment, or the patient canceling a scheduled appointment less than two (2) hours prior to a medical appointment and 24 hours prior to a dental appointment. Medical appointments before 0900 need to be cancelled prior to the close of business of the previous duty day.

Commanders of Active Duty will be notified of a 'No Show' for a scheduled appointment. This is not recorded as a HIPAA disclosure, as this falls under the definition of treatment.

- **Late Shows**. A 'Late Show' for all appointment types across all clinics is defined as patients arriving more than 10 minutes after a scheduled appointment. If more than 10 minutes late, one of the following options will be exercised with the provider and/or member of the clinic team taking into account medical judgment of the patient's health status and the most up-to-date time constraints. The patient can:

* Wait and be worked in later in the morning, or afternoon, after other scheduled appointments (i.e., preferably an A.M. Late Show will be worked in before lunch and a P.M. Late Show will be worked in before end of day)
* Wait an potentially be seen earlier should there be and unexpected opening in the schedule
* Reschedule the appointment

There may be times when the clinic will be unable to see the patient on the same day. In those instances, it may be necessary to reschedule the appointment for another date; or, based on clinical judgment, refer the patient to a local Urgent Care Clinic, as necessary.

What is Referral Management

Referral Management Center (RMC)

Who are we?
We review your referral for appropriateness and administrative and medical completeness in order to obtain a speedy approval.

We coordinate with facilities in our region to ensure the best care. We send the necessary documentation regarding your scheduled appointment.
We track all outgoing referrals and incoming consults to ensure continuum of care.

We can assist in making your appointment when the referred provider will not make the appointment with the patient.

We are here to assist you in any way possible to alleviate any frustrations with the referral/ appointment process.
We can be reached at the following numbers:
(575) 784-1721
(575) 784-1730
(575) 784-6699

We are located in the TOPA Flight (TRICARE Operations Patient Administration) Office.

Family Advocacy Program (FAP)

The mission of the Family Advocacy Program (FAP) is to build healthy Air Force communities by developing, implementing, and evaluating policies and programs to prevent, intervene in, and treat child and spouse maltreatment. The 27 Special Operation Family Advocacy Program for Cannon AFB, wants to let you know their services. The service are as followed:
New Parent Support Program is sponsored by Family Advocacy. This program is a FREE service designed to help expectant and new parents meet their challenging and changing roles as mother, father, and parent.
DADS 101 is for dads, taught by dads. This class is held every other month from 1000-1530. Learn About: Shaken Baby Syndrome, Pregnancy, Gender Stereotype, Attachment, Diaper Changing, Labor and Delivery and Infant Bathing
1-2-3– Magic Class is available through FAP. This class is available through FAP for parents with young children (ages two through ten), designed to bring practical, easy-to-use discipline methods into your home. The 1-2-3–magic book provides simple script in place for when your child is whining, crying, and when arguing begins. The program only works when the adult in charge ceases using any other words or actions than a calm "that's one... "that's two...that's three, time out". If you are a stay at home parent or working parent this class will help with children's behavior.