

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 important **questions** you have for the Health Care Team.
- Be prepared to provide a good health history. This includes making a **list of health care providers visited outside the clinic** since your last visit including emergency room visits, civilian and military hospital admissions, and specialty doctors visits or referrals.
- Maintain and bring an **accurate list of all medications; prescription, over-the-counter, herbal remedies, vitamins** to your visit. Include 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. Patients can provide feedback through:

- Joint Outpatient Experience Survey, will need survey ID and password:
www.ipsosresearch.com/joessurvey/
- **WBAMC Patient Advocate** by calling
(915) 742-2692 / 2508
- **Interactive Customer Evaluation (ICE)**:
https://ice.disa.mil/index.cfm?fa=card&sp=130852&s=435&dep=*DoD&sc=11



Making Appointments

Making an appointment with your health care team is simple: Call the **Central Appointment** line at (915) 742-2273 or front desk (575) 674-3500.

Visit **TRICARE Online** at
<https://www.tricareonline.com>



Utilize **Patient Portal Secure Messaging** to contact your Health Care Team at
<https://my.mhsgenesis.health.mil/>

For more information about the **McAfee U.S. Army Health Clinic** check out our website at:

<https://william-beaumont.tricare.mil/Clinics/McAfee-Health-Dental-Clinic>

For professional health advice from a team of registered nurses call toll-free at 1-800-TRICARE (800-874-2273); select option 1.

The Nurse Advice Line is available 24 hours a day, 7 days a week.

Preferred Language

If you would like this trifold to be translated into your preferred language please ask one of our staff members and we will be glad to assist you.



McAfee U.S. Army Health Clinic

Patient Centered Medical Home



Hours of Operation:

0800-1700
Monday, Tuesday, Wednesday & Friday

0800-1200 Thursday

Closed Thursday afternoons for Training

Mission: McAfee provides precision healthcare focused on our community, it's strategic mission, and our beneficiaries.

Vision: WSMR's premier force enabler, generating enduring readiness through high quality healthcare.



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, request a second opinion, or specialty care consult. You can discuss the process for selecting a new PCM, obtaining a second opinion, or obtaining a specialty care consult with anyone on your health care team.

Access Options

Let us take care of your routine and acute care needs. 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 **Patient Portal Secure Messaging** to leave a Secure Message email to your team.

Office policy is to try to respond to messages within 72 hours. You will be notified by email when your provider replies to your message.

If our virtual options 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.

Pharmacy

The pharmacy automated refill line (575) 678-7009.

The pharmacy is closed for lunch from 1145 to 1300. The pharmacy is not open on the weekends or Federal holidays. Please allow for three business days to process your refills. The pharmacy window closes at 1600, please arrive no later than 1545 (1130 on Thursdays), this gives the pharmacy team enough time to process your prescriptions.

Self-Care Card

Eligible adults and Tricare beneficiaries who have completed the self-care request form are allowed to obtain up to four over the counter medication items per household from any post pharmacy every 30 days.

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.

Patient 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 self management activities, sharing in 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.

