

## Preparing For Your Visit

Before your health care appointment, there are several things you can do to help make it a productive visit:

- Make a list of questions for the Health Care Team. Put the most important questions at the top of the list.
- Make a list of health care providers visited outside the clinic since your last visit (emergency room visits, hospital admissions, both host nation, and military hospitals, and specialty doctors visits or referrals).
- Maintain and bring a list of all medications, prescription, over-the-counter, herbal remedies, vitamins, to your visit. Make a list of all your food and/or drug allergies.
- Bring a trusted friend or family member to your visit, if needed.

## Patient Satisfaction

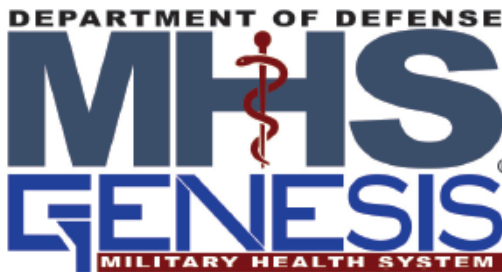
We encourage our patients to provide feedback, positive and negative, to allow us to continually improve. Patient can provide feedback through:

- Joint Outpatient Experience Survey [www.ipsosresearch.com/joessurvey/](http://www.ipsosresearch.com/joessurvey/)
- Interactive Customer Evaluation (ICE): [ice.disa.mil/](http://ice.disa.mil/)
- Patient Advocate in the TRICARE Service Center at 915-742-2692/2508

## Making Appointments

Making an appointment with your health care team is simple:

Call the **Central Appointment** line at  
915-742-2273



To access the MHS GENESIS Patient Portal, visit [patientportal.mhsgenesis.health.mil](http://patientportal.mhsgenesis.health.mil).

### **MHS GENESIS Patient portal allows 24/7 access to:**

- Review your health record-lab/radiology results and clinic notes from your visit.
- Securely send messages and documents to your doctor
- Request prescription refills
- Book an appointment
- Fill out forms before your appointments
- Access educational content
- Complete an eVisit

For questions regarding the DS Logon, visit [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) or contact the Defense Manpower Data Center at (800) 538-9552.

For more information about the **William Beaumont Army Medical Center** check out our website at

<https://william-beaumont.tricare.mil/Clinics/Soldier-Family-Medical-Center-West-Bliss>



## William Beaumont Department of Primary Care **Soldier Family Medical Clinic** Patient Centered Medical Home



### **Hours of Operation:**

0700-1600

Monday through Friday

*Closed in the afternoon on the second Thursday of each month for training*

**Mission:** Provide Safe, High-Quality, Patient-Centered Care to Build and Sustain a Ready Medical Force and a Medically Ready Force.

**Vision:** Military Medicine's Most Trusted Healthcare Provider



## What is Different About a Medical Home?

In a Patient Centered Medical Home, you partner with a primary care clinician, nurses and medics to take responsibility for your health and care coordination. This core team works with you over time to take care of new health concerns as they arise, ensure delivery of preventive screening and services, manage chronic health problems, and promote a spirit of health and wellness.

This relationship between you and your health care team is the heart of the Medical Home.

## Enhanced Role of Nursing

When you do come in for a visit, you will notice that your nurse and medic play a greater role than you might be used to. Your nurse and medic will spend more time listening to your concerns, help you communicate those concerns to your doctor, and then make sure that you understand the care plan and that all of your questions are answered.

## PCM Team

Each patient will partner with a team of healthcare providers – physicians, nurses, behavioral health, clinical pharmacists, physical therapy and case management professionals to develop a comprehensive, personal healthcare plan.

You have the right to request a change to your Primary Care Manager, a second opinion, or specialty care consult.

**Changing your Primary Care Manager**  
Simply contact HealthNet Federal Services at 1-844-866-9378 and request a change.

## Access Options

**Let us** take care of your routine and urgent needs. Only use the emergency room for emergencies. We have same day appointments and future appointments. If none of these appointments satisfies your needs, you can leave a **telephone message** for your healthcare team via Central Appointments or use **MHS GENESIS Patient Portal Secure Messaging** to leave a Secure Message (Email). Office policy is to respond to messages within 1 day of routine hours after message delivery. You will be notified by email when your provider replies to your message.

If our virtual care cannot address your medical need and you cannot get an appointment, consider walking-in to see us. Please understand that our walk-in services are subject to staffing limitations and may result in variable wait times.

Looking for telehealth options for medical or mental health and wellness? Visit [www.tricare-west.com](http://www.tricare-west.com)

For available and covered providers. You can also call directly at 1-844-866-9378.

## Appointment Availability

In your Medical Home, we make every effort to ensure you get an appointment when you want it including same day appointments. We strive to provide same day access for acute care with your health care team so that you won't have to rely on the emergency room for your primary care. For routine care, we strive to get you an appointment with your health care team within 7 days.

Studies show that when you receive care from the same health care team over time, hospitalizations, unnecessary lab tests, imaging studies, and prescriptions, are reduced.

## What If I Need Emergency Care?

An emergency is a sudden and unexpected medical condition, or the worsening of a condition, which poses a threat to life, limb or sight, and requires **immediate** treatment.

If you need emergency care, go directly to the emergency room at the nearest hospital or call 911 for an ambulance.

If you do go to an ER or receive care outside of your Medical Home, contact your Medical Home team as soon as you can. By keeping your health care team informed you help the team better coordinate your care and ensure that you get the follow up care that you need.

## Your Rights and Responsibilities

In the Patient Centered Medical Home, you share responsibility for your health. We encourage you to take an active role in your care by asking questions, participating in the decisions that affect you and your family's health, and proactively communicating with your team when you receive care outside of your Medical Home.

To that end, we will go the extra mile to ensure that when you need care, you get care from your own health care team, the doctor and nurses who know you and your family.